

THE NEEDS FOR GENUINE USER INVOLVEMENT.

CHECKLIST

Resources available to users

- Office facilities to be made available to users.
- Training in meeting skills, committee procedures.
- Appropriate written information on how to access services.
- Written information on treatment options, including medication and its side effects.
- Written information on coping strategies.
- Written information on complaints systems and redress.
- Written information on rights including mental health act etc.
- Written information on user groups.

Equal access and opportunities

- Access to real choices for everyone including people from black and ethnic minorities, women and people with diverse needs.
- No discrimination, victimisation against users who comment on services.
- Apply the articles of the Human Rights Act 1998 and the sections of the Disability Discrimination Act 1995 to mental health users.
- Information made attentive to users with side effects and other disabilities.
- All information and dialogue between users and professionals easily understandable.
- Natural Justice Policy {The user must be allowed to have an opportunity to be heard, when a accusation is made by a professional, before a decision is made}.
- Respect user's confidentiality and consent.
- Equal access to users {Ex- patients} visiting patients on wards.

Structure for involvement of users.

- Agreed definition of user group.
- User representatives on management committees.
- User representative on all quality panels.

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- Information bulletins/ newsletters for users and staff about current issues, future developments etc.
- Users monitoring services with a process that identifies problems to be addressed by management.
- Staff training in understanding advocacy.
- Paying users for involvement so they do not suffer financial discrimination and pay expenses out of their own income.
- Consultation policy for users.

Advocacy

- Support for active user/peer advocates.
- User/peer advocates having a right of access to any users who request an advocate.
- User / peer advocates to be treated with the same courtesy and respect as professionals.
- Appropriate training and support for user/ peer advocates.

Research and users.

- That all research and evaluation in the treatment should be fed back to users.
 - That users should be given the opportunity to comment and add/ amend any questionnaires / research aimed at obtaining user views.
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