

## Washington Mind

### Service User Involvement Policy

#### Definitions:

Service User – we use the term service user to mean current or former users of Washington Mind's services or other mental health services.

Involvement – this term refers to the active participation of service users in their own care and/or the planning, delivery and development of our services.

#### Aims:

It is Washington Mind's aim to involve service users at all levels in the organisation, we aim to do this by:

- Using "User friendly" language at all times.
- Assisting people to do things for themselves rather than doing things for/to people
- Fully consulting and involving service users in the forming of policy, planning, governance, recruitment delivery and delivery of services
- Empowering service users to make real decisions about their own lives, services they receive and the community in which they live
- Creating a "needs led" service where it is more important that views and ideas flow "from the bottom up" than from "the top down"
- Ensuring consultation is an ongoing, two way process. It should not be seen as a series of "one off exercises"

Ensuring service users have access to clearly understandable information about Washington Mind, the services it provides and the organisation's policies and procedures. This information should also be explained verbally to service users to ensure that its contents and implications are understood

#### Responsibility:

It is the responsibility of every worker, volunteer, service user and committee member to ensure that this policy is put into practice. It is therefore everyone's duty to ensure that everyone has access to a copy of the policy and that the policy is explained to people to ensure that they understand its content and implications.

**The promotion of genuine user involvement will remain an ongoing priority.**



The following document is displayed on the premises to encourage involvement:

## How can you get involved?

**The views of all of the people who use our services are important to us and there are various ways you can be involved and have your voice heard:**

- o Speak directly to staff member or volunteer*
- o Email [info@washingtonmind.org.uk](mailto:info@washingtonmind.org.uk)*
- o Text 07807 395 561*
- o Write to Washington Mind, Village Lane, Washington NE38 7HS*
- o Contribute to group meetings*
- o Use suggestion box provided*
- o Comments Book*
- o Notice Board*
- o Complete services evaluation form*
- o Speak directly to a Sub Group member*
- o Join a sub group (e.g. newsletter)*
- o Attend a consultation event*
- o Follow the Complaints procedure*

### **Service User Meetings:**

Group meetings take place monthly during drop-in sessions and are open to all Washington Mind service users, staff and volunteers. All are welcome to contribute to the meeting agenda and minutes of the meeting are displayed in the group room.

Typical agenda items include:

- o Updates to schedule*
- o Future plans for events and activities*
- o Feedback from evaluations and suggestion box etc.*
- o Issues and concerns*
- o Share ideas!!*

### **Executive Sub Group:**

Members of the Sub Group are volunteers who are current service users of Washington Mind. Sub Group meetings are scheduled on a quarterly basis but can be called more regularly if members feel this is necessary.

The role of the Sub Group is:

