

BRIGHTON & HOVE 2007

BEING HEARD

This charter was developed by the Brighton & Hove Service User group under the umbrella of the Mind Live Project and in consultation with a range of other local user groups.

SERVICE USERS PARTICIPATION

Services Users have the right to be listened to, to be heard and respected at all times.

Services users want a full and equal voice in the strategy, commissioning, planning and management of services.

Service users expect their involvement to be meaningful.

Service users will present their own agenda, as well as respond to the agenda of others

Service user consultation will aim to represent the voice of all service users. However, views may differ depending on race, gender, sexuality and disability.

Service users recognise that minority opinions may also have considerable value in any individualised service.

INDIVIDUAL CARE

Services Users have the right to be listened to, to be heard and respected at all times.

Service users want their thoughts and feelings to be validated by service providers within an individualized recovery plan.

Service users want to be supported positively and with hope and sensitivity. A recovery approach is essential

Service users want full information about diagnosis, medicine and other support treatments and options in relevant, plain language, with translators involved if necessary.

Service users will be at the centre of their own care plan and personal concerns/issues will always be recognised within that plan, for example advance directives, housing security, family and pets' needs.

Service users expect Care Plans to be costed, and direct payments or individualised budgets to offer an element of discretionary spending (choice)

Service users want acknowledgement that they all have the potential to have a fulfilling life in or out of employment.

Service users expect access to an "Out of Hours" contact and support service.

Service users want service providers to make time for those who have English as a second language and be aware that cultural differences might have an impact on their situation.

EDUCATION, RIGHTS AND RESPONSIBILITIES

Services Users have the right to be listened to, to be heard and respected at all times.

Service users should never be subjected to cruelty, victimisation or abuse.

Service users have the right to privacy.

Service users have a right to transparency in all official procedures in which they are involved. E.g. reading their case files – with translators if required.

All service users must have a care plan and have a right to a copy of their care plan at the beginning of their treatment, as soon as it is drawn up with them.

Service users have a right to question medication and treatment and to choose alternatives.

Service users have the right to change their Psychiatrist, Clinicians or Care Co-ordinators - and to seek a second opinion.

Service users have a right to refuse medication and other treatments.

CHALLENGING STIGMA & PROMOTING DIVERSITY

Services Users have the right to be listened to, to be heard and respected at all times.

Staff should treat service users as they would like to be treated themselves.

Service providers should challenge discrimination at all levels, including in interviews and training.

Service providers need to challenge damaging portrayals of service users in the media and other public bodies and promote positive public education about mental health.

Service users should not face discrimination in employment.

Service providers will work with service users to assess and provide for the needs of children of those with mental health issues.

Signed by

on behalf of service users

on behalf of the Sussex Partnership NHS Trust

on behalf of Brighton & Hove City Council

on behalf of Brighton & Hove City Teaching Primary Care Trust

LIVE

Listening to the
Voice of Experience

