

The Lived Experience Network (LEN) 8th Showcase

Tuesday 11th August 2015

University of Huddersfield



The Lived Experience Network

Welcome from Jools Symons, Chair of LEN

Introduction to the day by Professor Janet Hargreaves, Associate Dean Learning & Teaching

Introduction to the workshops by Dr Christine Rhodes

- Public partnership group
- Service user involvement in children's nursing
- Film clip 'Michael's Story'
- Values based recruitment and service user involvement
- Chatterbox cafe
- SU involvement in social work

Public Partnership Group: Organisation provided by an administrator 2 days a week who co-ordinates all activity, organises meetings and takes minutes. The group is involved in Interviewing, research, governance, tackling access issues, and events. This has included celebrating the day of disabled people, running stalls on mental health day and world aids day, in various venues across the university. The group have found these events useful for networking through inviting different community groups. There are currently two students on placement with the group,

who have surveyed staff and students on their experiences of involvement as part of their learning. The group produces a newsletter, and would be interested in exchanging newsletters with other organisations. In recognition of people who are particularly helpful to service users in the university, the group have awarded thank you certificates to individuals working in the café and the car park.

Service user involvement in children's nursing: A specific module was discussed to illustrate the value of user involvement – Complex and enduring care needs. 4 main areas of care: high dependency care, children with complex and enduring care needs, mental health care and neonatal care. Parents have input into teaching during delivery of the module, presenting the expert parent perspective of having a child who frequently requires health care, and provide insight into how tough it is dealing with a maze of services. Students positively evaluate the parents' contribution and start to understand the stresses on the family.

Film clip 'Michael's Story': Michael developed his story in conjunction with St Anne's community services, the University of Huddersfield and a multi-disciplinary team from Calderdale and Huddersfield NHS Trust, with input from his Mum. The DVD is intended to provide insight for students in healthcare education about the complexities of meeting the needs of people who have learning disabilities, and to enable them to consider how to best provide health care.

Service User Involvement in Values Based Recruitment: The University of Huddersfield has meaningfully involved service users in recruitment for years. The process has been developed to address the directive on VBR from Health Education England. It is designed around the 6 Cs, using four workstations, involving a Service User, and practitioner, exploring views drawn from the applicant accessing a judgement scenario. Each station is allocated 6 minutes each. The interview sheets have been designed with a Service User who has a background in marketing. Sheet provides formal record for every candidate. SU asks the applicant their view on 'what does it feel like to be mentally ill'. There is also a group task, applicants watch a film clip, followed by a task to identify what the 3 most important issues are, the applicants are observed in group, and the observations are recorded on an assessment grid looks at 6 Cs. Also assess emotional intelligence with psychometric testing. Feedback from potential students is favourable. The team are keen to look at others recruitment process, such as the police. Senior Lecturer is researching link between psychometric testing, practice and simulated practice

Chatterbox café: A group community social enterprise developed to run a recovery café as a place for people to connect. The project team have funding, and some premises identified. The group are intending to involve people who are Service Users and have students working in the cafe as part of their learning. Pop-up-cafes are being held to spread the word in various community venues, to provide the opportunity for like-minded people to chat and meet. Delegates highlighted a similar model at Foxton centre, community cafe. Evaluation of the recovery café approach assessed by individual completion of spider diagram, reassess at 6 months, to demonstrate impact.

Social work: SU are an integral and valuable part of social work education. There is recognition of the value of the expertise which enhances student learning and ultimately the care received by service users. A specific module was discussed to demonstrate involvement: 'Working with service users and carers'. This is a 20 credit Year 2 module delivered in partnership with lecturers. Module involves a diverse range of service users and the student has to put themselves in their shoes. There are issues around cost, the practicalities (each presenter comes in twice) and there are sometimes short notice cancellations. Students get the chance to speak with service users and carers about positive and negative experiences with social workers

In addition, Service Users are involved in the interview process. Open cafe, prior to practice, students can come in and ask questions to SU questions Service user representative from the 'Hearing Voices' network works with students in the induction period. Formative assessment for students includes having to write a letter to SU, who then provide feedback.

Lunch

Voices of a Patient – a poem by Phil Sheridan:

I began work on Voices of a Patient in November 2014. I felt inspired to write the poem from the conversations I had with and heard from my peers in the Patient | Carer Community (PCC) based at Leeds Institute of Medical Education (LIME), University of Leeds.

This community of people struck me with their knowledge, skills, experience, and most of all passion to bring the patient and carer voice into the education of Tomorrow's Doctors. I dedicate this poem and film to them, and to all those people who work in the health services who see the human being first, not a condition.

<https://vimeo.com/philipsheridan/voices-of-a-patient>

Discussion: How can we link up with others and share practice and experiences

Suggestions:

- ❖ JISC mail account- would provide one email address, can post questions, archive documents, we would need etiquette to prevent excess email.
- ❖ WordPress- anyone can post on it, twitter link, can run a publication.
- ❖ PB Wiki- can embed videos
- ❖ Facebook
- ❖ Combine LEN and DUCIE (Developers of Users & Carers in Education)
- ❖ Exchange of newsletters
- ❖ Google drive. But is it only free for up to 10 users

Word of Caution –any web forum may be underused due to time demands to access and to moderate. Administration load- could we share/divide between 12 people?

Appears to be 2 major issues:

1. Need for regular chat
2. A repository for resources

Way forward / Action

Try one of the suggestions or keep with current email contact provided by Jools (acknowledging the time that this takes)

Use the website for depositing resources. <http://www.alps-cetl.ac.uk/len.html>

Close and date of next meeting Tuesday 8th December: University of West England. Bristol