# **Adult Mental Health Service Line and Experts-by-Experience; Role and Recruitment Process**

The Adult Mental Health Service (AMHS) is committed to working in a way that is open to and influenced by the views and the knowledge of Experts by Experience (EbE). AMHS is committed to coproduction because we are building a culture of openness, honesty and clear communication in everything we do. To achieve this, we believe in sharing power and decision making with our staff, with the people who use our services and those who care for them.

The AMHS role and recruitment process are aligned to West London Trusts values that underpin everything we do:

|  |  |
| --- | --- |
| * Togetherness * Responsibility | * Excellence * Caring |

**What is AMHS?**

AMHS provides crisis and inpatient mental health services within the West London Trust, in the community, in hospital, specialist clinics and in forensic (secure) units for adults living in the London Boroughs of Ealing, Hounslow and Hammersmith and Fulham. AMHS work alongside other NHS services, the London Boroughs of Ealing, Hammersmith & Fulham and Hounslow Council and voluntary organisations. For more information please visit: <https://www.westlondon.nhs.uk/our-services/adult>

**What is an EbE?**

An Expert by Experience is someone who has or currently uses mental health services either as a service user or carer within the last two years and as a result of this offers a valuable and unique perspective on service development and improvement.

**Why are we recruiting?**

We believe that service improvements will be successful if those with experience of using services as well as caring for service users are involved as it means we can ensure that:

* changes are relevant to the experience of service users and carers;
* we are not missing important concerns and new ideas;
* interventions and our services are effective;
* there is shared learning and opportunities for personal development

We hope that working with EbE will ensure that:

* Service users most in need of care are able to receive it
* Service users can receive the right care at the right time
* Service users receive evidenced based interventions to help promote their recovery

The inclusion of AMHS EbE would ensure that the views of service users and carers are sought, heard and included within service improvement. Collaborative working with AMHS EbE will also provide an opportunity for EbE that are service users and carers to advice on improving the engagement process through alignment to co-production.

**What will the AMHS EbE role involve?**

The role will involve working on:

1. Joint working with mental health service leads:

* AMHS Clinical and Operational Directors
* Consultant Psychiatrist(s)
* Deputy Director for Local MH Services
* Service lead(s)
* Transformation Leads
* Mental Health leads from the Local Authority and the NWL Integrated Care System

1. Supporting service improvement in the following service areas:

* The System Flow Programme:
  1. Liaison Psychiatry Service & the Crisis and Treatment Team
  2. Inpatient psychiatric beds
* Restrictive practice
* Mental Health 111
* Health based Place of Safety
* Sexual Safety

1. Process for engagement and involvement:

* Feedback on through emails and conversations
* Attendance at meetings both online and in person (including pre and post meeting briefings)
* Task and Finish Groups

The service areas, tasks and demand will be further clarified in line with the deadlines.

**What skills and experience are required for the AMHS EbE?**

It would be beneficial for the AMHS EbE to:

* Have personal experience of using or supporting someone who has used adult mental health services at West London Trust within the last two years
* Have a willingness to be a representative for service users and carers
* Be willing to engage with wider organisations to represent service users and carers,
* Have the ability to provide a positive challenge in relation to service user involvement and how services are delivered in West London Trust
* Be part of forums where listening with respect and openness and learning from each other’s experiences is valued and reflected in ways forward.

**What are the benefits of being involved?**

This AMHS EbE roles offers:

1. an opportunity for those who are interested in improving the care for people with mental health problems
2. have an interest or concern arising from direct and indirect experience of using our mental health services
3. benefits for everyone who gets involved including:

* re-discovering and learning new skills and knowledge
* Personal development
* Increased confidence
* Improved employability
* New relationships

We believe everyone has a set of skills and experience that they can bring to this work.

**What are the support and payment arrangements?**

There will be support to enable you to provide feedback as the AMHS EbE through:

* Training provided to all prospective AMHS EbE prior to taking on the role
* Meetings and briefings
* Monthly supervision meetings

Payment will be arranged in line with West London Trust’s policy. The hourly rate for involvement in activities is £11.95 per hour and for leading a group as a co-facilitator or co-chair is £15 per hour.

**How do I get involved?**

We are looking to recruit a number of EbE with interest in and experience of any of the following service areas:

* The System Flow Programme:
  1. Liaison Psychiatry Service & the Crisis and Treatment Team
  2. Inpatient psychiatric beds
* Restrictive practice
* Mental Health 111
* Health based Place of Safety
* Sexual Safety

To help us select the AMHS EbE roles we are asking interested individuals to send us a very short one-page statement using the AMHS EBE form (page 4) including:

* Why you are interested in being involved?
* What experiences, skills or interests do you have that you think would be helpful?
* What area(s) do you have a specific interest in?
* What additional support, if any, you may need to participate?

The statement **does not** have to be a perfect piece of writing or be very formal, like a job application - we are interested in what you are able to bring to improving services.

Please send through your expression of interest by the **4th August 2023 to** Lena Coupland, Programme Manager at [TransformationCorporate@westlondon.nhs.uk](mailto:TransformationCorporate@westlondon.nhs.uk)

Dependant on the numbers interested, we may then ask to meet you in person to discuss your application.

# **AMHS EBE Involvement Form**

|  |  |
| --- | --- |
| Name |  |
| Contact Details (telephone number and email) |  |
| Borough |  |
| Please tell us the skills and experience that you have that make you interested in the role |  |
| Please state what area(s) you have a specific interest in? |  |
| Please let us know of any accessibility needs you may have so we can support you to contribute in the most meaningful way *(For example, translation, transport, IT, hard copies)* |  |

By filling in and returning this form you are consenting to the information on it being shared with the person who has made this request for EBE participation.

For more information or to return your completed application form please email

Lena Coupland, Programme Manager at [TransformationCorporate@westlondon.nhs.uk](mailto:TransformationCorporate@westlondon.nhs.uk)