

# PSUIG Service User involvement award 2012



SLAM TRUSTWIDE  
INVOLVEMENT GROUP:  
OPERATIONS

TWIG Ops (The Trustwide Involvement Group: Operations) was delighted to be invited for a second year to consider applications for PSUIG's annual psychology service user involvement award.

Despite significant advances in user involvement in SLaM in recent years we found real variance in the quality of applications, and we found that applications often conflated "consultation" with "involvement", in part or in whole. One application had not involved or consulted at all.

Overall, we felt that there was a lack of evaluation and we feel that this is a missed opportunity in demonstrating the value of the various projects and work.

We marked against 4 prescribed criteria:

- the extent to which the project contributed to service improvement
- the degree to which service users were involved in all aspects of the project
- the method and robustness of methodology by which the project was evaluated, and
- the degree of innovation of the project and the degree to which service users were involved in a creative way.

We marked each application out of 10 against each of these 4 criteria. We awarded overall marks of between 4 and 33.

Confidential detailed feedback from the panel to each application is available via Joe Oliver. In addition, all applicants and nominees will receive by email a copy of this report.

FYI the panel demographics were as follows:

People = 6, comprising Service user / ex-service user = 6, Gender = 5 F / M 1, BME = 2  
Carer = 2, SLaM staff = 2

We highly commend two applications: the first is Anna Isherwood's work at The Lishman Unit.

What struck us about this application was:

- an innovative approach to working with a hard to engage group
- the strategic use of the Psych Med Service User Advisory Group, regarding how to engage with those service users, and throughout, in a continuous feedback loop.
- Anna used SUAG members in outreach (Anna coming to the SUAG meetings) and in inreach (SUAG members participation in the Lishman Unit community meetings)
- meaningful engagement of carers

We also highly commend Oasis for collaboration with SLaM service users and National Prison Radio, featuring the authentic voices of prisoners and visitors with lived experience of mental health services.

What struck us about this application was:

- an innovative approach to promoting their service to a hard to engage group
- that, in their own words, they aim to "communicate stories of hope and recovery in place of stigma"
- they replaced the voices of mental health professionals with those with lived experience
- outreach of the service in a time of reduced resources
- good partnership working, both between agencies and between prisoners and service users

What struck us about the winning application was:

- That it was an innovative and novel way to offer a treatment programme to a client group where there is still little evidence of what works
- A holistic approach to treatment
- Qualitative and quantitative evaluation, the findings of which indicate a degree of success in their approach
- Service users were fundamentally involved throughout. They were key in defining everything from the philosophy of the programme, to discussion topics and speakers, to design of the materials, to the outcome measures of the project.

- The recovery worker is an ex-user of the service.

We are delighted to award the 2012 Psychology Service User Involvement award to the Step Up Project at the Eating Disorders Unit.

Bridget, D, Garry, Parveen, Storm, Vanessa

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