

Experts By Experience and Coproduction at all levels

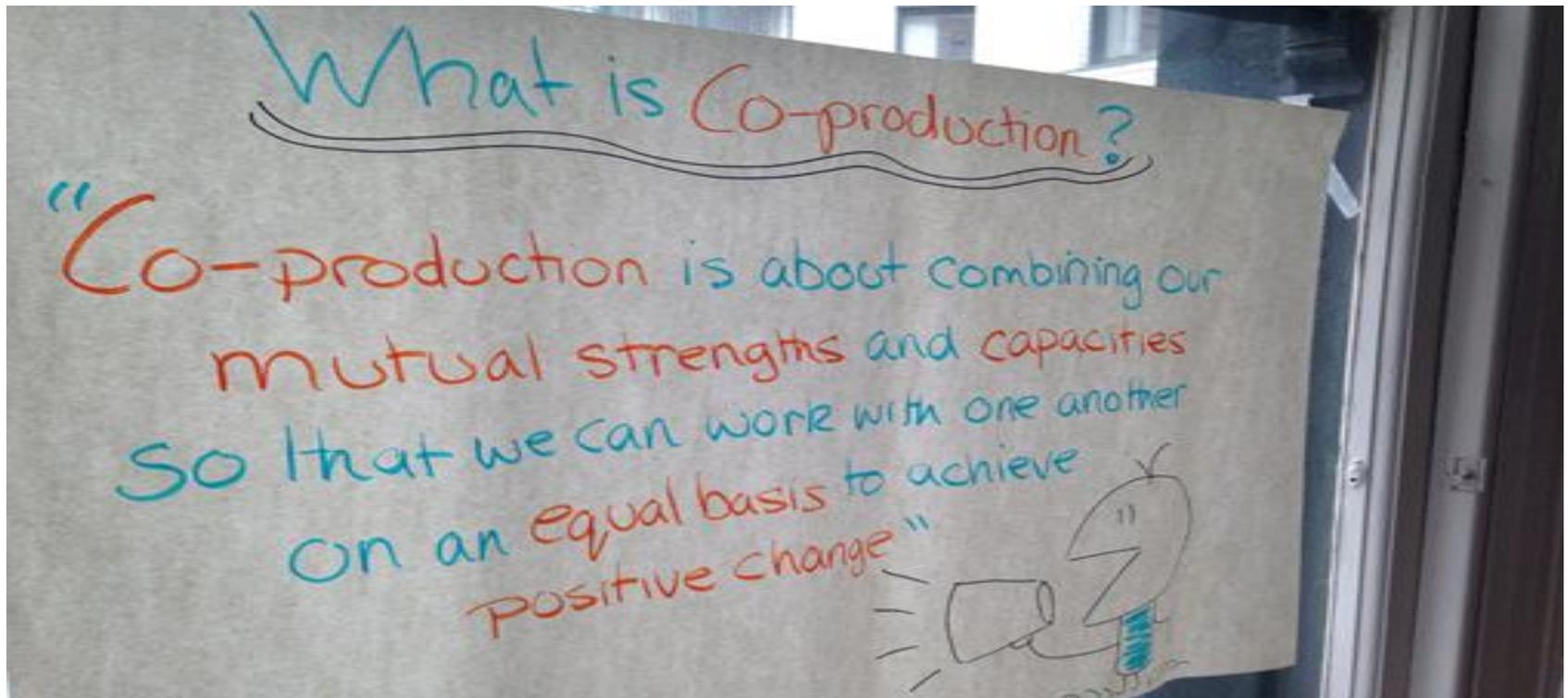
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Expert By Experience Lead



What is co-production

Together is the only way we can achieve



What is an Expert By Experience



- **Experts by Experience** are people who have personal **experience** of using or caring for someone who uses health, mental health and/or social care services
- Experts by Experience are also known by many names such as; peer reviewers, Lived experience consultants and lay assessors etc.
- The Mental Health Act Commission involved people in their reviews, but only until they later formed as part of the Care Quality Commission did the role become named Experts by Experience. Experts By Experience assist the CQC in carrying out inspection and speaking to people who use services as a lot of the time Service Users speak more openly to Experts as opposed to clinicians
- Experts by Experience are now becoming a more common and sought after asset and are recommended by number of organisations from NHS England, CQC, NICE to various charities etc.

My Role Within Cygnet

To Challenge, innovate and add a service user perspective.



- To work alongside the Director of Nursing to shape and enhance service user involvement/Co-Production and service user experience on both a local and strategic level .
- Lived Experience representation on Board Meetings, Steering Groups and Co-delivering events as well as reviewing & developing policies.
- Working alongside project leads, supporting initiatives within the organisation.
- Developing and leading a group of Cygnet Experts by Experience nationally to ensure the service user voice is heard on a corporate level through the group Cygnet Peoples Council
- Involved in developing Recovery Collages and **Reducing Restrictive Practices**
- Giving another lens to the Executive Board
- Another level of safeguarding (investigations etc.)

CQC Well Led Review – Experts by Experience

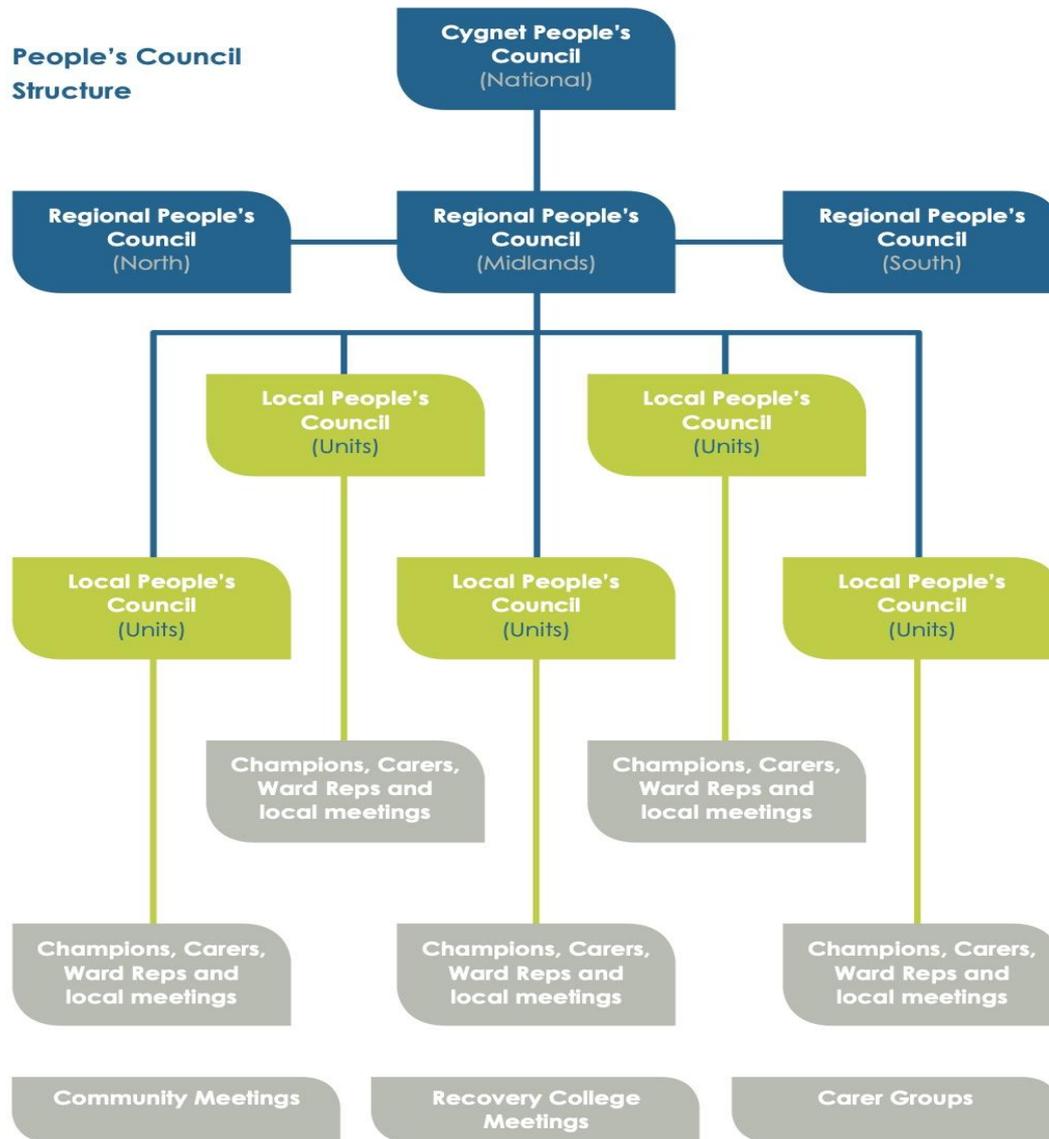
- “Cygnet Health Care’s vision and values supported a person-centred approach to providing services. **There was a strong emphasis on understanding the patient’s experience of the service they received and how it could be improved. Experts by experience worked across services to provide advice and support to improve patient experience.**”
- Experts by experience visited Cygnet’s Health Care services to speak with patients about the care and treatment they received. Experts by experience were recruited (through nomination by Cygnet) and supported by a third-party organisation.
- An expert by experience lead was directly employed by Cygnet and reported to the director of nursing. **The expert by experience lead co-ordinated the schedule of quality checking visits and ensured outcomes were shared with the senior management team.** These visits looked at a number of areas of the patients’ experience including the environment; staff; risks and when things go wrong; physical health; kindness, dignity, respect and support; involvement; recovery; meeting people’s needs; concerns and complaints.

People's Council

- > Ensure units are addressing local issues in co-production with service users and carers.
- > Gather feedback from the ground and share with the Executive Management Team
(from Ward to Board).
- > Review feedback for emerging themes and co-produce solutions where appropriate.
- > Ensure people who use Cygnet services and their carers are heard at all levels of the organisation.
- > Influence and co-produce local and corporate strategies/policies.
- > Share best practice and lessons learned across units nationally.
- > Challenge and support the organisation to do better.
- > Co-produce innovative projects and ideas within units.



People's Council Structure



CQC Well Led Review – People’s Council

- People’s councils had been set up in many of Cygnet Health Care’s services. The people’s councils supported by experts by experience gave an opportunity for patients to give feedback regarding the service. **In a number of inspections of services, we found established people’s councils and evidence of improvements being made to services as a result of the work of the council.** The advocacy service was available to provide support to patient representatives on councils and discuss how issues could be taken forward. The local patients’ council was part of a planned structure which also included regional councils and a national people’s council.
- **The advocacy service reported to senior leaders that the people’s council meetings established in hospitals had strengthened the service users say in how they want the units they live in to be run.**



Step 1

Understanding what we want to achieve (Not for brownie points or tokenistic purposes)

Step 2

Coming together to create the right conditions (ie. Mutual expectations, respect, LISTEN etc.)

Step 3

Working together to deliver change through genuine collaboration

Music 2 Empower

Dating back thousands of years, music is one of the oldest forms of therapy for people experiencing mental distress. Music 2 Empower is an initiative by Cygnet Health Care to utilise and showcase the talent and positive effects of music therapy across our services.

We will be releasing a video each month from service users, residents and staff from across Cygnet Health Care showcasing the diverse and therapeutic nature of music therapy.

This month we will be releasing a video showcasing Andy and his ukulele at Cygnet Taunton in which Andy explains how it has helped him. This project is being led by the Expert by Experience Lead and Director of Communications, overseen and supported by the Director of Nursing and Patient Experience.

The title "Music 2 Empower" is displayed in a large, bold font. "Music 2" is in blue and "Empower" is in a vibrant green. A white musical note icon is positioned above the letter 'i' in "Music".

Discussion

Enhancing Coproduction within mental health services

Medical model vs Recovery model

Bottom up vs Top Down?

Positive risk taking

Funding

Regulation

Q&A and close!

