



Fforwm Iechyd
Meddwl a Lles Cymru

Wales Mental Health
and Wellbeing Forum

Wales Guidance on Best Practice in Service User and Carer Engagement

Background



Fforwm Iechyd
Meddwl a Lles Cymru
Wales Mental Health
and Wellbeing Forum

- Forum commissioned by Welsh Government
- Follows on from Stronger in Partnership 1 and 2
- To underpin consistent standards across Wales
- To inspire and drive forward co-production and service user and carer leadership in mental health in Wales

Background

- For all decisions about mental health made by all partnerships and organisations who deliver or influence mental health services
- Sets a base line expectation for all
- Makes recommendations for action

Background

- Built on the learning of 30 Forum members from across Wales over 7 years
- References ambitions for engagement of service users and carers of mental health services across the world (appendix 1 – see later)
- Opens up debates and controversies

Who is it for?



Fforwm Iechyd
Meddwl a Lles Cymru
Wales Mental Health
and Wellbeing Forum

Partnership Boards Local Mental Health Partnership Board
Regional Partnership Board
Public Service Board
Safe-guarding Boards

Local organisations NHS
Welsh Ambulance Service Trust
Local Authorities
Fire Service
Police
Third Sector and private providers
Universities

Who is it for?



Fforwm Iechyd
Meddwl a Lles Cymru
Wales Mental Health
and Wellbeing Forum

National Organisations

NHS Collaborative

Strategic leads

Association of Directors of Social Services

Social Care Wales

Health Education and Improvement Wales

Care Inspectorate Wales

Health Inspectorate Wales

National Advisory Group for prevention of suicide and self harm

Specialist Groups

Mental Health Network Board

National Partnership Board

Who is it for?

Individuals

Service Users

Carers

Frontline staff delivering services

Managers

Commissioners

Policy makers

Civil servants

Academics/researchers



Fforwm Iechyd
Meddwl a Lles Cymru
Wales Mental Health
and Wellbeing Forum

Contents



Fforwm Iechyd
Meddwl a Lles Cymru
Wales Mental Health
and Wellbeing Forum

3 Sections

- Engagement
- Recruitment
- Reward

Engagement



Fforwm Iechyd
Meddwl a Lles Cymru
Wales Mental Health
and Wellbeing Forum

- The Engagement Pathway
- An Ambition for Wales
- Co-production principles
- Co-production of Care and Treatment Plans
- How to support engagement
- Governance of representatives
- Implementation
- Evaluation

Recruitment



Fforwm Iechyd
Meddwl a Lles Cymru
Wales Mental Health
and Wellbeing Forum

- Raising the profile of opportunities
- Barriers and bridges
- Attracting new talent
- Innovation
- National Objectives
- Organisational recruitment
- Succession planning, retention and careers
- Creating, implementing and reviewing a strategy
- Guidance on the recruitment process

Reward



Fforwm Iechyd
Meddwl a Lles Cymru
Wales Mental Health
and Wellbeing Forum

- Welfare benefits
- Methods of reward
 - Non-financial rewards
 - Financial rewards
- Different activities different rewards
- Consequences of insufficient reward
- Employment options

Appendices



Fforwm Iechyd
Meddwl a Lles Cymru
Wales Mental Health
and Wellbeing Forum

1. Evaluation criteria from across the world
2. Engagement pathway
3. Sample Job description

Options for responding



Fforwm Iechyd
Meddwl a Lles Cymru
Wales Mental Health
and Wellbeing Forum

- Survey Monkey
- Written consultation
- 3 on-line workshops
- Facilitator's pack for local workshops

Timeline



Fforwm Iechyd
Meddwl a Lles Cymru
Wales Mental Health
and Wellbeing Forum

- Launch – 25th October, upload to website
- Engagement workshop: 3rd November [2.00 – 4.00 pm]
- Recruitment workshop: 23rd November [2.00 – 4.00 pm]
- Reward workshop: 8th December [2.00 – 4.00 pm]
- End of Consultation: 31st January
- Launch Conference: April 2022