

**CHI Mental Health Service Users Survey, 2003
UPDATED PLAN TO ADDRESS FINDINGS**

Issues arising from survey	Actions	Accountability	Update
Day Centre Activities	Implementation of 'Life in the Day' (L.I.D.) service principles and specification	Cotswold and Vale Service Manager lead for L.I.D. planning	Update report July 2004
Access to out-of-hours services	Recruitment of Project Manager for crisis/home treatment services	AWA Care Group Manager	A Crisis Home Treatment Team has been operating in Stroud since April 1 st 2004 and additional Teams in the other PCT areas will be operational by December 2004 -5. A Project Manager has been appointed and the Team Leader posts have been advertised.
<p>Care Planning (The action plan for this issue should address both the findings of the Picker Survey and the paper 'Mental Health Service Response to First-Episode Psychosis in Gloucestershire', July 2003)</p>	<p>(a) Workshop format to be designed for Care Coordinators and service users (and possibly Carers)</p> <p>(b) Workshops programme for PCT localities (including Specialist Services staff and users) to be completed</p> <p>(c) Workshop review to be completed</p> <p>(d) Additional measures including information for Service Users, additional CPA training, Code of Practice for reviews to be considered following workshop review</p>	<p>(a) CPA Lead/Participation Facilitator</p> <p>(b) CPA Lead /Service User Participation Worker</p> <p>(c) Service Managers</p> <p>(d) Service Managers, with CPA Lead and Service User Participation Worker</p>	<p>A meeting was held in February 2004 with Team Leaders and each Team/Day centre was tasked with meeting with Service Users and Carers to draw up local action plans aimed at improving the User and Carer involvement in care planning. These will be reviewed locally in November with a final meeting in December to review progress and lessons learnt.</p> <p>Checklist for Chairs re involvement of Users and Carers in meetings has been disseminated . Guide to CPA leaflet has been updated with input from Users and Carers and there has been a new drive to ensure dissemination</p>

Appendix 2

Dissemination of survey results	(a) Survey results posted on Trust website following consultation with Service Users re format. (b) Press Release (c) Mail shot to user and carer groups (d) Team Briefings (e) Information to Partner Agencies	(a) Mental Health Development Manager (b) Communications Manager (c) User & Carer Participation Workers (d) Service Managers/Team Leaders (e) Mental Health Development Manager/Care Group Manager	Survey results were disseminated as agreed and Users , Carers and partner agencies informed.
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