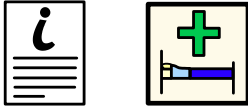
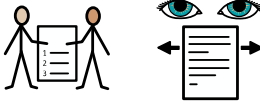
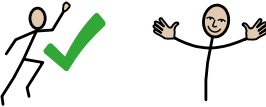
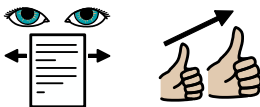

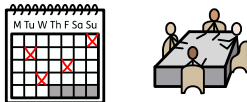
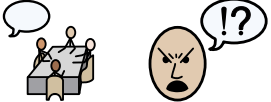
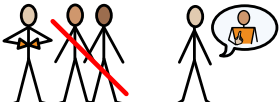


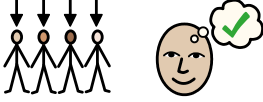

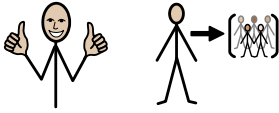
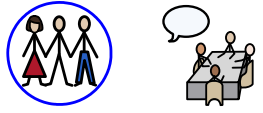
Involvement Standards

No.	Standard	Examples	R A G
1	 <p>There is understandable information available on the wards about ways to be involved on an individual and ward level.</p>	<p>Ward information boards. Accessible documentation. Meeting minutes. Easy read information. Posters and flyers. Service development workshops.</p>	
2	 <p>Policies and procedures are written and reviewed with the involvement of patients, carers and staff members and are accessible.</p>	<p>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.</p>	
3	 <p>There is an admission process that helps service users feel welcome and involved.</p>	<p>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.</p>	
4	 <p>There is a service Involvement and co-production strategy covering all areas of service delivery including how the service is: Provided – Developed - Reviewed.</p>	<p>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.</p>	

Involvement Standards

No.	Standard	Examples	R A G
5	 <p>There is a named person who takes a lead for involvement in the service.</p>	<p>Job description. Identified lead. Verbal feedback.</p>	
6	 <p>There are regular involvement meetings where the agenda is agreed by everyone involved.</p>	<p>Community meetings agendas. Involvement meeting agendas. Clinical governance agendas.</p>	
7	 <p>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.</p>	<p>Governance meeting minutes. Community meeting minutes. Policies and procedures. Questionnaires. "You said, we did" boards. Suggestion boxes. Family and friends test. Independent advocacy available. Accessible complaints procedure.</p>	
8	 <p>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.</p>	<p>Independent Advocacy service. Advocate attends regular meetings. Service users know how to access the service and are supported to do so.</p>	

Involvement Standards

No.	Standard	Examples	R A G
9	 <p>Service users and staff are informed so that they feel prepared to have a voice at different involvement events.</p>	<p>Meeting minutes. Action plans. Posters. Role descriptions.</p>	
10	 <p>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.</p>	<p>Meeting minutes. Attendance sheets. Action plans. Changes happening as a direct result of these meetings.</p>	
11	 <p>The service actively encourages people to be involved in a range of involvement groups both within and outside of the service.</p>	<p>Y&H Network attendance. Y&H Newsletters. Recovery and Outcomes Groups. Information boards.</p>	
12	 <p>There is a way for family and carers to feedback about their experience of the service and this is used to improve the service.</p>	<p>Feedback forms. Questionnaires. Friends and family test. Conversations with staff. Carers forums minutes.</p>	
Total score for this area:			