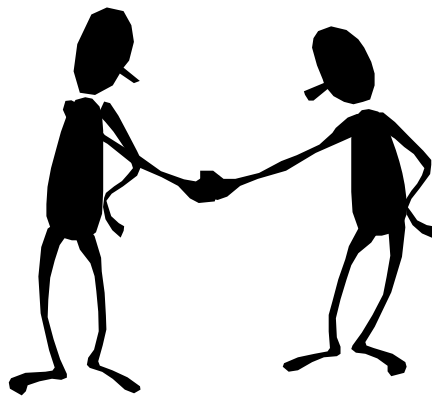


**Getting involved in  
Gloucestershire Partnership  
NHS Trust**



**Gloucestershire  
Partnership NHS Trust  
provides mental health and  
learning disability services  
for people living in  
Gloucestershire.**

## **Introduction**

Gloucestershire Partnership NHS Trust values the experience and expertise of Service Users and Carers and wants to strengthen the Service User/Carer voice in the planning, delivery and evaluation of mental health and learning disability services.

The information in this pack is for Service Users and Carers who are interested in making a difference to the services provided by Gloucestershire Partnership NHS Trust.

This pack contains the following sections

- **Getting Involved – What can I do?**
- **What is expected of me? What can I expect?**
- **Service Users and Carers getting involved**
- **Payments to Service Users and Carers**
- **Where to get advice**
- **Questionnaire/Application**

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If you would like to talk to someone about getting involved please contact the Service User or Carer Participation Workers on 01452 891611 or 891612.

*In this pack **Service User** is the term used to refer to people who use services provided by Gloucestershire Partnership NHS Trust.*

***Carer** is used to refer to friends or relatives who provide unpaid support to people who have an illness or disability.*

## **Getting involved – what can I do?**

By giving the Trust the benefit of your knowledge, skills and experience, you can help the Trust deliver services that meet the needs of those people who use them. There are opportunities to influence service delivery and development by involvement in: -

- Planning/project groups
- Recruitment and Selection of Staff
- Reviewing Trust Services
- Research
- Service User and Carer Groups/Forums
- Staff Training

## **What is expected of me?**

As part of committee meetings, planning groups and workshops there is an expectation that:

- You will give your views on topics of interest to you
- If appropriate you may also represent the views of other Carers and Service Users you come into contact with.
- Be prepared to praise good ideas and practice as well as challenge things that you don't agree with in a constructive way.
- Ask if you don't understand something.  
Remember you may not be the only one!
- Work collectively with other members of the group.
- Where applicable, read papers in advance of meetings and prepare as necessary.
- Don't take it personally if decisions don't go your way. As long as you've been able to put across your points of view and been given the opportunity to challenge others on theirs, then you've done all that can be asked of you.

If you are part of a countywide representation group (for example SpeakOut) then it is expected that:

- You will attend monthly meetings of the group.
- Consult with Services Users or Carers from your area, centre or group on a monthly basis and feedback to the group where appropriate.

### **What can I expect?**

- A one to one meeting with the Service User or Carer Participation Worker.
- Ongoing support from the Service User or Carer Participation Worker.
- An opportunity to buddy up with someone already involved.
- That people in charge of meetings or organisers follow best practice guidelines when involving Services Users and Carers in meetings.
- Travel expenses
- Information.
- Training.

## **Service Users and Carers getting involved**

**Getting Involved in Gloucestershire Partnership NHS Trust** is about you bringing your ideas about what you think is important for specialist mental health, substance misuse and learning disability services in Gloucestershire. Brief details of areas that may be of interest to you are listed below. Please let us know about any other areas you are interested in.

### **Speakout Gloucestershire**

This is a countywide group that meets monthly and is made up of people using adult mental health services. Together members of **Speakout Gloucestershire** aim to act as a force for change in services, to improve communication between Service Users and Service Providers and to promote high standards of Service provision in Gloucestershire Partnership NHS Trust.

### **Charlton Lane/Wotton Lawn Service User and Carer Group**

A Service User/Carer group for adults of working age in the county. The group meets every month and alternates between Charlton Lane and Wotton Lawn

hospitals. Its main focus is to ensure high standards of care in Acute inpatient units.

### **Inpatient Care**

Service Users and Carers with an interest in inpatient care may like to join the Charlton Lane/Wotton Lawn Service User and Carer Group. In addition to this Service Users and Carers may be invited to working groups looking at inpatient care or to take part in staff training.

## **Carers Gloucestershire**

**As well as providing support, advice and information to Carers, Carers Gloucestershire also provides support to Carers who are involved in influencing services. They have a monthly representatives meeting which provides an opportunity for Carers to discuss and share experiences of involvement, as well as opportunities to take part in training. Carers Gloucestershire are working jointly with Gloucestershire Social Services to develop a countywide Carers Forum. For further details contact Carers Gloucestershire 01452 386383**

## **Research**

A small group of Service Users, Carers and clinical staff within Gloucestershire Partnership NHS Trust has recently formed to create a steering group to promote research that involves or is led by Services Users and Carers. The group meets quarterly to discuss ways to encourage and support Service Users and Carers involvement in research.

## **Women's Issues**

In recognition that mental health can impact differently on women, a women's only group, meets every two months to talk about issues that might be difficult to discuss in a mixed environment. Group members will have an opportunity to respond to National Guidance on Women and Mental Health as well as inputting to local policies.

### **Care Programme Approach (CPA)**

All people accepted for treatment by Gloucestershire Partnership NHS Trust should be assessed for the level of care that they need. CPA is a process for planning treatment and care, the rules are laid down by the Department of Health and state that good practice should include:

- Assessing people's health and social care needs
- A care plan that sets out the assessed needs and how they will be met
- A person coordinating the care (Care Coordinator)
- Regular Reviews

People who indicate an interest in CPA may be invited to attend information sessions and/or be

invited to comment on policies/procedures in relation to CPA.

### **Recovery Approach**

Recovery is about seeing people and people seeing themselves as capable of recovery rather than as passive recipients of professional treatments. It is about people working out ways of helping themselves, taking responsibility and having hope. People who indicate an interest may want to find out more about recovery or may have a recovery story to tell.

### **Crisis Services**

Crisis and home treatment teams can be an alternative to in-patient hospital admission.

Opportunities will be made available to those who are interested to find out more and to comment on these developing services.

### **Self Help Groups**

A number of self help groups run at different times throughout the year such as hearing voices groups, recovery and managing depression groups. You may

also be interested in developing or running self help groups.

If you would like further information on getting involved please contact

Kathy Holmes, Carer Participation Worker on 01452 891612

Gail Darby, Service User Participation Worker on 01452 891611

## **Payments to Services Users and Carers**

It is our policy to always pay service users and carers travelling expenses incurred for attending meetings, training, recruitment, parking etc.

The Trust will try to make payments in a way that is acceptable to individual service users and carers and will make efforts to maximise payments within the rules governing state benefits and earnings and national minimum wage legislation.

Always seek advice first before accepting payment for your time and expertise. Payments for expenses are usually disregarded.

- **If you get involved in the work of Gloucestershire Partnership NHS Trust you may be seen as 'available for work'**
- **Payments will be seen as earnings by the Department for Work and Pensions and could affect your entitlement to benefits.**
- **Even if you donate any payment to charity, the Department for Work and Pensions will still view this as income you have received.**
- **If you don't declare payments you could be pursued by the Department for Work and Pension for fraud.**

IT IS YOUR RESPONSIBILITY TO INFORM THE DEPARTMENT FOR WORK AND PENSIONS IF ANY PAYMENT TAKES YOU ABOVE THE WEEKLY INCOME DISREGARD FOR YOUR PARTICULAR CIRCUMSTANCES

Gloucestershire Partnership NHS Trust is required to give accurate details of any payments made to you if *asked* to do so by the Department for Work and Pensions or the Inland Revenue.

## Where to get advice

Service Users and Carers should always seek specialist information and advice before undertaking any work on behalf of Gloucestershire Partnership NHS Trust. Any one of the agencies listed below can advise you.

**Carers  
Gloucestershire**

**01452 386283**

**Department for  
Work and Pensions  
Public Enquiry Line  
020 7712 2171  
Or contact your  
local Jobcentreplus  
Office**

**Citizens Advice Bureau's (CAB)**

**Cheltenham      01242 522491**

**Ciren & Cotswolds 01285 652908**

KH/July20

***If you have a  
Neighbourhood or  
Community Project  
near you they may  
also be able to give  
you benefit advice!***

**Citizens Advice  
Bureau  
Mental Health Advice  
Worker**

**01452 527202**

**Service User or  
Carer Participation  
Workers**

**01452 891611 or  
891612**

**Comment [s1]:** Do the CAB still have a mental health advice worker? When I checked a couple of months ago they had lost their funding, but perhaps things have changed

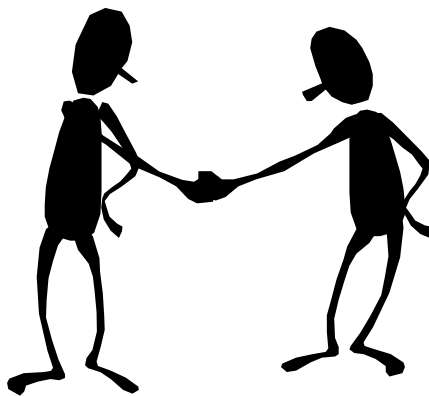
## **SERVICE USERS AND CARERS INVOLVEMENT DATABASE**

**Gloucestershire Partnership NHS Trust is setting up a database of Service Users and Carers who want to get involved in the work of the Trust.**

**We want to keep your details up-to-date, we can then tell you about what is going on in the Trust and about new opportunities for involvement as they arise.**

**Please contact us if you require help in completing the form.**

## **PROMOTING POSITIVE PARTNERSHIPS**



Are you or have you been a user of mental health services, or a carer of someone who uses mental health services?

Would you like more say in the way services are delivered?

Yes?

...then please take this opportunity to influence the planning, development and monitoring of services by filling in the following form and returning it to:

Deleted:

**Service User and Carer Participation Department  
Gloucestershire Partnership NHS Trust, Rikenel,  
Montpellier, Gloucester. GL1 1LY.**

**01452 891611/891612**

## DATA PROTECTION

The personal data you supply to us will be held on a computer database and in a paper file. We continue to keep your details on our records until you inform us that you wish to have them removed. Alongside this we will periodically contact you to see if you are still happy for us to keep your details. The computer database will be kept on a password protected secure system and access will be limited to the Partnership Trust Participation Workers and the database administrator. The Data Controller for this information is The Gloucestershire Partnership Trust and the nominated representative is Susan O'Connell, Freedom of Information / Data Protection Manager, Gloucestershire Partnership NHS Trust, Rikenel, Montpellier, Gloucester, GL1 1LY, 01452 891000.

**By signing below you are agreeing to the above statement.**

.....

Print Name:.....

Date:.....

**GLOUCESTERSHIRE PARTNERSHIP NHS TRUST**

**SURNAME** ..... **FIRST NAME** .....

**GENDER** M/F                      **DATE OF BIRTH** .....

**CONTACT ADDRESS** .....

.....

.....

.....

**Post Code** .....

**FULL TELEPHONE NUMBER** .....

**EMAIL ADDRESS** .....

**ETHNIC ORIGIN:**

**I would describe my ethnic origin as follows: (please tick)**

**Asian or Asian British**

- Bangladeshi
- Indian
- Pakistani
- any other Asian background

**Black or Black British**

- African
- Caribbean
- any other background

**Mixed Other**

- White & Asian
- White & Black African
- White & Black Caribbean
- any other mixed background

**White**

- British
- Irish
- any other White background

**Ethnic Group**

- Chinese
- any other ethnic group
- I do not wish to disclose my ethnic origin

**Would you like to receive information about existing user groups? Yes/No**

**Would you like to receive information about existing carer groups? Yes/No**

**Please tick the appropriate box:**

**Are you a service user?**

**Are you a carer?**

**Are you both a service user and a carer?**

**If you have had experience (either yourself or the person you care for) of any of the following please tick the box:**

- In-patient  If yes, which hospital? .....  
which ward? .....
- Outpatient  If yes, where?.....
- Day hospital  If yes, where? .....
- Day centre  If yes, where? .....
- Forensic services
- Assertive community teams
- Grip Team   
(a service for people with first episode psychosis aged between 14-35)
- Crisis/Home support
- Supported lodgings
- Other  Please specify .....

**Are you or the person you care for a current user of the services? Yes/No**

**If no how many years ago were you/they discharged? .....**

**Are you willing at some stage in the future**

- to be consulted on specific Trust matters? Yes/No
- to be involved in Trust planning and development groups? Yes/No

If yes to the last question, please tick the box if you need help with any of the following in order to get involved:

- confidence building
- assertiveness training
- knowing how meetings are run
- knowing about the Trust and how mental health services work

Please contact us if you need information about help with transport, childcare or other caring responsibilities.

If you are particularly interested in any of the following areas please tick the box:

- Speakout group
- Research
- Women's issues
- Care Programme Approach
- Inpatient care
- Recovery approach
- Crisis services
- Substance Misuse Services
- Older People's Services
- Child and Adolescent Services
- Learning Disability Services
- Primary Mental Health
- Self-help groups
- Other (please specify)

Please return this form to:  
 Service User and Carer Participation, Gloucestershire Partnership NHS Trust, Rikenel, Montpellier,  
 Gloucester. GL1 1LY