

Involvement Star



The Involvement Star is about helping inpatients to have a therapeutic, empowering, admission which equips them appropriately for maintaining their health and well-being when they're back home. Crucial ingredients here are: support, information, inclusion, influence, independence and communication. And of course, communication is a two-way process: giving and receiving. Information (being in the picture) and involvement helps to build self-confidence; as well as contributing to better, more tailored services for the individual and others. (And of course it's increasingly seen as a requirement by regulators and commissioners and as a human right.)

Imagine this...

"I encourage patients to start a Personal Recovery File while they're on the ward. It's a good centralised place to collect information, journal notes, store artwork, recovery plans, care plans, postcards, letters and so on. It's about giving them a chance to play an active part in their care. If they want to, they can show these things to staff but there's no pressure for them to do so."

HCA's have developed imaginative and effective ways of enabling patients to have as much say as possible about how they spend their time, what treatments they receive and how services evolve. Staff find creative ways of establishing people's preferences, often with the help of friends and relatives, and of supporting individuals to be as independent and influential as their health and the constraints of ward life allow.

The Involvement Star acknowledges the times when HCA's help involve patients in planning their care and use care plans as a therapeutic tool to engage them and aid their recovery. Helping to enhance patients' independence and fostering self-determination is key here, as is encouraging them to make informed choices, and where possible influence their own care.

Imagine this...

Patients have compiled a 'Day in the Life' guide for new clients, giving a sense of different aspects of life in the hospital.

Helping other parts of the staff team be fully involved is really important too. For example, helping bank and agency staff feel part of the team and providing them with a thorough understanding of each patient. There's often a constant flow of new faces on the ward which can be unsettling for patients. Introducing each patient to these staff members puts everyone's mind at rest and helps everyone feel part of things.

The Involvement Star reflects how you assist patients with managing their mental health issues. For example, this may involve supporting patients to complete an Advance Directive, or providing information about their condition or treatment. Some patients may especially value being supported to look after themselves – with things like taking care of their physical health, keeping clean, attending to their appearance, being able to cope with anxiety and knowing how to look after their well-being. One patient reflects: "Working with the staff on my care plan made me feel like I was taking an active part in my recovery and that my views were valued."

A few other examples of how ward staff support patients' independence, involvement and influence include: asking for and collecting feedback and views, running regular community meetings, helping patients manage their medication (including providing information on the medication they are on) and inviting patients to personalise their bedrooms.

Imagine this...

"For me patient involvement goes without saying. We don't need some special policy for that. How would we know if what we are doing is right unless patients have their say and get involved? At the end of the day the ward exists for them. I'm not a qualified nurse but I know that there are countless opportunities throughout the shift where I can encourage patients to get involved in their care and therefore feel better as a consequence" – Paul, HCA

Related Wardipedia features and examples

45. Patient involvement

- Patients help run the Library.

46. Patients' views

- Unit has a Big Brother style diary room open 24/7.

47. Minority languages

- Staff learn how to say 'hello' and other essential words and phrases in two or three different languages.

48. Advance Statements

- Training is delivered to all staff on Advance Statements so that the entire MDT understands and appreciates how important they are. An ex-patient delivers part of the training, drawing on her experience of writing and using an Advance Statement.

49. Graduated self-medication

- There are clocks in all bedrooms so patients know when their allocated time slot is coming up and each bedroom has a poster with their time slots. There's a gap at the end of each medication session for people who haven't managed to get there unprompted.

50. Electronic access

- All patients have a fob wrist band. These can be programmed depending on what access patient is permitted to have (based on risk).

51. Personalising bedrooms

- Staff encourage patients who are parents (who would benefit) to put up photos of their children on their bedroom wall as well as their artwork.

52. Physical health

- Several staff have attended training on supporting clients to stop smoking.

53. Bank staff

- New bank staff have an experienced 'buddy' for the first few weeks of their work

54. Handovers

- The ward makes games and art resources available and groups take place at the same time as handovers on most days.

55. Brain

- Workbooks that are diagnosis-specific including understanding the diagnosis, managing symptoms and medication, and stress management are provided to patients.

Some of the ways patients may benefit from the Involvement Star:

- Patients are supported to be co-pilots in their care, creating a more therapeutic, empowering, admission
- Patients feel respected, skilled, contributors
- Therapeutic interventions are more relevant and effective for the individual
- Useful, supportive and important information is accessible and available
- The ward is experienced as an inclusive environment
- Patients feel equipped and prepared appropriately for maintaining their health and well-being when they're back home.

Resources

- <http://www.wardipedia.org/involvement/>
- BBC languages: <http://www.bbc.co.uk/languages/>
- The EBD approach (experience based design) is an exciting way of bringing patients and staff together to share the role of improving care and re-designing services. - See more at:
[http://www.institute.nhs.uk/quality_and_value/experienced_based_design/the_ebd_approach_\(experience_based_design\).html](http://www.institute.nhs.uk/quality_and_value/experienced_based_design/the_ebd_approach_(experience_based_design).html)
- Some fab hospital ideas for getting patient views: <http://www.wardipedia.org/46-patients-views>