



Clinical Education Centre

for Nurses, Midwives and Allied Health
Professionals

Policy for Service User and Carer Representative Involvement within the HSC Clinical Education Centre

Title	Policy for Service User and Carer Representative Involvement Within the HSC Clinical Education Centre		
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Background

Service users as partners in designing and delivering professional development education can enrich programmes in many ways such as bringing the lived experience to the classroom as well as helping practitioners consider the impact of their practice on the service user. Additionally service users playing the role of the patient in the classroom can support clinically skills practice in a controlled environment and help the practitioner develop their person centred care approach.

At the core of Health and Wellbeing 2026(DOH, 2016) is a commitment to 'work in partnership with patients, service users, families, staff and politicians, and in doing so, co-produce a lasting change which benefits all'.

This is in line with HSC Personal and Public Involvement (PPI) under the statutory duty for some HSC Organisations to involve and consult service users, carers and the public in the planning, development, implementation and evaluation of services. Co- production is part of the continuum of involvement. Although CEC is not subject to statutory duty in relation to PPI Involvement they are committed to working towards this as good practice. For further information please go to <http://engage.hscni.net/>

Purpose

The purpose is to outline a policy for service user involvement in HSC CEC design and delivery of education programmes for nurses, midwives and AHPs reflective of health and social care policy.

This policy replaces any previous CEC service user policies and procedures.

This policy should be read in conjunction with

Regional Policies

1. DOH April 2019 The Code of Practice on protecting the Confidentiality of Service User Information, <https://www.health-ni.gov.uk/sites/default/files/publications/health/user-info-code2019.pdf>
2. DOH- Adult Safeguarding Policy: Prevention and Protection in Partnership (DHSSPS 2015) - Adult Safeguarding Operational Procedures: Adults at Risk of Harm and Adults in Need of Protection <https://www.health-ni.gov.uk/publications/adult-safeguarding-prevention-and-protection-partnership-key-documents>
3. DOH- Mental Capacity Act 2016. <https://www.health-ni.gov.uk/publications/mca-ni-2016-deprivation-liberty-safeguards-january-2020-easy-read-version>
4. DOH Coproduction Guide 2018 <https://www.health-ni.gov.uk/sites/default/files/publications/health/HSCB-Co-Production-Guide.pdf>

BSO Policies

1. Data Protection -
http://www.hscbusiness.hscni.net/pdf/20180524_Data_Protection_Policy.pdf
2. Information Governance –
http://www.hscbusiness.hscni.net/pdf/20180524_Information_Governance_Policy.pdf
3. Staff Code of Conduct-
<http://www.hscbusiness.hscni.net/pdf/Code%20of%20Conduct%20for%20HSC%20Employees.pdf>

CEC Policies

1. Communication Strategy
<T:\Shared Folder\CEC Policies & Procedures\CEC - Communications Strategy Nov 2018 v3.pdf>
2. Guidance on raising a concern
<T:\Shared Folder\CEC Policies & Procedures\CEC - Raising and Acting on Concerns - Guidance\CEC - Raising and acting on concerns for Nursing and Midwifery Oct 2019 version 2.pdf>
3. Reimbursement policy Link will be added when available (in draft form at time of writing this policy)

Scope

This policy is relevant to all staff working in CEC involved in Service User engagement. It includes the engagement of the service user, their understanding and consent to participation and reimbursement.

Principles of Practice in Service User Engagement

HSC values of compassion, openness and honesty, excellence and working together should be applied to ensure a positive experience for both service user and participants.

The HSC Clinical Education Centre is guided by the Strategy for Nursing and Midwifery in Northern Ireland 2010-2015 (DHSSPS, 2010) and Strategy for the Allied Health Professions in Northern Ireland (DHSSPS, 2012), both of which have Promoting Person-centred Practice and Cultures as integral themes.

Service User Involvement is a central component of the promotion of person-centred cultures within AHP and Nursing education and research. The key underpinning principles that guide the way in which service user involvement is managed within the Clinical Education Centre are:

- To treat each individual with respect, sensitivity and kindness
- To uphold the privacy and confidentiality of all parties
- To value the expertise, strengths and lived experience of the individual
- To explore in advance with each person their specific needs and to accommodate these needs where reasonable and appropriate
- To agree in advance with each service user regarding the nature of their role and level of involvement
- To support mutual learning and personal sharing
- To seek consent from each service user involved in a programme
- To provide the opportunity for a significant other to accompany the service user if necessary / should they so wish
- To adhere to Health & Safety policy in order to ensure the safety and well-being of all parties
- To make appropriate plans to reimburse service users expenses/payments within Regional policy guidelines
- To ensure that the demands placed on individual members of the public are acceptable to them.

Guidance on the Operational Management of Service User/ Carer Contribution to education provided at CEC.

- (a) When deemed appropriate service user/carers contribution to specific programmes will be sought. This may be via links with HSC Trust practitioners, community, voluntary & independent sector, PPI links, or Patient Client Council Northern Ireland.
- (b) The educator will ensure that service users are appropriately supported and prepared before, during and after each programme. It may be beneficial that a clinical practitioner and/ or a carer who the service user is familiar with accompanies them to the relevant programme, if appropriate.
- (c) The educator should ensure that the service user/carers has a full understanding of the commitment involved, has been provided with a customised information sheet (Appendix 1), has capacity to give consent and has provided consent (Sample form Appendix 2) to their engagement. The service user/carers should be aware of their right to withdraw their consent and to leave the programme without explanation.
- (d) When consent has been provided this should be filed in the programme file and highlighted to admin staff so that the programme contribution spreadsheet for relevant year can be populated with the expiry/review date of the consent also indicated, if appropriate at links below

[T:\Shared Folder\Programmes\Programmes 2020 2021\N&M Programme Contributors 2020 - 2021 \(updated 21Oct20\).xlsx](T:\Shared Folder\Programmes\Programmes 2020 2021\N&M Programme Contributors 2020 - 2021 (updated 21Oct20).xlsx)

[T:\Allied Health\AHP Programme Files\AHP Programmes 2020-2021\AHP Programme Contributors 2020 - 2021 \(updated 21Oct20\).xlsx](T:\Allied Health\AHP Programme Files\AHP Programmes 2020-2021\AHP Programme Contributors 2020 - 2021 (updated 21Oct20).xlsx)
- (e) The educator should be aware of action to be taken if there are concerns about a person's safety or well-being before, during or after service user involvement and will complete risk assessments, as appropriate to mitigate any risks involved. (Appendix 3)
- (f) Teaching staff/educators should be familiar with relevant aspects of the service user's history/ clinical presentation prior to their involvement in a programme and should disseminate relevant information to CEC staff e.g. reception/admin staff regarding reasonable adjustments required.
- (g) Any concerns or incidents regarding service user involvement should be reported to the appropriate Senior Manager and recorded on the BSO

Incident Form.and shared with the organisation that supported the service user engagement.

- (h) Teaching staff/educators should be registered with the relevant Professional regulatory body e.g. HCPC or NMC and have appropriate professional indemnity insurance.

Reimbursement

CEC will follow the HSC Guidelines on Reimbursement- [Regional Guidance Reimbursement final working draft 12022020 \(2\).pdf??](#)

Appendix One

Service User Information Sheet

Engaging people with lived experience, and/or their carers in education of healthcare staff can help clinicians gain a greater understanding which should enrich their clinical interventions.

You are invited to be part of _____ programme on _____ in _____

or You are invited to review the programme information for _____ and make suggestions to be included. Your involvement is voluntary and you can change your mind at any time.

What's Involved?

Include- time commitment, transport, met by, accompanied by e.g. Therapist, reimbursement of out of pocket expenses, travel- taxi required? during- no of people there, who the audience are, questions/answers/ assessment on plinth in front of _____, breaks, meals.

What happens to the information you share?

The audience are all professional Health and Social Care staff who adhere to Professional Codes of practice and confidentiality rules are the same in education as they are in clinical practice. If videos or the training is video conferenced you have the choice about what happens to the information in future. Your wishes will be respected. See Consent sheet.

If you need support or have questions after the training/event please contact

Name _____ Title _____ Contact No _____



SAMPLE CEC Service User Consent Form

Name	
Programme :	
Date	

	Please tick if you give consent
<ul style="list-style-type: none"> I have read the information sheet and talked with the educator_____ I fully understand the purpose of the recording and my contribution to it. 	<input type="checkbox"/>
<ul style="list-style-type: none"> I understand that the recording will be saved securely and shared with healthcare staff in Northern Ireland until_____ and then I will be contacted again or used for maximum of 10years 	<input type="checkbox"/>
<ul style="list-style-type: none"> I am happy for my real name to be used in the recording and video 	Yes <input type="checkbox"/> No <input type="checkbox"/>
<ul style="list-style-type: none"> If no, I am happy that a name is created 	<input type="checkbox"/>

Signature of Contributor: _____

Date:

Signature of HSC staff member: _____

Thank you for contributing to the work of the Clinical Education Centre.

Appendix 3

RISK ASSESSMENT FORM

Date:

Assessors:

Job Title

Description of Hazard	Persons affected by the activity and how	Existing Controls	Likelihood	Severity	Consequence