



**Action Plan to Enhance Personal and Public Involvement  
Within the DISABILITY Division**

**April 2014 – March 2015**

## Introduction

This PPI Action Plan for the **Disability Division** outlines the key actions that will be taken to enhance Personal and Public Involvement during 2014/2015 and will feed into the overall Trust PPI Action Plan.

The key contacts in relation to this action plan are:

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PPI INDICATORS	
<p><b>1 Information</b></p> <ul style="list-style-type: none"> <li>a. Do you have information explaining who you are, what you do, how you can be contacted?</li> <li>b. Do you have information explaining the standards service users and carers can expect from your service?</li> <li>c. Do you provide information to help service users or carers to understand more about their health and/or social care needs?</li> <li>d. Do you signpost and/or provide information to service users / carers of other sources of support available locally?</li> <li>e. Do people who use your service and their carers know how to make a complaint?</li> <li>f. Do people who use your service and their carers know that they have a right to be involved in the planning, development and evaluation of the service you provide?</li> <li>g. Do you provide a list of opportunities for involvement?</li> </ul> <p><b>2 Levels of involvement</b></p> <ul style="list-style-type: none"> <li>1 Do you involve service users in the development of their care and/or treatment plan?</li> <li>2 Do you involve service users and their carers/ family in the evaluation of the service you deliver?</li> <li>3 Do you involve service users, carers and the public in the development of new services or in planning service improvements for the service you deliver?</li> <li>4 Do you involve service users, carers and the public in the planning and development of services/projects that influence the way your Directorate carries out its business?</li> <li>5 Do you involve service users, carers and the public in the planning and development of services/projects that influence the future direction of the Trust?</li> </ul>	<p><b>3 Evidencing the Patient Client Experience Standards</b></p> <p>What mechanisms do you have in place to monitor and evaluate how staff in your area of responsibility uphold the 5 Patient Client Experience standards :</p> <ul style="list-style-type: none"> <li>○ Respect,</li> <li>○ Attitude,</li> <li>○ Behaviour,</li> <li>○ Communication,</li> <li>○ Privacy and Dignity?</li> </ul> <p><b>4 Training</b></p> <ul style="list-style-type: none"> <li>a. What mechanisms do you have in place to assess and address the training and development needs of your staff to enhance their skills in personal and public involvement?</li> <li>b. What mechanisms do you have in place to assess and address the training and development needs of your service users, their carers and the public to enable them to participate in involvement activities?</li> <li>c. What opportunities can you identify for service users and carers to become involved in the training of your staff?</li> </ul> <p><b>5 Monitoring and Evaluation</b></p> <ul style="list-style-type: none"> <li>○ How do you measure/assess the impact and outcome of your involvement activities?</li> <li>○ What has been the impact of your PPI activities on services?</li> <li>○ Has PPI improved the patient client experience?</li> <li>○ What did those involved think about the process of involvement?</li> </ul>

# 1 Information

**Key Objective:** *Information that supports the engagement and involvement of service users, carers and the public is available in a variety of formats to meet identified need.*

Key Deliverables	Key Actions 14/15	Timescale & Lead	Progress Update /Impact @ 31/1/15
<b>Information explaining who you are, what you do, how you can be contacted is available</b>	<ul style="list-style-type: none"> <li>All teams to review existing service leaflets and develop as required</li> <li>All teams to check contact info available on Trust website</li> </ul>	ADs, HOS, Managers March 2015	<ul style="list-style-type: none"> <li>All Information leaflets for Sensory and Specialist services completed inc: Forensic, Day Opportunities, Learning Disability Crisis response, Epilepsy and Community Access. Community Teams still to be done</li> </ul>
<b>Information explaining the standards service users and carers can expect from your service?</b>	<ul style="list-style-type: none"> <li>All teams to ensure information on standards service users and carers can expect from their service is available either in poster, flyer or leaflet format</li> </ul>	ADs, HOS, Managers March 2015	
<b>Information on conditions or issues relating to the service/s provided is available for Service Users, Carers and the Public</b>	<ul style="list-style-type: none"> <li>All services to ensure written leaflets on services, conditions or issues relating to the service are up-to-date and distributed for services users, carers and the public.</li> <li>Use a range of leaflets from other agencies</li> </ul>	ADs, HOS, Managers March 2015	<ul style="list-style-type: none"> <li><b>Completed-</b> 'Opportunities for All' website continues to be promoted and further developed to provide an accessible resource of information and support on a range of opportunities for people with a disability.</li> <li>Information leaflets from other agencies continues to be provided and/or signposting as appropriate</li> </ul>
<b>Information that explains how Service Users, Carers and the Public can make a complaint or comment</b>	<ul style="list-style-type: none"> <li>All staff to be competent in following the Trusts complaints and comment procedure</li> <li>Complaints posters and leaflets displayed in all public areas</li> </ul>	ADs, HOS, Managers March 2015	<ul style="list-style-type: none"> <li><b>Completed-</b>all staff au fait with complaints/ comments procedures. Focus is on local resolution. Complaints leaflets provided to all service users/carers at initial assessment.</li> </ul>
<b>Information that explains how Service Users, Carers and the Public can become involved in planning, delivery and evaluation of service/s</b>	<ul style="list-style-type: none"> <li>Continue to Display PPI 'Have your Say' poster in premises and distribute registration forms</li> <li>Install link from Opps for All site to PPI page</li> <li>Each area of service to set up database to record service user details</li> </ul>	ADs, HOS, Managers, All staff Mar 2015	<ul style="list-style-type: none"> <li><b>Completed-</b>Leaflets and posters distributed.</li> <li><b>Completed-</b>Each Service Team has database.</li> <li>Monthly monitoring meetings provides opportunity for key worker to liaise with service user and family member/s to ask for their views on the service provided</li> </ul>
<b>Information that explains the areas of service and the key service development areas in which SU's, Carers and the Public can become involved</b>	<ul style="list-style-type: none"> <li>Continue to use the Trusts Facebook and Twitter accounts to highlight opportunities for involvement</li> <li>Staff are aware and signpost SU , Carers and public to relevant forums</li> </ul>	ADs, HOS, Managers Annually.	<ul style="list-style-type: none"> <li>Each Service Team has list of service users and carers details and opportunities for involvement are circulated as they arise.</li> </ul>

## 2 Service User and Carer Involvement

**Key Objective:** *Service Users, Carers and the public are directly involved in the planning, delivery and monitoring of Trust services at each of the 5 levels identified in the Trust's Strategic PPI Action Plan Framework.*

Key Deliverables	Key Actions 14/15	Timescales & Leads	Progress Update / Impact @ 31/01/15
<b>Development of appropriate mechanisms to support the involvement of those with sensory impairments</b>	<ul style="list-style-type: none"> <li>Continue to build on work of the Vision Forum and Hearing Forum</li> </ul>	Pat McAteer March 2015	
	<ul style="list-style-type: none"> <li>Hold focus group with Floating Support service users to gather their views and experience to help improve services</li> </ul>	Colette Bigley October 2014	Focus group planned for 19 <sup>th</sup> November 2014 in St Luke's Hospital.
<b>Learning Disability Carer's Forum</b>	<ul style="list-style-type: none"> <li>Establish a Carer's Forum for carers of adults with a learning disability</li> <li>Develop recruitment process for Forum</li> </ul>	Pat McAteer June 2014	Recruitment completed. First meeting held. TOR agreed and meeting on a regular basis. 2 Sub- groups established to look at developing respite criteria and day time opportunities for those with complex needs
<b>Evaluate Disability Services</b>	<ul style="list-style-type: none"> <li>Carry out satisfaction survey in all day care centres</li> </ul>	Day care staff June 2014	Complete. Service users have clarity on what service can deliver. There are challenges in terms of meeting the needs and expectations of clients in current times
	<ul style="list-style-type: none"> <li>Carry out annual survey in Supported Living Services (RQIA requirement)</li> </ul>	June 2014	Tenants took part in annual survey which is collated and viewed by RQIA. Positive feedback, clients feel listened to about the service they receive within their own home.
	<ul style="list-style-type: none"> <li>Evaluate the Armagh and Dungannon disability service</li> </ul>	Cathy Lavery Oct 2014	Focus group planned for 29 <sup>th</sup> Oct with Willowbank to help develop the patient satisfaction survey. Roll out survey November / December 2014.
<b>Learning Disability Crisis Response Service</b>	<ul style="list-style-type: none"> <li>Continue to work with staff including the Behavior Support Team, GPs, psychiatrist and social worker to provide the best care for service users during their time of difficulty.</li> </ul>	Joe McGivern Gavin Crilly March 2015	Service currently supporting over 150 service users and families. Avoiding hospital admissions.
<b>Development of Flexible Respite Service</b>	<ul style="list-style-type: none"> <li>Continue to involve service users, carers and staff in the planning of respite services</li> </ul>	Respite Services March 2015	Regular feedback from carers has allowed staff to develop robust criteria for the service. Service is still evolving and will require continued feedback and support from carers.
<b>Fit 4 U</b>	<ul style="list-style-type: none"> <li>Continue to support the Fit 4 U programme and Fit 4 U clubs</li> </ul>	All staff March 2015	

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Key Deliverables	Key Actions 14/15	Timescales & Leads	Progress Update / Impact @ 31/01/15
<b>Draft Equality Scheme – Action Based Plan and Disability Action Plan</b>	Encourage service users and carers to take part in the public consultation exercise regarding the Trusts new draft Equality Schemes and associated Action Plans to address inequalities	All staff	
<b>Accessing local amenities</b>	<ul style="list-style-type: none"> <li>Support service users and their carers to ensure they are an integral part of community and voluntary services in their locality.</li> </ul>	All staff 2015	Links with REACH, SRC and ACTIVE etc ensures service users have enjoyed becoming part of communities outside day care. Carers have supported these programmes more than anticipated. Positive links with Comm/Vol sector.
<b>Disability User Forum</b>	<ul style="list-style-type: none"> <li>Support the establishment of the Disability User Forum in partnership with Disability Action</li> </ul>	Dis Action March 2015	
<b>Staff and service users partnerships</b>	<ul style="list-style-type: none"> <li>Staff to meet with service users and carers to plan activities within Appleby SEC and Oakridge</li> </ul>	Appleby and Oakridge staff March 2015	More variety of activities within centre. All projects involve service users in the planning e.g. Giro D'Italia, Makaton Concert etc. Improved services for service users and improved staff morale.
<b>Carers Community Support Service</b>	<ul style="list-style-type: none"> <li>Support carers to participate in the Carers Community Support Service Consultation regarding the new tender process</li> </ul>	All staff Patricia McCrink Oct 2014	Consultation questionnaire shared. Leaflet shared widely among staff and carers advertising focus groups held across Trust area
<b>Closure of Longstone Hospital</b>	<ul style="list-style-type: none"> <li>Ensure service users and their carers or families are fully appraised of work in progress to resettlement patients from Longstone in line with TYC and best care in the future</li> <li>Work with church groups, past staff, current staff, families and services users to ensure a dignified respectful ceremony is held before the closure of hospitals takes place.</li> </ul>	Sinead McGeeney  E. Canavan  G. Dinsmore  L. Cartmill	Complete.

### 3 Evidencing Patient and Client Experience Standards

**Key Objective:** *The 5 Patient & Client Experience Standards developed by RCN are promoted and evidenced by staff in the planning, delivery and development of Trust services. Respect, attitude, behaviour, communication, privacy & dignity.*

Key Deliverables	Key Actions 14/15	Timescales & Leads	Progress Update / Impact @ 31/01/15
Evidencing compliance with the 5 Patient & Client Experience Standards	<ul style="list-style-type: none"> <li>Attend PCES Working Group</li> <li>Continue to support the implementation of the regional 10,000 Voices Project</li> <li></li> </ul>	D Curley ADs and HOS	<p>PCES Improvement Plan developed and being implemented.</p> <p>#Hellomynname is. Posters and DVD completed. Official launch 23/10/14 Desk Top campaign Jan 2015.</p> <p>10,000 Voices- Phase 1 (Unscheduled Care) completed. Phase 2 (Care in the Home) finishes Jan 2015. Phase 3 (Staff Survey) being planned</p>

#### 4 Training

**Key Objective:** *Key Objective: Training is provided to support staff, service users, carers and other stakeholders to develop skills and knowledge to enhance service user involvement at all levels across the Trust.*

Key Deliverables	Key Actions 14/15	Timescales & Leads	Progress Update /Impact @ 31/01/15
<b>Staff receive training to develop skills and knowledge to enhance PPI within their work</b>	<ul style="list-style-type: none"> <li>Identify teams to receive PPI Basic Awareness Training</li> <li>Link with PPI Team to agree date.</li> <li>Promote and encourage up-take of PHA PPI training programme when available</li> </ul>	All managers March 2015	<ul style="list-style-type: none"> <li>No requests received</li> <li>2 staff nominated for PHA PPI Modular training, 1 for Team briefing but not unable to attend due to travel restrictions</li> <li>I attended PHA PPI Coaching session</li> <li>No nominations for T4T</li> </ul>
<b>Service Users, Carers have access to training to develop skills &amp; knowledge to participate in PPI activities</b>	<ul style="list-style-type: none"> <li>Disseminate information about relevant training courses to service users, carers, voluntary/ community sector</li> </ul>	All staff March 2015	
<b>Specialist Services</b>	Forensic Service staff to receive training designed by Home Office to ensure clients remain in the community – done through peer education and group interaction		
<b>Raise Awareness of Community Access Role</b>	Attend Induction training and existing staff training to raise awareness of the importance of LD accessing services and how they can help this process by signposting. Also to inform staff, service users of the role of community access	Comm Access Staff March 2015	
<b>Friends of the Arc Service User Group</b>	Continue to deliver training to the committee members with a view to further empowering them.	Marian Cully Eilish Kilgallon 2015	



## 5 Monitoring and Evaluation

**Key Objective:** *Establish systems and process to monitor and evaluate PPI activity across the Trust*

Key Deliverables	Key Actions 14/15	Timescales & Leads	Progress Update/Impact / @ 31/01/15
Monitor progress against key deliverables in Disability PPI Action Plans	<ul style="list-style-type: none"> <li>Continue to ensure staff up-date PPI Action Plans for their area of responsibility</li> <li>Link with PPI Team to help produce regular reports as required</li> </ul>	All Teams March 2014	Complete Ongoing. PPI Champions identified in division.
Continue to record new PPI activity	<ul style="list-style-type: none"> <li>Continue to encourage the completion of PPI Impact Template to capture new PPI activity and impact to contribute to Annual PPI Report</li> </ul>	All Teams March 2014	Complete. Division completed and returned 17 PPI Impact Templates to PPI Team June 2014. Next due date is Dec 2014.
Continue to use PPI Evaluation Tool	<ul style="list-style-type: none"> <li>Continue to use evaluation tools to capture feedback from service user and carer involvement of their involvement activity.</li> </ul>	All teams March 2014	