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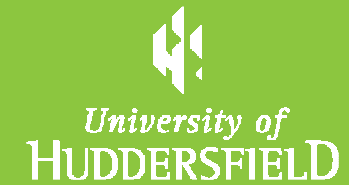
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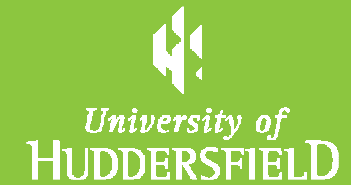
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Lisa Ward and Christine Rhodes



The Trials and Tribulations
of Setting Up a
Service User and Carer (SU&C)
Involvement Development Worker Post
at the University of Huddersfield

Who are we?



Lisa Ward – Service User and Carer
Involvement Development Worker

Christine Rhodes – Head of Division Learning
Disability and Children's Nursing /
Academic Lead for
Service User and Carer Involvement

Background



- School of Human and Health Sciences
- Vision
- ALPS CETL – Assessment and Learning in Practice Settings
- Funding Lead Academic two days a week

Challenges

- Grows like Topsy
- Skimming the top of the surface
- Tokenism -> Involvement
- Shifting Culture -> embedding in Health and Social Care (H&SC)
- The need for a Development Worker

- Need for involvement
- Professional and Statutory Regulatory Bodies (PSRB)
- Quality reviews demand involvement

Regulation Examples

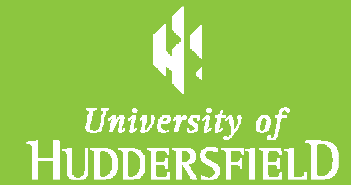
- Number of times students can take assessments
- Appeals
- Not a good H&SC professional if 'can't get it right'

Development Worker



- Job Description and Person specification
- Job Evaluation
- Bureaucracies in HEIs
- Time span: idea -> person
- Tenacity to succeed vs give up?
- Conflicts: PSRB, HEIs, practice

Job Details

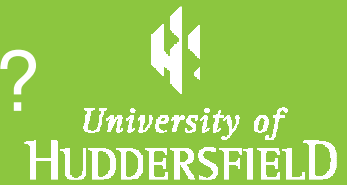


- Advertising Post – where?
- Understanding what the post was about?
- Job grade?
- Why is it needed?

Costs

- Budgetary constraints
- Time factors
- Short term funding

What does Development Worker Find?



- Two year backlog – work waiting to be done
- Budget codes – access to budgets
- Organisational fit – no ‘home’ team
- Everybody expects a lot
 - Particularly Service Users and Carers

Findings (2)

- Some basic systems are in place e.g. payments policy
- But – lots more to develop
- Old fashioned admin:
 - Approvals
 - Budget codes / constraints
 - Triple processing

Findings (3)

- Making contacts across the School
- Partnerships – HEIs, NHS, Local Govt, & 3rd Sector
- Bid writing
- General Co-ordination
- Sharing good practice
- Admin & organisational events

Why bother?

- Service Improvements
 - Process improvements
 - Customer Services
- Better health and social care
- Better students

My mission? (Draft)



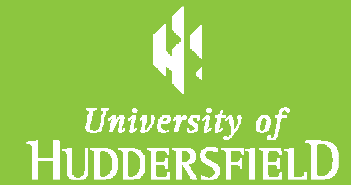
- My mission is to ensure that that
- the voices of service users and carers
- are so embedded
- into health and social care education,
- that students upon graduation
- always consider the views
- of patients and carers as paramount.

My Mission (Cont)



- That they have the courage
- to challenge practice in themselves
- and in others
- that leads to poor patient care
- and every day they go to work
- with the desire to enhance
- the patient experience.

My Greatest Challenge



Combining my new role with
Unexpectedly becoming a carer
again.

Thank you