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The Service User and Carer Working Group's Journey Through the ALPS Programme

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Formative assessment of second year mental health student nurses’ ability to demonstrate respect in an interpersonal situation through a 15 minute role play
A Project involving people who have used services, students and university staff working together to design and deliver an assessment process around a critical area using service users as role players.
PROJECT TEAM

Steering Group: Barrie Holt, Steve Lyon, Elaine Powell, Andrew Roe, David Smith.

Assessors: Yacub Rawat, Ian Heraty, Maryjane Kennedy

Inventory Design: Steve Lui and Barrie Holt

Bid Manager: Lisa Ward
Why bother?

- **Opportunity to fully involve service users**  
  (Breeze and Repper 2007; DoH 2001; Stier and Hinshaw 2007; Spagnolo, Murphy and Llbrera 2008)

- **Focus on an essential set of skills**  
  (Barker and Buchanan-Barker 2009; Perkins and Repper 2009; Playle and Bee 2009)

- **Provision of ‘realistic’ assessment situations using ALPS tools and complementary Inventory**

- **Exploit emerging development opportunities**
What we did?

- Developed an assessment process;
- Designed ‘Keep Safe in Role Play’ Guidelines;
- Trained ‘role players’;
- Ran a Student Preparation Workshop;
What we did?

- Assessed 30 students (service user, peer, professional);
- Delivered the feedback;
- Reflected and evaluated and...;
- Looked at how we can improve it.
What went well?

• Team engagement & Team working

• Assessment process

• Providing Student feedback
Students who did well

- Introduced themselves really well;
- Managed their nerves;
- Asked fewer questions;
- Appeared confident during silences;
- Occasionally reflected back conversation;
- Engaged service user in problem solving;
- Recapped/summarised at the end
Demonstrated respect through

- Asking permissions
- Providing information
- Providing choice
- Adopting non judgemental stance
- Being hopeful and positive without patronising
- Listening carefully
- Summarising and checking
Feedback from students

- Realistic assessment
- Rare experience
- Glad they did it
- Clinical staff support
- Some want to do more challenging scenarios
Ethical dimensions

- Service users felt most comfortable presenting their own story
- Plan to allow for service user breaks
- Service user not always on best form
- Service user felt need to rescue student
What we can improve on

- Capitalise better on student’s high motivation at this point
- More classroom practice may have helped
- Better Planning for breaks
What Next

- Service user and lecturer workshop
- Students still working on their development plans
- Summative assessment in May
- Links with emotional intelligence
References


References

References

- Northern Centre for Mental Health (2003) *National Continuous Improvement Tool for Mental Health Education*. Durham, NCMH.
References

- Speziale, HJS and Carpenter, DR (2007) *Qualitative Research in Nursing: Advancing the Humanistic Imperative*. Philadelphia, Lippincott Williams & Wilkins.