



# Wales Guidance on Best Practice in Service User and Carer Engagement

## Facilitator's pack for looking at the guidance either in its entirety or in sections

Note: this Facilitator's pack can be used to facilitate sessions to look at the whole guidance which will take approximately 2 hours. Alternatively, you may wish to concentrate on individual sections that are of interest which may need a shorter time frame.

Included:

- Advice on running consultation sessions
- Recorded presentation introducing the guidance
- summary of the guidance
- engagement pathway
- Key questions for each section
- Response sheet for reporting back to the forum.

We recommend that all participants have copies of the summary guidance consultation questions and the engagement pathway.

## Face to face sessions

After a brief introduction about the guidance, which aims to produce a consistent approach across Wales (see PowerPoint presentation), we recommend a world café type process. This involves putting the different questions on flip charts on different tables with pens, so people can choose the questions that interest them the most and join in discussions both verbally and in writing. They can then move about the room from question to question as they choose.

It is helpful also to have post-it notes available for people to be able to write privately before adding to the flipcharts. Please suggest that people place a tick by any comments they agree with so you can gauge how popular ideas are.

You will need someone who is willing to record comments from verbal discussions on the flip chart on each table.

If you put too many chairs at the tables people will tend to sit down and stay at one table, and not leave room for others to come and go. It is useful to have groups of chairs around the room so people can sit and chat or sit and write on post it notes.

We suggest you finish with a full group discussion of the things people felt were most important. Again, it is helpful to have a notetaker to support giving feedback to the forum.

## **Providing Feedback to the forum**

You may wish to write up the responses formally, photograph the flip charts and post it notes directly, or keep notes of any verbal discussions.

Please send your responses to [mhforum-consultation@practicesolutions-ltd.co.uk](mailto:mhforum-consultation@practicesolutions-ltd.co.uk)

## **Virtual sessions**

We recommend conference software that allows all participants to see each other, and which has a breakout room facility (Zoom or Teams). This may mean that you need to limit the numbers attending each meeting. It is helpful if people can choose which break out room they go to and can come and go from room to room as they please. If this facility is available each room can be used to discuss a different question. Otherwise, each breakout group would go through all the questions together and choose someone to take notes and someone to report back to the full group discussion at the end. Please don't use the breakout room chat to keep notes as these will be lost when the room closes.

If you are using the breakout rooms flexibly you will need a notetaker in each breakout room to stay and take notes of the conversations.

It is important to go through the options for digitally raising hands to ask questions, using chat features and muting mics when not speaking.

We recommend using the recorded presentation via screen share to introduce the workshop, and then to use the breakout rooms for discussing the questions in smaller groups. This would be followed by a full group discussion reporting back on the main issues raised in each group.

Please keep a copy of any chat to help you to report back.

We may also be able to provide you with white board links for each question so that people can put their comments on sticky notes. These links would stay live for a few days and may be used by more than one workshop group.

At the end of the session, it would be good if you could have a full group discussion, with feedback from the note takers/delegated spokespeople on the work of each group, and an opportunity for people to raise any final points.

We may be able to provide links to whiteboard / sticky note options for visual/written contributions, e.g. Jamboard.

## **Providing feedback to the forum**

Please email notes from the discussions to the consultation email address which will be provided. Please also include information about the group such as organisation leading the group, how many attended and which stakeholders they represented.

## Consultation questions

### Whole document

- 1) What should the document be called? Options include:
  - Stronger in Partnership 3
  - Nothing about us without us
  - By us for us
  - Together We Achieve More
  - The Voice of Experience

Do you have any other suggestions?

- 2) Do you have any other comments or ideas for this guidance that you would like us to know about?

### **Section 1** – Engagement questions

**Co-production is when everyone including service users and carers, shares decision-making equally.**

- 1) What does good co-production look like?
- 2) What is the role of staff – including Peer Support Workers –who have experience of mental distress and using services, or of being a carer for someone who has, in engagement processes?
- 3) What can you offer, or what is needed to ensure there is independence of voice for service users and carers in decision-making in your organisation or partnership?
- 4) What should be the minimum standard for engagement in Wales? (eg to have at least 2 service user and 2 carers on major committees and boards making decisions about mental health)
- 5) Are there any procedures that would overcome the risk that organisations commissioned by Health Boards will try to please them by stifling the voices of service users and carers?

## **Section 2 – Recruitment questions**

- 1) What could we do to raise the profile of service user and carer engagement in service improvement?
- 2) Please describe any examples of best practice you have come across which support people to develop the confidence and skill to engage and help them to overcome other barriers to engagement.
- 3) How can we involve the people who most rarely contribute, including those particularly vulnerable to being triggered by engagement processes?
- 4) What should be the minimum standard for recruiting people to contribute to service user and carer engagement in Wales? (The guidance suggests this should be that all organisations have a recruitment strategy and action plan to put it into place).
- 5) What can we do to attract new talent?
- 6) What can we do to inspire and develop people?

## **Section 3 – Reward questions**

- 1) Should payment always be an option at least at the real living wage, and preferably on the basis of equal pay for equal work?
- 2) What are the best kinds of rewards in your view and why?
- 3) Please describe any concerns you have about any kinds of reward.
- 4) What is your view regarding who pays service users and carers who are involved in engagement activities?

Thank you for taking the time to facilitate an engagement session.

Please can you ensure that any feedback / answers to the questions are emailed to [mhforum-consultation@practicesolutions-ltd.co.uk](mailto:mhforum-consultation@practicesolutions-ltd.co.uk) by the 31 January 2022.

If you need an additional support, then please email [mhforum-consultation@practicesolutions-ltd.co.uk](mailto:mhforum-consultation@practicesolutions-ltd.co.uk) or call **01443 808060 / 07563 928694**.