

Yorkshire and the Humber EIP Network – 02.11.17

Table Top Discussions – Service Users & Carers

Key points fed back on how services will keep service users and carers at the centre of everything that EIP teams do:

- Keeping people at the heart of the service
- Supporting co-production moving forward
- Having different options for communication - Young – Older
- Feedback from people, what they would like to see change
- Culture – open dialogue – asking from the start and keep asking
- Monthly huddles with Service users and careers
- Training service users in skills to run groups
- Use community resources to hold groups
- Future events – speakers who can talk about their experience who have been in the service
- Peer mentors and Peer support
- Ask service users what their agenda is – flexible, realistic expectations
- Find out about the person
- Team Culture – Non Stigmatising
- How do we understand what service users want?
- Training and induction together
- Key is to form good relationships
- Acknowledgement of mental health and how it affects us all in different ways
- Peer service users in workplace
- CPA process – how to make service users friendly
- Collaborative decision making
- Transparency and honesty