

Involvement Standards

No	Standard	Examples	Our Evidence	RAG Rating
1	There is understandable information available on the wards about ways to be involved on an individual and ward level	Ward information boards Accessible documentation Meeting minutes Easy read information Posters and flyers Service development workshops		<input type="text"/>
2	Policies and procedures are written and reviewed with the involvement of patients, carers and staff members and are accessible	Policies, procedures and guidelines are formatted, disseminated and stored in ways that staff, patients and carers find accessible and easy to use All information is provided in a format which is easily understood		<input type="text"/>
3	There is an admission process that helps service users feel welcome and involved	On admission to the service, staff members introduce themselves, other patients and show them around There is a buddy system that can be accessed prior to and on admission Ward and service information booklet		<input type="text"/>
4	There is a service Involvement and co-production strategy covering all areas of service delivery including how the service is: Provided – Developed - Reviewed	A co-produced Strategy in place Models of care within the service routinely evaluated and reviewed Staff and service users influence quality improvement projects Service development workshops		<input type="text"/>
5	There is a named person who takes a lead for involvement in the service	Job description Identified lead Verbal feedback		<input type="text"/>
6	There are regular involvement meetings where the agenda is agreed by everyone involved	Community meetings agendas Involvement meeting agendas Clinical governance agendas		<input type="text"/>
7	Service users have access to a choice of different ways to feedback about the service including making complaints. This feedback is used to improve the service.	Governance meeting minutes Community meeting minutes Policies and procedures Questionnaires / Suggestion boxes "You said, we did" boards Family and friends test Independent advocacy available Accessible complaints procedure		<input type="text"/>
8	There is an independent advocate known by name to service users, and where requested raises issues on their behalf and feeds back actions or outcomes	Independent Advocacy service Advocate attends regular meetings Service users know how to access the service and are supported to do so		<input type="text"/>
9	Service users and staff are informed so that they feel prepared to have a voice at different involvement events	Meeting minutes / Action plans Posters Role descriptions		<input type="text"/>
10	Involvement meetings are attended by different members of staff including the ward manager or someone who can make decisions and come up with a plan	Meeting minutes Attendance sheets Action plans Changes happening as a direct result of these meetings		<input type="text"/>
11	The service actively encourages people to be involved in a range of involvement groups both within and outside of the service	Y&H Network attendance Y&H Newsletters Recovery and Outcomes Groups Information boards		<input type="text"/>



Secure Quality Involvement Tool (SeQuIn Tool)

RAG Rating	
5 Green	Fabulous!
4 Green Amber	↕
3 Amber	Functional!
2 Amber Red	↕
1 Red	Action!

12	There is a way for family and carers to feedback about their experience of the service and this is used to improve the service	Feedback forms/Questionnaires Friends and family test Conversations with staff Carers forums minutes		
Average Score for the area				

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RAG Rating	
5 Green	Fabulous!
4 Green Amber	↑
3 Amber	Functional!
2 Amber Red	↓
1 Red	Action!

Involvement Action Plan

No.	Standard	Our Actions	RAG Rating
1	There is understandable information available on the wards about ways to be involved on an individual and ward level		
2	Policies and procedures are written and reviewed with the involvement of patients, carers and staff members and are accessible		
3	There is an admission process that helps service users feel welcome and involved		
4	There is a service Involvement and co-production strategy covering all areas of service delivery including how the service is: Provided – Developed - Reviewed		
5	There is a named person who takes a lead for involvement in the service		
6	There are regular involvement meetings where the agenda is agreed by everyone involved		
7	Service users have access to a choice of different ways to feedback about the service including making complaints. This feedback is used to improve the service.		
8	There is an independent advocate known by name to service users, and where requested raises issues on their behalf and feeds back actions or outcomes		
9	Service users and staff are informed so that they feel prepared to have a voice at different involvement events		
10	Involvement meetings are attended by different members of staff including the ward manager or someone who can make decisions and come up with a plan		
11	The service actively encourages people to be involved in a range of involvement groups both within and outside of the service		
12	There is a way for family and carers to feedback about their experience of the service and this is used to improve the service		