

Feedback from Listening and Learning Together - Joint Annual User/Carer Conference, , Mossley Mill

10 March 2011

Workshops Feedback

Workshop A: **Caring for the Carers of Stroke Survivors**

Hosted by: Patricia Holley; Anne Marie Tunney; Carol Magee; Hilary Rotborough

Feedback

- Beneficial to hear opinions
- Heard about loneliness, isolated and need to talk to other carers and users
- Highlighted issue of strokes
- Carers had a difficulty in getting out and found it hard to get to events like this.

Workshop B: **Expert by Experience Research Group**

Hosted by: Catherine McGrogan; Francis McKenna; Eileen Bell; Meave Mills

In small groups to discuss the following questions:

- Why do it?
- Areas of research?
- How to do it?

Feedback

- Involving users is good and needs publicised more
- This research team/approach should be integrated to other research
- User research not always respected by professionals
- Training needs can be a barrier for users
- Topics – recovery, homelessness, families, troubles

Workshop C: **Lisburn Tell it Like it Is Group**

Feedback

- Learning disability and advocates
- Useful to learn what service users see as good practice/delivery
- Ensure that everyone can engage in Tell It Like It Is.

Workshop D

Older People's Service Framework

- Impact of listening and learning
 - Awareness increased
 - Informative and inspiring to hear how groups worked
- Lessons learned
 - Keep involved in driving change
 - Learning/projects not publicised or shared
 - Networking is vital
 - Good work going on behind scenes

Workshop E: Outreach Volunteer Project
Hosted by: Mariette Mulvenna; Kathy McCann; Tom Armour

Feedback

- Excellent to get volunteers perspective.

Workshop F: Service User Involvement in Student Induction
Hosted by: Ann Marie Smith; Helen Fleming; Siobhan McShane; Sinead McGeeney; Carmel McGrath; Mary Lavelle

Feedback

- Excellent led workshop
- Value of honesty and is a two way thing
- Important to 'stop, look and listen' to service users
- Opportunity to look at good/bad S/W in various settings

Workshop H: Think Child, Think Parent, Think Family
Hosted by: Dr Shirley Ewart-Boyle; Liz Beattie; Judith Lees; Mary Donaghy

Feedback

- Much discussion about involvement
- Difficult to get meaningful involvement with widespread client group
- Talked about how could involve other groups.

Question and Answer Session

Q: How would you develop success ratings for user involvement?

A: Gathering statistics isn't right way better to gather detail about outcomes
SCIE research did assessment of impact of involvement and perhaps this needs revisited.

Q. What will the project team do with the information provided?

A. Assist planning for future conferences or pieces of work. Information will be collated and posted on organisational websites.

Q. Are the organisations aware of the personal and reputational visits volunteers and community groups take when they get involved with statutory agencies?

A: All organisations involved will take this away. There is a need to take on board commitment of volunteers. There is also the need to recognise volunteers commitment.

Q: Statistics and performance measure – social care does not get measured in same way as health. Is there a need to develop measures for patient and public involvement (PPI)? Statistics need to be put in public domain. Don't hide behind lots of figures etc. Use statements to make it easy to understand statistics.

A: Recommend use SCIE research information. Also the HSC Board and Public Health Agency are setting up a regular forum for PPI

Chief Executives Comment

Brendan Johnston, NISCC Chief Executive

1. Behind every person who stands here today, is a human being with all uncertainties/frailties etc.
2. Becoming a service user is humbling, can be a nightmare to deal with – We need to create a world where this isn't a case.
3. At the end of the day "this is all about service users" this is why we are all here.
4. Essential we develop skilled workers to provide services which are "life enriching" (instead of intolerable).
5. We all need to bring compassion and understanding.
6. Excellence needs to be a habit.
7. Involvement needs to be a habit.
8. Need to provide services "with" people, not "to" them.

Pete Fleischmann, SCIE Head of Participation

1. Thanked Eugene for courage and honesty.
2. It is difficult not to be defensive when getting criticism.
3. Homeless Team – great to see social work training involves users. Wonderful to see how people have benefited from services.
4. Mary and Fionnuala – rich and moving presentation. Peer support was way of giving each other strength. Maybe chief executives should go back to fieldwork for day.
5. Pete was involved in early work "looking out from middle" this shows how more organisations are better at involvement. Reduced budgets mean user involvement may become even more important in next years.
6. May need new research to follow early piece.

Glenn Houston, RQIA Chief Executive

1. Appreciation to all contributors.
2. Great that users/carers now taking the lead.
3. High standard set today.
4. Uncertainty due to caring responsibilities may be taken for granted by organisations.
5. Homeless Team – people are vital resource. Can become decision makers.
6. Hopefulness, working together, trust – essential to partnership working.
7. Challenging day, refreshing, thoughtful, insightful.
8. Need to take learning.

Maeve Hully, PCC Chief Executive

1. PCC every day tries to get colleagues involved with service users.
2. Don't know why organisations don't ask people their opinions and evaluate their experience.
3. Surprised when professionals don't consider impact in plans and decisions.
4. Great that social care got profile today.
5. Mary/Maria – experience vital.
6. New topics – brave to include seldom heard stories involvement should cover everyone.
7. Worried that we are preaching to converted – find 10 or 15 people each and convert them – share today's experiences with others.
8. Need to celebrate successful involvement and this should inspire others.
9. Planning group needs action plans which can report on the next time we get together. Must make changes as result of this. Need to move away from negative approach to service user feedback.
10. PPI needs to move to being action based.

Key Issues from the Conference

- Involvement
- “Stop, Look, Listen”
- Take away the learning gained today

Concluding Remarks: Maria Somerville, Conference Chair

- Today was about real partnership and not tokenism.
- All agencies must “listen and learn” as plan for future.
- Professional and users can work together to create positive choice for users.
- We need to give users hope, sense of worth and esteem.
- Users should not feel alone in their own worlds.
- Need champions for professionals and service users to take forward.
- Remember to consider what is important to us as well as important for us.
- Want ordinary life and be treated with dignity and respect.
- Go out and do something truly remarkable.
- Be the change you want to see.
- Must challenge for effective engagement and equality. This must spread across Northern Ireland.
- A lot of service users don't know about NISCC, SCIE, RQIA and PCC - need to spread the word.
- Partnership working is not about money. It is about an ethic and way of working.
- Thanks to all for the day. Glad this is now a service use led event. No longer feel “on outside looking in”.