

Service User Involvement in Rehab & Recovery (R&R)

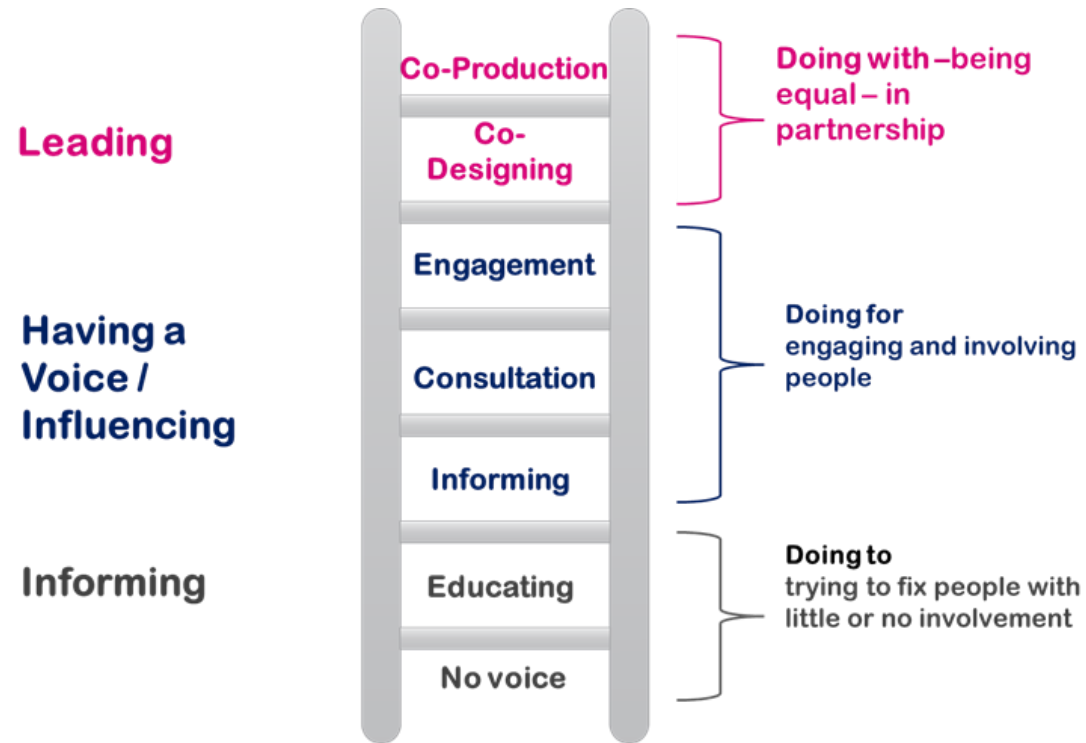
Anita Nila Inpatient Recovery Worker

Jessica Masterson Touchstone Pathway
Inclusion worker

Amie Beswick Occupational Therapist

Chloe Mailey Inpatient Recovery Worker

But what is Co-Production? ...



- ▶ Describes a process whereby professionals and lived experience partners work together on an equal basis to make services more effective.
- ▶ Breaks down barriers between clients and professionals.

Why do we need Co-Production?

Every service needs and should have Co-Production

We work in partnership with stakeholders to improve services

Highlights people's strengths, skills, knowledge and capabilities

People's voices are heard

It brings positive changes and services become more inclusive

Empowering

Stakeholders feel valued and respected

How it started



ENHANCE ON WHAT WE
ARE ALREADY DOING



TOUCHSTONE PATHWAY
INCLUSION WORKER



SERVICE USER
INVOLVEMENT LEADS



INTRODUCTION OF THE
SERVICE USER
INVOLVEMENT MEETING



How it's going

- ▶ Established monthly Service User Involvement Meetings -” *When I came to the service user meeting, I felt listened and heard which gave me confidence to be able to bring up things on the ward”*
- ▶ Co-Facilitation
- ▶ Service video
- ▶ Created our payments and expenses policy in line with the Patient Care Experience Team

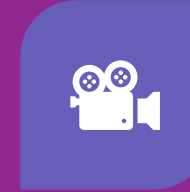
Collaboration and Celebrations



NEWSLETTER



RECOVERY TRAINING



SERVICE VIDEO



PAID OPPORTUNITIES



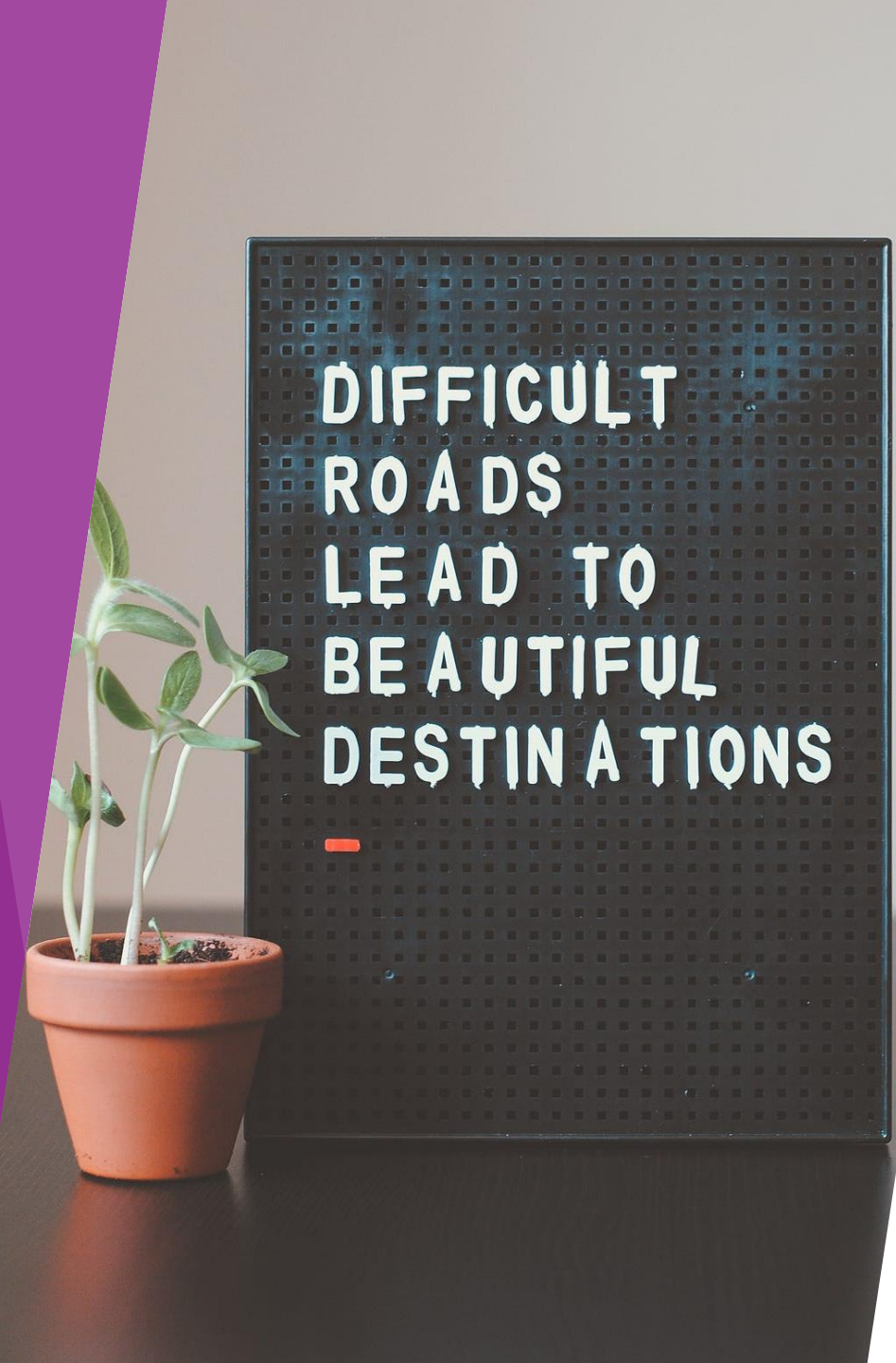
PARTNERSHIP
WORKING WITH
TOUCHSTONE AND
LEEDS MIND



INTERVIEW FOR SKILLS
COURSE WITH THE
PATIENT CARE
EXPERIENCE TEAM,
RECOVERY COLLEGE
AND LIVED EXPERIENCE
PARTNERS



PROTECTED TIME

A photograph of a small green plant in a terracotta pot next to a black letterboard with white text. The text on the letterboard reads: "DIFFICULT ROADS LEAD TO BEAUTIFUL DESTINATIONS".

DIFFICULT
ROADS
LEAD TO
BEAUTIFUL
DESTINATIONS

Challenges and setbacks

Where we want to be in the future



TRAINING



CO-PRODUCTION
OPPORTUNITIES.



SUN



VOLUNTEERING AND
PAID WORK



MORE CO-FACILITATION



LIVED EXPERIENCE
REPRESENTATIVE AT
CIF AND GOVERNANCE
MEETING.



HAVING CO-
PRODUCTION MEETING
FOR SERVICE USERS IN
THE COMMUNITY



What are we proud of

- ▶ We're consistent
- ▶ Consistent engagement from service users.
- ▶ Positive feedback from service users and staff
- ▶ Dedication from our service user leads
- ▶ Well attended Service User Involvement meetings
- ▶ We're continually learning and adapting



Questions