



Carer and Service User Partnership



Annual Report September 2014 – August 2015

Introduction

Welcome to the annual report of carer and Service User Partnership activity. The report seeks to provide an overview of the scope and range of CSUP activity in 2014/15. As the figures will demonstrate, activity increased threefold this year from 2013/14. This was in part due to the requirement for service user and carer involvement by the professional regulators but also CSUP's growing reputation amongst academics and students for meaningful involvement and collaborations and a number of new initiatives in 2014/15. These have been highly evaluated by students, academics and service users and carers and are informing a number of research studies across HSS.

Should you wish to discuss any aspect of the report, please feel free to contact us.

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Academic lead for service user and carer involvement

Pete Atkins and Angela Warren

Service user and carer coordinators

Strategy

In May 2015, the HSS executive approved the service user and carers' strategy and its aims:

- To collaborate with service users and carers in ways which respect and value them as experts by experience
- To create and support opportunities for service users and carers to lead, contribute and collaborate in research activity
- To develop innovative, meaningful and less resource intensive models of involvement in education which are shown to enhance professional practice
- To develop a national profile for innovative involvement in health and social care research and education
- To increase the number of high impact research studies and publications from across the Faculty of Health and Social Sciences which focus on involvement in health and social care education, research and practice.

To achieve these aims we have established an academic steering group with representation from the professional programmes across HSS. The group now meets three times a year.

Service user and carer partnership members

The Carer and Service User Partnership membership has grown from 52 to 75 members (+23) in the last 12 months. The group is made up of 42 Service Users and 26 Carers as well as 7 who identify themselves as Service Users and Carers. 49 are women and 26 men covering a wide variety of illnesses and experiences and geographical areas in Dorset.

New members have been identified through a variety of means including:

- Our own membership network
- Academics
- Student on placement
- Networking events
- Our website
- Word of mouth

The membership group have identified training needs which we will be seeking to meet in the coming year. Specific needs included speaking in front of groups; giving constructive feedback and use of IT.

As well as reviewing our total membership of the group and looking at which members still wish to be part of the group, we have identified the need to target recruitment to increase diversity, particularly regarding age and ethnicity.

Website

As you can see below from the Webstats for September 2014 – August 2015 and September 2013 – August 2014 we have had an increase in page views from 1,869 to 2,099 this year and the average visit time for the year has gone from 1.62 to 5.53 minutes which is a big increase. There has been a decrease in the number of visits from 731 to 537 this year.

We have so far been publicising our website via word of mouth through our networks and via our Academic A5 poster which we redesigned this year.

We are currently working with the marketing and web teams to redesign the format of the website and are also designing and launching a new A4 Public facing poster. The website re-design will enable us to provide an online hub of information on service user involvement in education, practice and research.

	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Total
Visits	45	73	30	17	34	61	49	52	42	44	49	41	537
Page views	149	223	130	61	152	188	141	198	176	220	237	224	2,099
Avg visits mins	3.44	3.21	3.02	6.39	2.45	2.27	2.3	3.57	4	3.25	17.06	15.44	5.53

	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Total
Visits	38	151	63	44	73	65	42	54	56	52	34	59	731
Page views	115	468	206	138	151	99	92	118	120	112	106	144	1,869
Avg visits mins	2.21	2.31	2.47	1.54	1.25	1.1	1.37	1.25	2.44	1.05	1.14	1.28	1.62

Events attended

We have attended the following meetings and events over the past 12 months:

- 10th Sep 14 – Bournemouth University Dementia Institute Carers Forum meeting (Local)
- 8th Oct 14 – South Bank University World Mental Health Day event (National)
- 14th Oct 14 – COMPRE 11th Symposium (Local)
- 22th Oct 14 – Dorset CCG Involve mtg (Local)
- 4th Nov 14 – Clinical lead mtg Cardiac team Poole Hospital (Local)
- 5th Nov 14 – Knowledge exchange research mtg (Local)
- 13th Nov 14 – Carers UK Annual General Meeting (National)
- 20th Nov 14 – Clinical team mtg Cancer Poole hospital (Local)
- 11th Dec 14 – Dorset Healthcare University Foundation Trust Public consultation meeting (Local)
- 12th Dec 14 – Dorset Community Action Annual General Meeting (Local)
- 23rd Jan 15 – Safeguarding Adults Board meeting Bournemouth & Poole Councils (Local)
- 29th Jan 15 – Social Work Learning Support Network Day (Local)
- 9th Mar 15 – Healthwatch Wessex Patient training course (Local)
- 17th Mar 15 – Carers UK Conference (National)
- 23rd Apr 15 – Equality & Diversity Forum Poole Council Voluntary Service (Local)
- 29th Apr 15 – Drug & Alcohol Action Team Parents story (Local)
- 8th Jul 15 – Health watch Dorset Annual General Meeting (Local)
- 14th Aug 15 – Dorset Healthcare University Foundation Trust Mental Health Consultation event (Local)

This has been to develop networks locally, regionally and nationally both to raise the profile of the work at BU and to engage groups as well as individuals into CSUP activity for the benefit of students and academics.

Network development

At the start of the year we were in contact with 48 organisations and we are now in contact with 63 (48 local and 15 National). The database of organisations can be shared amongst BU academics looking to collaborate in education, professional practice and research. The aim for the next 12 months will be to develop these opportunities for joint working. This will include a networking event

to introduce students and academics to a range of organisations and support the development of these networks within teaching, practice and research.

Social Work

Social Work Academic activity Sep14 - Aug15						
	MA Y1	MA Y2	BA Y1	BA Y2	BA Y3	Total
Sessions	6	8	8	9	7	38
Hours	47.75	24	53.75	21.2	17.5	164.2
Group members	40	12	22	13	9	96
Student feedback	45	9	196	0	0	250

You can see listed above the number of sessions, hours, group members and student feedbacks we have collated for this 12 months academic period as well as the year groups.

Listed below are the topic areas we have covered:

1. Student presentations on placement experiences
2. Student assessed role play on breaking bad news
3. Portfolio reading and feedback to panel
4. Social Work practise preparation
5. Community placements
6. Personalisation and Direct Payments
7. Social Work validation
8. Young Carers
9. Older People Dementia (Carer)
10. Substance Misuse (S/U)
11. Physical Disability MS (S/U)
12. Mental Health BPD (Carer)
13. Confidentiality and Partnership working
14. Learning Disability (Carer & S/U)

We engaged with 5 members of the SW team during this 12 month period.

This activity was funded by the social work education support grant for service user involvement.

Social Work Interviews Sep14 - Aug 15			
	SW Interviews	Step Up Interviews	Total
Session's	15	4	19
MA Applicants	37		37
BA Applicants	104		104
Step up Applicants		54	54
Hours	152	31	183
Group members	35	8	43

You can see listed above the number of sessions, hours, group members and applicants we have been involved with in both BA and MA Social Work interviews and Step Up to social work interviews this year.

The Social Work interviews are divided in 3 parts:

The Group activity which CSUP co-ordinate

The written test which we co-ordinate

The individual interview which the Academics co-ordinate

Training for cohort 4 (i.e. the fourth intake) of the Step Up to Social Work programme (PG Dip social work (children and families) will start in January 2016.

It will cover topics such as:

- social work ethics and practice
- child development
- assessment of risk
- the legal framework

All programs must meet the regulators' approval. The regulators are the [Health and Care Professions Council \(HCPC\)](#) and the [Quality Assurance Agency for Higher Education \(QAA\)](#).

The Step Up interviews are divided in 4 parts:

Interview
 Telephone role play
 S/U exercise
 Written exercise (Our involvement)

Adult Nursing

Adult Nursing Academic Activity Sep14 - Aug15				
	AN Y1	AN Y2	AN Y3	Total
Sessions	8	6	0	14
Hours	96	340	0	436
Group members	17	76	0	93
Student feedback	476	448	0	924

You can see listed above the number of sessions, hours, group members and student feedbacks we have completed for this 12 month Academic period as well as the year groups.

Listed below are some of the topic areas we have covered:

- People with an on-going mental health issue
- Individuals that are Gay, Lesbian, Bisexual or Transgender
- Individuals living with a disability (physical or intellectual)
- Individuals with drug or alcohol issues
- People from BME communities
- Individuals that are homeless
- Older People
- People that have sought asylum
- Interviewing service users about their condition

We have engaged with 7 of the Adult Nursing team during this 12 month Academic period.

Adult Nursing Interviews Sep14 - Aug15		
	Interviews	
Sessions	38	
Hours	275	
Group members	154	

Nursing interviews have been the most significant area of coordinator time. To manage this within CSUP capacity this will be reduced by 2/3 in the following year.

CYP Nursing

CYP Nursing Academic Activity Sep14 - Aug15				
	CYP Y1	CYP Y2	CYP Y3	Total
Sessions	1	4	0	5
Hours	4	6	0	10
Group Members	1	5	0	6
Student Feedback	22	64	0	86

You can see listed above the number of sessions, hours, group members and student feedbacks we have completed in this 12 months Academic period.

Listed below are the topics we have covered:

1. acute illness in childhood (experience of coming into hospital)
2. application of communication skills (parent of a child with Autism)
3. experience of health care for children in different settings (parent perspective)
4. young carers

We have worked with 3 of the CYP team during this 12 month period.

MH Nursing

MH Nursing Interviews Sep14 - Aug15		
	Interviews	
Sessions	6	
Hours	34.75	
Group members	9	

This has been a new commitment this year

Midwifery

Midwifery Academic Activity Sep14 - Aug15				
	Mid Y1	Mid Y2	Mid Y3	Total
Sessions	0	1	0	1
Hours	0	2	0	2
Group members	0	1	0	1
Student feedback	0	31	0	31

You can see listed above the number of sessions, hours, group members and student feedbacks we have completed for this 12 month Academic period.

Listed below is the topic we have covered:

1. Parents' experience of bereavement

We have worked with 1 member of the Midwifery team during this 12 months period.

Occupational Therapy

OT Academic Activity Sep14 - Aug15				
	OT Y1	OT Y2	OT Y3	Total
Session's	1	2	0	3
Hours	2	8.75	0	10.75
Group members	2	5	0	7
Student feedback	14	53	0	67

You can see listed above the number of sessions, hours, year groups, group members and student feedbacks we had for the 12 month period.

Listed below are the topic areas we have covered:

1. Communication and Compassion (S/U)
2. Evaluation and development of OT services (Carer & S/U)

3. Brain injury (S/U)

We engaged with 2 members of the Academic team in the 12 month period

Physiotherapy

Physio Academic Activity Sep14 - Aug15				
	Physio Y1	Physio Y2	Physio Y3	Total
Session's	1	4	3	8
Hours	2	8.5	13.5	24
Group members	2	5	5	12
Student feedback	13	83	58	154

You can see listed above the numbers of sessions, hours, year groups, group members and student feedback we have had for the 12 month period.

Listed below are the topic area's we have covered:

1. Communication & Compassion (S/U)
2. Amputee workshop (S/U)
3. Palliative care (S/U)
4. Learning Disability (S/U)
5. Parkinson's (S/U)
6. Neurological condition (S/U)
7. Rehabilitation after stroke (S/U)
8. Brain injury (S/U)

We have engaged with 5 members of the Academic team in the 12 month period.

Paramedic Science

Paramedic Science Academic activity Sep14 - Aug15				
	Para Y1	Para Y2	Para Y3	Total
Sessions	0	2	0	2
Hours	0	3	0	3
Group members	0	3	0	3
Student feedback	0	42	0	42

You can see listed above the numbers of sessions, hours, year groups, group members and student feedback we have had for the 12 month period.

Listed below are the topic area's we have covered:

1. Advancing Paramedic practise Dementia (Carer & Organisation)
2. Advancing Paramedic practise Strokes (S/U & Organisation)

We have engaged with 1 member of the Academic team in the 12 month period.

Research

Research continues to be a new and developing area. The following lists the key areas of activity for 2014/15. Whilst activity in teaching and admissions is at capacity, research has been an area we have identified as in need of further development and will be a priority for the following year, particularly in generating service user led research activity across HSS. This year we:

- Presented at BU Public Engagement and impact session
- Presented at PGR induction session
- Provided new service to researchers to gain feedback from service users on lay summaries
- Met with Jason Edwards and RKEO and with BUCRU to develop links and promote lay summary service
- Organised Festival of Learning event with BUCRU on involvement in research
- Writing paper on involvement in midwifery (Angela Warren, Luisa Cescutti-Butler, Mel Hughes)
- Developing evaluation and paper of involvement in the humanisation unit (Angela Warren and Julie Ryden)
- Adding section to the new CSUP website and guidance on support for researchers engaging in PPI (Angela Warren and Zoe Sheppard (impact champion))
- Coordinated involvement of service users in the value based recruitment research study
- Festival of Learning Event working with Helen Allen

The aim for next year will be to train a number of CSUP members to provide feedback on lay summaries and to be involved at the design stage of research activity.

Conclusion and Look forward

As the report demonstrates, 2014/15 has been an exceptionally busy year for CSUP and one which has seen activity increase threefold. Whilst the interest from members and the local community remains strong with many people keen to be involved, this has stretched the core CSUP team beyond their hours and so is in need of review so as not to compromise the level of support offered to service users and carers contributing their time and expertise or to academic teams who CSUP support to embed service user and carer perspectives into education, practice and research. A key priority for next year will be generating service user led research and aligning ourselves with

research centres and community organisations to develop this area of activity. The focus for the following year will be on balancing activity across programmes and research activity and prioritising what we know to have the most impact on students' learning; the improvement of professional standards and research outcomes. Particular focus will be on developing digital resources and use of social media and other methods in education which are evidence based but are less time and resource intensive; as well as undertaking research to identify what works and what has the greatest impact. The aims for the following year therefore will be to focus on quality over quantity and in further establishing our growing reputation as a national leader in the field of service user and carer involvement in health and social care education, research and practice.