



**Identifying
Good 'Socially Inclusive' Practice
in
Mental Health Day Services**



Care Services Improvement Partnership **CSIP**



**Social
Inclusion**
National Social Inclusion Programme

Identifying Good ‘Socially Inclusive’ Practice in Mental Health Day Services

This guide is designed to help bring some objectivity to the process of identifying examples of good practice in delivering socially inclusive mental health day services.

The first section is a summary of the key features to look for and people to talk to. Outcomes are listed as a separate item as demonstrating socially inclusive outcomes is vital to being considered an example of good socially inclusive practice.

The second section provides some suggested questions for service providers and service users and some indicators of good practice in relation to the key features. These questions should not be used rigidly or in the style of an inspection. It should also be borne in mind that services will have different approaches (for example some will keep few paper records and have more informal systems) which should not count against them. Therefore some flexibility in interpreting whether services incorporate the key features will be required. Finally, it is not expected that services will be a model of excellence in all aspects of their work and it may be appropriate to focus on an area of service delivery which is a real strength and may represent good socially inclusive practice.

Summary

A. Key Features

1. Open to a wide range of people
2. High levels of Service User Involvement
3. Supports people to access mainstream opportunities
4. Person Centred, Individually tailored support
5. Engaging with under-represented and diverse groups
6. Services promote recovery and self-management
7. Innovation in service design and delivery

B. Outcomes

Effective evaluation and monitoring systems which demonstrate socially inclusive outcomes

C. People to speak to

- Service Users
- Providers/Commissioners
- Mainstream Organisations who have links
- Potential Referrers

Questions and Indicators

A. Key Features

1. Open to a wide range of people

Questions for Providers

- Do you take self-referrals?
- Does an applicant need the support of a mental health worker?
- How do you market your service?
- What are the eligibility criteria?
- Can we see your assessment procedure and forms?
- Are your buildings used by the general public?

Questions for Service Users

- How did you find out about the service and what was the application procedure?
- How accessible & appropriate is it in relation to your needs? (language, physical, social, faith & cultural)

Indicators

- Self referrals accepted
- Can access without accessing other mental health services
- Service open and promoted to Primary Care service users, and people self-defining as having mental health needs
- Inclusive eligibility criteria (exception for targeted services)
- Assessments which focus on issues relevant to social inclusion

2. High levels of Service User involvement

Questions for Providers

- What methods does the service use to involve service users?
- What aspects of the service are users involved in?
- How regularly are service users consulted?
- Do you facilitate the development of user run services?
- Can SU progress to voluntary or paid employment within service?

Questions for Service Users

- In what ways can you get involved in the running of the service?
- Are there ways in which your involvement is limited?
- What other contributions you would like to make to the service?
- What other features of the service you would like to see developed?

Indicators

- SU involved in design, management, delivery, review and evaluation of services

- Evidence that service user input has led to real change
- SU are an integral part of delivering the service
- SU run services are actively encouraged and facilitated

3. Supports people to access mainstream opportunities

Questions for Providers

- How do you empower SU to access mainstream opportunities?
- What work do you undertake with mainstream organisations to support them to be more accessible to people with mental health needs?
- Could you give details of what organisations you work with, in what capacity and who are your main contacts? (are you happy for us to contact them?)
- Could you give any examples of partnership projects with mainstream organisations?
- Do you have segregated activities and if so what is their purpose?

Questions for Service Users

- How has the service enabled you to access mainstream opportunities?
- What are the barriers to this happening and are they being addressed?

Indicators

- Empowering approach to bridge building support which respects confidentiality and provides for ongoing support
- Strong links with local organisations (e.g. providing training, examples of changes to practice)
- Mainstream organisations demonstrate evidence of socially inclusive practice and welcoming access
- Segregated activities have clearly defined and justifiable functions

4. Person Centred, individually tailored support

Questions for Providers

- How do you engage with service users as individuals?
- Could we see examples of the paperwork you use?
- Can you give evidence of how this approach enables people to achieve their individual goals?

Questions for Service Users

- How is the support you get from this service decided upon?
- In what ways is the service enabling you to achieve what YOU want?

Indicators

- Use of person centred planning, evidenced in paperwork
- Evidence of SU controlling their own support and setting own goals
- Starting point is what is needed, not what is available

- Evidence of effectiveness – link to outcomes
- Ability to move in and out of the service and for level of support to vary
- Responding to unmet needs

5. Engaging with under-represented and diverse groups

Questions for Providers

- How does your service identify and ensure they are meeting the needs of people from under-represented and diverse groups?
- What approaches do you use to market the service to these groups?
- What aspects of your approach make it successful?
- What changes in outputs and outcomes have you recorded as a result of these approaches?
- What areas of discrimination and stigma have you targeted and how?

Questions for Services Users

- What do you think is being done to make sure the service is accessible to and meets the needs of people who are under-represented (Such as...)?
- How responsive is this service to your cultural / social needs?
- How has this service helped to reduce your anxieties or fears about mental health care?

Indicators

- Specific and innovative approaches to meeting needs of e.g. women, parents, young people, older people, bme communities, lgbt people
- Evidence of outreach to diverse communities and groups
- Evidence of changes to outputs and outcomes

6. Services promote recovery and self-management.

Questions for Providers

- What are the principles which under-pin your service?
- What does your service understand by Recovery?
- How does your service promote self-management skills?
- What aspects of the service are vocationally focused?

Questions for Service Users

- How does this service help you to take more control over your own life and mental health problems?

Indicators

- Principles of social inclusion, recovery, self-management, PCP
- Approaches which increase SU knowledge, control and coping skills
- Approaches which lead to vocationally focused outcomes

7. Innovation in service design and delivery

Questions for Providers

- What specifically about your service is innovative and makes it an example of best practice?
- What is it that makes this aspect of the service so successful and how did you overcome any barriers?
- How do you plan to ensure the sustainability of the service?
- Can you describe the range of options open to service users?

Questions for Service Users

- What, if anything, do you think is unusual / special about this service?
- How could this service be better / improve?

B. Outcomes

Effective evaluation and monitoring systems which demonstrate socially inclusive outcomes

Questions for Providers

- What evaluation and monitoring mechanisms do you have in place to demonstrate the impact of the service?
- Can we see evidence of outcomes that have been achieved?

Questions for Service Users

- What changes have occurred in your life as a result of the support you have received from this service?

Indicators

- Feedback from multiple sources
- A combination of qualitative and quantitative outcomes measured
- SU accessing mainstream: employment, education, volunteering, leisure, arts, cultural and social opportunities.
- Evidence of increased empowerment, skills, self-management and control over life.

**Produced for the National Social Inclusion Programme (NSIP)
by Ben Taylor, National Day Services Lead, in conjunction with NSIP Expert
Advisors Diane Hackney, Fran Singer and Rosemary Wilson.**

November 2007