

Making Our Voice Count



Coproduced SUF outcomes for
mental health care, support
& treatment



SUF has coproduced outcomes for mental health services, based on the Think Local Act Personal, Making It Real using “I” statements.

Making it Real is a framework for how to do personalised care and support. It’s for people working in health, adult social care, housing, and for people who access services.

It is an easy to use, jargon-free set of personalised principles that focus on what matters to people. Making it Real is built around six themes. These describe what good looks like from an individual’s perspective and what organisations should be doing to live up to those expectations. It supports co-production between people, commissioners, and providers.

Making it Real has been co-produced by Think Local Act Personal and the Coalition for Collaborative Care, with input from partners, organisations and individuals, including the National Co-production Advisory Group (NCAG).

For more information see this link:
www.thinklocalactpersonal.org.uk/makingitreal/about



Suffolk User Forum



@SUFMentalWealth

Overview of Outcomes



We have provided recommended outcomes that reflect the most important elements of personalised care and support, written as 'I' statements to describe what good care and involvement looks like from an individual perspective. By personalising the service user and family carer experience we seek to encourage and support NSFT staff to think about the care they are providing and to evaluate how NSFT's aspirations are being met and identify what needs to change. The 'I' statements can form a basis for a really good conversation in Care Groups and locality forums to focus on making things better, supporting coproduction and embedding a truly personalised approach to mental health care in NSFT.

Access and unmet needs:

1. I know that I will be told how I can contact the person or team responsible for my care.
2. I know I will be told who else I can contact should my clinician be unavailable.
3. I know and trust if I leave a message, I will receive a call back in a timely way.
4. I know who to call if my mental health changes and I enter a crisis.
5. I know that if other teams in NSFT also provide support me, (such as Home Treatment, First Response Service, crisis care, and inpatient care) they will inform my lead clinician/or care coordinator and ensure continuity of care.
5. I know that my treatment plan and appointments will take account of my specific needs.

Complaints:

1. I feel confident to speak up.
2. I felt that the process for making my complaint was simple.
3. I felt listened to and understood.
4. I felt that making my complaint made a difference.
5. I would feel confident in making a complaint in the future.

Crisis Care, First Response Service (FRS), Psychiatric Liaison and Suicide Prevention:

1. I know they will INVOLVE and INFORM me of crisis support options that may help me.
2. I know they will SHARE with me that they have understood me.
3. I know they will be thoughtful and be clear about the TIME they can give to me and their availability for support.
4. I know they will EMPATHISE and ENCOURAGE me to stay safe and EVALUATE what needs to happen next.
5. I know they will support me with a clear plan that confirms the NEXT STEPS in my treatment and care. I can trust that my care and support is coordinated, and everyone works well together and with me to help keep me safe.

Care Planning and Medication:

1. All my needs as a person are assessed.
2. My family carer/family have their needs recognised and are given support to care for me.
3. I am supported to understand my choices and to set and achieve my goals.
4. Taken together, my care and support help me live the life I want and to the best of my ability.
5. I work with my team to agree my care and support plan.
6. I know what is in my care and support plan.
7. I know what to do if things change or go wrong.
8. I have as much control of planning my care and support as I want.
9. I can decide the kind of support I need and how to receive it.
10. My care plan is clearly and accurately written on my record.
11. I am involved in planning the regular reviews of my care and treatment, my care and support plan.
12. I have regular, comprehensive reviews of my medicines.
13. When something is planned, it happens.
14. I can plan ahead and stay in control in emergencies.
15. I have systems in place to get help at an early stage to avoid a crisis.

Communication

1. I tell my story once.
2. I am listened to about what works for me, in my life.
3. I am always kept informed about what the next steps will be.
4. I know that I will be told how I can contact the person or team responsible for my care.
5. I know I will be told who else I can contact should my clinician be unavailable.
6. I know and trust if I leave a message, I will receive a call back in a timely way.
7. The professionals involved in my care, talk regularly with my family carer, and ensure they are supported.
8. The professionals involved with my care talk to each other. I know that if other teams in NSFT also provide support me, (such as Home Treatment, First Response Service, crisis care, and inpatient care) they will inform my lead clinician/or care coordinator and ensure continuity of care.
9. We all work as a team.
10. I always know who is coordinating my care.
11. I have one first point of contact.
12. They understand both me and my needs.
13. I can go to them with questions at any time.
14. I know that my treatment plan and appointments will take account of my specific needs.
15. I have the information I need, and am supported to use it, so I can make decisions and choices about my care and support.
16. I have information, and support to use it, that helps me manage my needs.
17. I can see my health and care records at any time.
18. I can decide who to share them with.
19. I can correct any mistakes in the information.
20. Information is given to me at the right times.
21. It is appropriate to my needs and circumstances.
22. It is provided in a way that I can understand.
23. I am told about the other services that are available to someone in my circumstances, including support organisations.
24. I am not left alone to make sense of information.
25. I can meet/phone/email a professional when I need to ask more questions or discuss the options.
26. When I use a new service, my care plan is known in advance and respected. When I move between services or settings, there is a plan in place for what happens next.
27. I know in advance where I am going, what I will be provided with, and who will be my main point of professional contact.
28. I am given information about any medicines I take with me – their purpose, how to take them, potential side effects.
29. If I still need contact with previous services/professionals, this is made possible.

Discharge from NSFT Integrated Delivery Team (IDT)

1. I am listened to and involved in my discharge planning
2. I work with my care coordinator and professional team to plan towards my discharge.
3. I agree my discharge plan and am supported to live the life I want and to do the things that are important to me as independently as possible.
4. I know what is in my discharge plan and ongoing support plan.
5. I know what to do if things change or go wrong.
6. I know who will be supporting me with my medication and how to arrange a medication review.
7. I have as much control of planning my discharge and support as I want.
8. I can decide the kind of community support I need and how to receive it.
9. My discharge plan is clearly and accurately written on my record.
10. My GP is informed of my discharge and provided with the information they need to enable them to continue my ongoing healthcare in the community.
11. I am supported to plan and stay in control.
12. I feel safe and am supported to understand and manage any risks.
13. I have systems in place to get help at an early stage to avoid a crisis.

Listened to & Understood

1. I know I am listened to with kindness, compassion, and respect.
2. I know my experiences will be understood and validated.
3. I am provided with options.
4. I make decisions that are respected, and I have rights that are protected.
5. I am supported to understand risks and uncertainties in my life.
6. I know how to contact to the person or team in charge of my care when I need to.
7. I know my plan of care.
8. I am not ignored or forgotten.

Quality of Service

1. I am treated with empathy, dignity, and respect.
2. I am supported in shared decision making.
3. I am asked about my experiences and my feedback is used to improve services.
4. I understand the roles of the members of my multidisciplinary team and know how to contact them about my ongoing healthcare needs.
5. I can access mental health services, including crisis support, when I need them.
6. I am able to jointly agree my care plan with health and social care professionals, including my crisis plan if I have one.
7. I receive daily one-to-one contact with mental healthcare professionals known to me and I regularly see other members of the multidisciplinary mental healthcare team.
8. I can access meaningful and culturally appropriate activities 7 days a week, not restricted to 9am to 5pm.

Service User and Family Carer Participation

1. I know and can see evidence that service users and family carers are supported to drive the direction of the Trust.
2. I know my contribution to coproduction is valued, actioned and makes a difference.
3. I know the Trust provides a range of opportunities for service users and family carers to be involved and to contribute to the Trusts work.
4. I know the Trust encourages open and honest, purposeful involvement and participation to influence quality improvements and QI projects.
5. I can see and feel that the Trust is working to continuously improve the experience of service user and family carer participation, to ensure it is valued, meaningful and enjoyable.



Suffolk user forum

your voice for emotional
and mental health



01473 907087



hello@suffolkuserforum.co.uk



Suffolk User Forum



@SUFMentalWealth



www.suffolkuserforum.co.uk



The New Hollies
Unit 3, Grange Business Centre
Kesgrave, Ipswich
Suffolk, IP5 2BY



Suffolk User Forum (SUF) is a
Registered Company Number
06946785 and a Charity
Number 1133457.

Author: Suffolk User Forum

Copyright © 2021 by Suffolk User Forum

All rights reserved. No part of this publication may be reproduced, distributed, or transmitted in any form, other than the following. The publication can be printed for personal use only. The publication may be shared on social media on the condition that it is shared in its entirety and acknowledge the source of the material.