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Ward, Lisa J. and Rhodes, Christine

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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

Inspiring tomorrow’s professionals
• 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
Evidence

• 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

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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

 Inspiring tomorrow’s professionals
• 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.

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My Greatest Challenge

Combining my new role with
Unexpectedly becoming a carer again.

Thank you

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