

To all Petrus Service Users

Feedback on Petrus service user consultations May to July 2010

As I hope you know, Petrus had a number of consultations with service users recently. A number of your comments were to do with your own Project and you can expect a response from your Project to these. Many comments, though, were about policies and processes that run across all Projects. There will be a more centrally organised response to those comments and this will involve developing a service user group.

We consulted service users on five areas:

- Assessment and support planning
- Security, Health and safety
- Safeguarding and Protection from Abuse
- Fair access, diversity and inclusion
- Client Empowerment

What you told us and what you asked for

Assessment and support planning

Projects

- Staff to clarify and look at risk assessments with service users more often
- Staff to review support plans more often
- Engage more with other people/agencies
- Make using Dial a more positive experience
- Give service users more positive feedback
- Make the experience less formal – have more questions in reviews
- Get more feedback from Doctors/Specialists
- Make sure reviews aren't overwhelming to service users
- Encourage service users to engage more in process themselves – letter writing etc

User Group

- Allow feedback by service users on risk assessment and on other forms
- Promoting idea of support to more service users
- Give service users clearer overview of support process – training
- Assertiveness training to help service user confidence
- Rewrite 12 week questionnaire
- Look at policy regarding keyworker allocation
- Promote understanding of mental health; drugs (for example harm reduction), alcohol
- Provide information to service users about staff training
- Develop a process of review of staff/project that mirrors review by staff

Security, Health and safety

Projects

More active service user involvements in risk assessments
Improve Health and Safety in certain practical areas – eg sharps
Do ground rules for activities
Work on fire related stuff with service users
Direct line to emergency service
Service user equipment testing
Floating Support mobile numbers available/emergency system
Teach service users to turn off fire alarms

User Group

Simplified, more relevant health and safety policy; service user h&s policy
First Aid training for service users
Involve service users in health and safety training – use It's Your Move?

Safeguarding and Protection from Abuse

Projects

Promote reporting; reassure about confidentiality; promote policy
Some clarification/explanation of professional boundaries

User Group

Policy in simple format
Promote better understanding of what abuse is
More support to understand policies from Petrus
Better understanding by staff of what abuse is
Training for service users
Service users reviewing policies

Fair access, diversity and inclusion

Projects

Information on relevant groups
To discuss issues above and more one-one

User Group

Simpler policy for service users
Simplify and promote assessment and allocation policies
Develop move-on strategy – discuss two year limit
Visiting service for service users who have left
Involve Service users in review

Client Empowerment

Projects

Petrus promote services better; update information in projects
Better promotion of news - newsletters etc
Involve and support service users more effectively in meetings
Promote voluntary work
Provide suggestion sheet (system for getting suggestion taken up)
Provide suggestion box that gets checked weekly
Allow anonymous suggestions
Provide evidence that complaints/suggestions are looked at/acted on

User Group

Petrus provide better information regarding changes
Provide chances to meet other service users
Bring together service users with similar interests
Involve service users in interviewing staff
Get service users input on quality standards
Get input from service users on involving service users
Input on running organisation
Train service users to be advocates/mentors

What we are going to do

At the moment we are developing a plan that will deal with the above suggestions and requests.

We will provide information about this plan and involve service users in developing it as we go along

As a way of involving service users in this process again, I would like each project to identify service users and staff to attend a series of meetings which will begin with a meeting on **Monday 2nd August at Craig Lee at 2pm.**

Philip Foster
Petrus Deputy Coordinator
July 2010