

KMPT Community Engagement Strategy

2016 - 2020

Kent and Medway 
NHS and Social Care Partnership Trust

Background - In the autumn of 2010 Kent & Medway NHS & Social Care Partnership Trust (KMPT) decided to develop a strategy for Community Engagement in the trust. The document set out a **new vision for more collective working** between staff, service users, carers and community members.

KMPT decided to **co-produce** the strategy and held recruitment events across Kent & Medway - **over 53 people signed up to be part of the project and 25 people joined the Community Engagement Strategy Working Group.**

Some Key elements covered in the strategy

- **KMPT's Vision statement**
- **What we mean by Community?**
- **Community Engagement?**
- **THE CES 2010/15 PRIORITIES**
- **NATIONAL DRIVERS THAT INFLUENCE KMPT'S ENGAGEMENT STRATEGY**
- **COMMUNITY ENGAGEMENT STRATEGIC OBJECTIVES**
- **How Community Engagement Supports KMPT's Core Values**
 - Respect
 - Open
 - Accountable
 - Working together
 - Innovative
 - Excellence

Purpose of this presentation

- Share achievements
- Understand peoples positive and negative experiences of engaging with KMPT
- Obtain your input on what else needs to be done

Community Engagement Strategy and what it said it will do

2010 – 2015 Objectives and updates

Presentation covers updates only

- **Objective** - Workforce to develop better application of community engagement skills so that it happens at all levels across the Trust and influences best possible patient experience
- **Objective** - Open up paid and unpaid work opportunities within the Trust to the wider community enabling a diverse workforce.
- Update Peer Support workers now employed in various community and in-patient settings across KMPT
- Job taster experiences for some KMPT service users
- PALs volunteer role developed engaging many service users and carers
- Various awareness raising sessions in schools across Kent

Objective - Workforce to develop better partnership working, ensuring that KMPT access and use the expertise and knowledge available in the wider community

2010 – 2015 Update

- Experts by experience research group developed and conducted various service evaluations in collaboration with KMPT since 2010.
- Patient consultative committees established in East Kent, North Kent and West Kent
- Carer consultative committees in East and West Kent
- Service user and carer conferences provided by KMPT

Goal - Organisational development -KMPT improve to meet the needs of community, ensuring that it is accountable, transparent and meets legal requirements

**Objective
ensure that
views of the
community
are
represented
at all levels
of decision
making
within KMPT
in order to
promote a
balance of
power**

2010 – 2015 Update -

- KMPT currently seeking effective ways to involve service users and carer representatives into governance meetings
- Service Users and Carer reps routinely involved in many project groups such as the new OASSIS project planning and monitoring activities around Early intervention service and peer workers
- Carer Reps are part of KMPT Open Dialogue
- Service developments discussed at Patient and Carer Consultative Committees. EMT reps regularly attend meetings to engage with services users and carers
- Service user and carers present at Board meetings.
- Service Users and Carers involved in recruitment of senior staff including consultants and directors
- Include Service users and carers in some Local leadership groups across the country and staff participate in MHAG
- Service user groups developed in dementia services providing peer support and contributing to planning discussions

Objective - All KMPT policies to be developed in consultation with those who the policy affects to enable community input

2010 - 2015 Update

- Equality Impact Assessment is mandatory. All policies go through risk assessment/equality impact assessment to ameliorate adverse impact using intelligence of stakeholders within the specified policy arena
- Relevant policies are consulted over via PCC and CCC mailing list including service user and carer forum
- Some draft policies are put on the Trust website for consultation

Objective -KMPT to build stronger links with the community to promote better communication

- First Carers conference in November 2014 in Maidstone - Delegates provided update about projects underway to improve services and agreed to continue with the conferences in 2015
- Three conferences held in 2015 with more than 260 delegates across the year. KMPT gave updates on projects and requested contributions from stakeholders
- Speakers included commissioners, Healthwatch, local authorities, carers and carer group's
- For Service user conference feedback resulted in splitting the conference to make it more accessible. One conference was held in Maidstone, another in Canterbury with over 88 people registering at one of the two events and more people attending in Canterbury than had registered
- Exhibitors regularly included Healthwatch Kent, Carers Trust, Carers First, Rethink, Live it Library, Patient Portal etc.
- A carers newsletter – Connected first published in May 2015. Newsletter included updates on Trust projects but also useful partner information eg Live it Well, Health Help Now app.

Objective -KMPT to build stronger links with the community to promote better communication (CONT)

- Website has been redesigned and updated with carer and service user consultation throughout and continue to welcome comments to ensure the site is useful and accessible
- KMPT working with multi agency panel to implement the NHS Information Accessibility Standard
- Social media – increased the use of social media engaging with all members of the public on events and comments around mental health including education and services
- Working with partner agencies and local media to share mental health stories to reach a wider audience
- The PPCI Team have liaised with the Learning & Development team to build a database of staff who, as part of their professional development, would be available to give training, talks and presentations to Voluntary & Community Sector groups.

Service Delivery - Service Delivery means all activities that contribute to the provision of service to our service users, their carers and the community

Objective - KMPT to use knowledge and expertise from the community to inform and deliver better service delivery ensuring all services are holistic and responsive to the needs of both service users and carers who are at the heart of this strategy

2010- 2015 Update

- Community Engagement Implementation Monitoring Group existed for three years with representatives from statutory and non statutory groups. This forum has recently been absorbed into the Equality & Diversity Steering Committee
- Work with Romany Traveller Group, Staff Training by Traveller group has resulted in the development of a best practice guidance document for the Trust

Objective - KMPT will promote a culture of equality across the organisation promoting dignity and respect for all, so that all voices can be heard

2010 – 2015 Update

- Two major conferences on Equality & Diversity in Kent and Medway in partnership with community groups. Events provided a degree of awareness around the subject matter and in ways that impacts on service delivery
- Explored issues facing the different groups – same has ongoing actions as evidenced on Trust Equality & Diversity page (contact the Equality and Diversity Lead for the Trust).
- Working with partners in Equality & Diversity Steering Committee, Healthwatch, Sanctuary, Country Mental Health Action Group representative
- Mandatory Equality & Diversity Training for all staff

Objective - To actively seek partnership in order to deliver more responsive services ensuring effective use of resources and shared knowledge

2010 - 2015 Update

- **PPCI department support frontline staff in community engagement activities.**
- **Service user and carer reps, Healthwatch member and Mental Health Act managers all included in Trust-wide patient experience group**
- **Patients Experience Team provide periodic updates on engagement to TWPEG**

THE WAY FORWARD

- **The strategy will be implemented through the Trust Governance Process and through Business & Performance Service Line Meetings. The plan will be adopted by all KMPT Directorates and implemented through Service Line Management Teams. It will be monitored and reviewed through existing arrangements**
- **The implementation of the strategy will also be monitored by the Equality & Diversity Steering Committee**
- **Progress will be reported through the Trust Wide Patient Experience group (TWPEG) and the head of PPCI will attend. A Healthwatch representative is included in this group as well as carers, service users, staff and community members**
- **The strategy and plan will be reviewed and amended accordingly to reflect any changes in the organisation, workforce or environment.**

Any questions/comments?

Community Engagement Strategy – Feedback from key stakeholders

- What community Engagement activities does KMPT do well
- Where can KMPT improve in better working with diverse communities?
- Are there any key suggestions to be included or removed from the Community Engagement Strategy(CES)