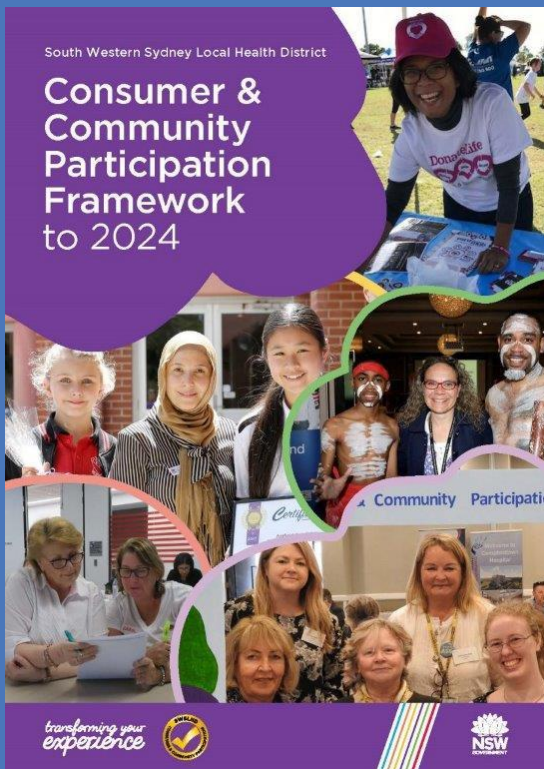


SWSLHD Mental Health Consumer, Community and Carer Committee (MH CCCC)

June 2021 to June 2023

Work Plan



Leading care, healthier communities



*transforming your
experience*

Introduction

The SWSLHD Consumer and Community Participation Unit (CCPU) and SWSLHD Mental Health Service jointly provides secretariat, executive and strategic support to the SWSLHD MHCCCC. The MHCCCC Work Plan 2021 to 2023 guides health consumer participation and community engagement over the next two years. The MHCCCC is the key consumer governance committee of SWSLHD MHS, and represents the mental health perspective in CCP work and most especially in the Consumer and Community Council (CCC) – the peak consumer governance group for the LHD. It takes into account key priorities and in the SWSLHD Consumer and Community Participation Framework to 2024.

It also has a key role to play ensuring SWSLHD MHS complies with delivering excellent, safe and high quality patient care, and meets the National Quality and Safety Standards, especially with Standard 2 “Partnering with Consumers”.

MHCCCC is committed to achieving the SWSLHD Vision of **Leading care, healthier communities**. Staff and consumers uphold the core values of **Collaboration, Openness, Respect** and **Empowerment**.

Plans with specific mention of consumer and community participation and the forums within the CCP structure include the following:

- SWSLHD Strategic Plan 2018-2021 – especially collaborative partnerships
- SWSLHD Consumer and Community Participation Framework to 2024
- Health Literacy Roadmap – 2019-2021
- Transforming Your Experience Implementation Plan 2017-2021
- Mental Health Services Strategic Plan 2015-2024, (7.2)
- Elevating the Human Experience – Ministry of Health
- Research Strategy 2023

Role of the MHCCCC

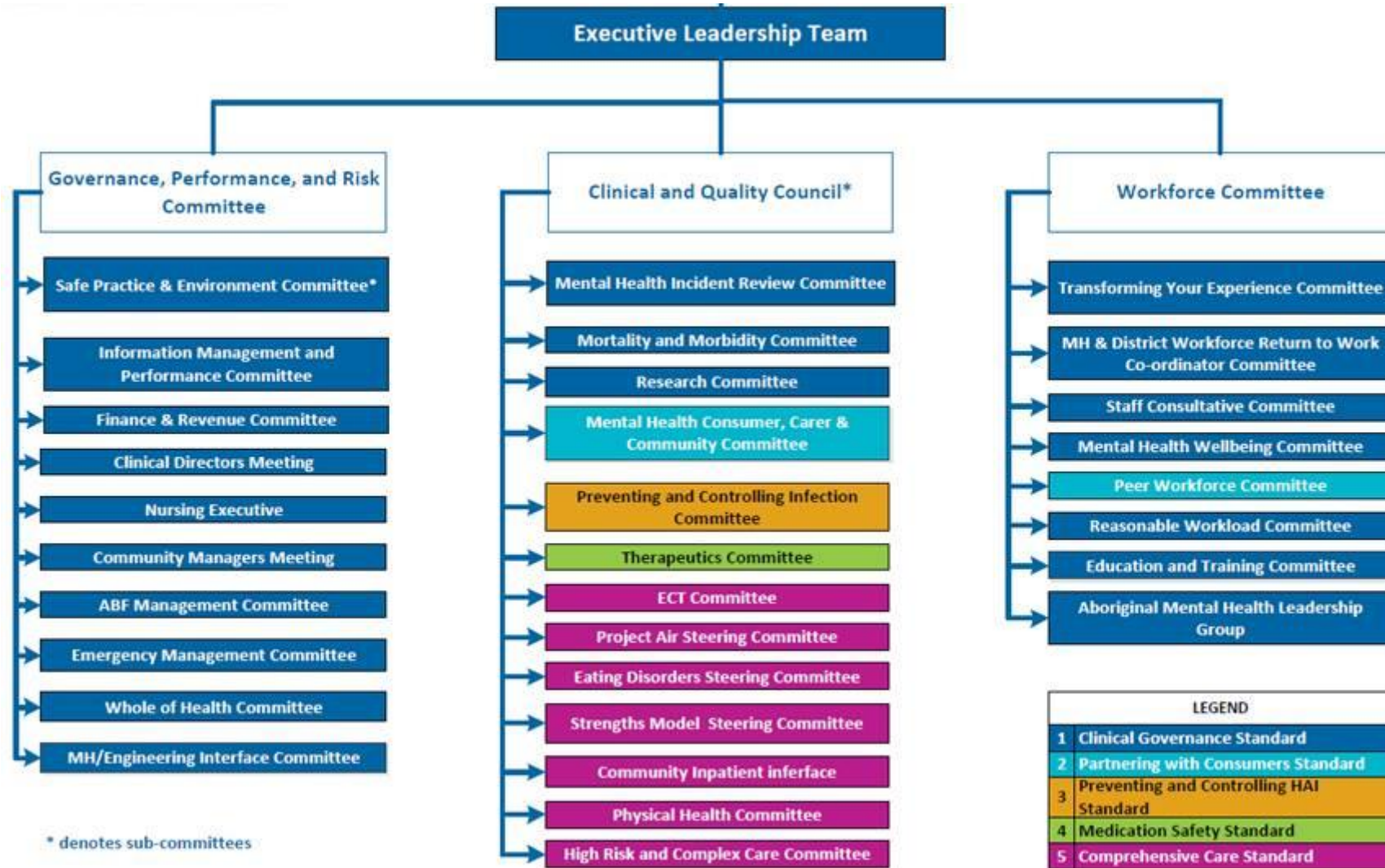
As stated in the MHCCCC Terms of Reference, the role is to:

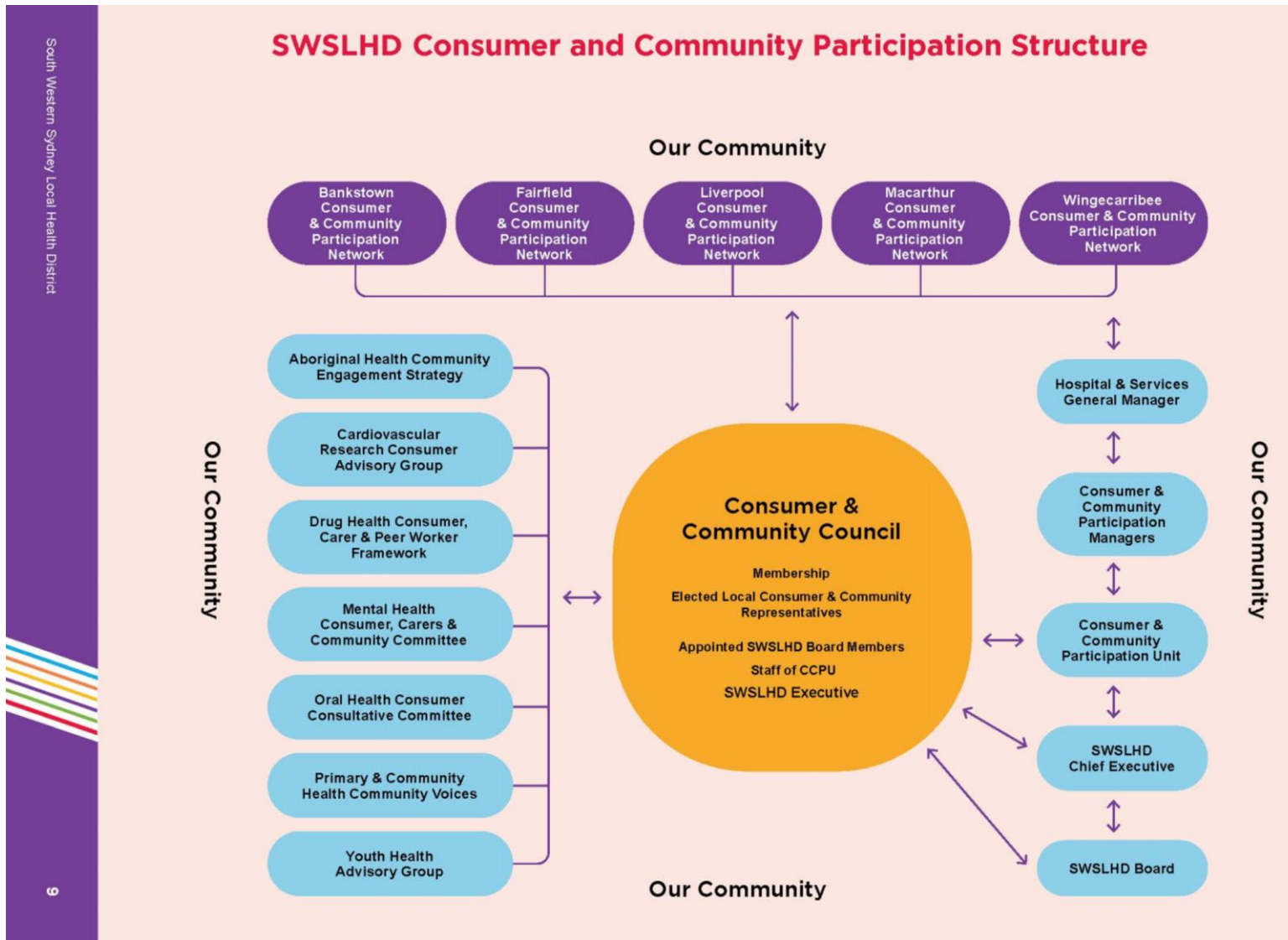
- ✓ Participate in the planning, development, monitoring and evaluation of mental health services in SWSLHD
- ✓ Provide a forum to review, discuss, promote and evaluate mental health services
- ✓ Advocate for the rights of consumers and carers and promote social inclusion
- ✓ Ensure participation by consumers and carers in decision-making, at individual and systemic levels
- ✓ Advise on community education and awareness
- ✓ Identify issues and needs
- ✓ Ensure a focus on outcomes and recovery
- ✓ Advise on wellbeing, illness prevention and health promotion programs
- ✓ Provide a forum for information exchange
- ✓ Promote and encourage research and innovation

Our Strategic Directions - see SWSLHD Strategic Plan 2018–2021

- ✓ Safe, Quality Care
- ✓ Collaborative Partnerships
- ✓ Our People Make a Difference
 - ✓ A Healthy Community
- ✓ A Healthcare System for the Future
- ✓ A Leader in Research and Teaching

SWSLHD Mental Health Service Committee Structure





Achievements

The following is a series of quotes by consumers who attended the May 2021 MHCCCC meeting and were asked what they thought their achievements were in the last 12-18 months:

- ✓ “Meeting with such dedicated people
- ✓ Sharing my ideas with others
- ✓ Kept the passion
- ✓ We survived
- ✓ Being involved in reviews as a consumer
- ✓ Getting back together
- ✓ Attendance is on-going – with CCC and Strengths Committee
- ✓ Reflecting and pivoting
- ✓ Self- growth and feedback on the ground
- ✓ Experiencing telehealth
- ✓ New initiatives – suicide prevention, moving patient ED to cafe
- ✓ Consumer Research Forum – brain tank session
- ✓ Meet with others, sharing the same views and goals
- ✓ Kept in touch with everyone and is still going strong
- ✓ Feedback to community groups
- ✓ This is my first meeting – am looking forward to many more
- ✓ Continued with strengths rollout
- ✓ Beautiful minds connecting with outside groups and looking at things we can do with mental health
- ✓ Stayed connected
- ✓ Constant communication
- ✓ Connection – CCP Manager connected to everyone”

Other Achievements are the following:

- Completed most tasks in the previous MHCCCC Business Plan 2019 to 2021.
- Maintaining the strength of the MH CCCC and its governance role. Especially tested in 2020 and its move to virtual meetings for most of the year
- Active participation from 2-3 delegates at CCC meetings
- Input into the review and re-writing of the CCP Framework to produce the 6th version – CCP Framework to 2024. Launched Nov 2020
- Maintaining a good profile and positive reputation across the LHD.
- Active participation in all strategic and service and facility planning processes
- Provided LHD wide consumer leadership and advice at all senior/peak levels
- Varying levels of participation in a range of re-development and capital works activities at most sites
- Consistent active participation at all levels of the LHD

Challenges

- Health consumer and carer time and energy, and competing priorities
- Maintaining engagement with individuals and as a group, with COVID-19 restrictions at sites and meetings
- Keeping up to date and feeling informed and consulted properly on key MHS work and issues
- Adjusting to virtual meeting style of communicating
- Staff understanding of consumer/care role and responsibility – what CCP is and what it isn't
- Demands on consumers to “do more” and “be more involved”
- Keeping up to date and supported in use of new technologies to remain connected
- Changes in CCP staff – and flow on effect to consumers
- Committee vacancies – often challenging to recruit within certain timeframes
- Communicating effectively with all consumers in the way that they need
- Inconsistent levels of feedback from staff where significant consumer input has been provided to projects or policy

Mental Health Consumer, Carer and Community Committee Work Plan 2021 - 2023

The following action table identifies strategies and actions the MH CCCC will undertake in the period **June 2021 to June 2023**. The group will review the document twice a year, and it will form a key part of the Consumer and Carer Participation Managers role.

Task #	Strategies	Actions	Responsibility/ Timeframe	Links to other plans/standards
1. Engaging and supporting our consumers, carers and community members	<ul style="list-style-type: none"> • Recruit new consumers, community members and carers to the committee • Implement interview process as part of selection process • Enhance the knowledge and skills of committee members 	<ul style="list-style-type: none"> • Ensure all members are properly “signed up’ and staff link numbers are issued and activated • Ensure members have had CCP orientation and other related training / in-service • Conduct annual reviews with each rep to determine their own individual learning needs and related issues • Ensure members training interests are identified and documented • Identify specific courses for members 	MHS CCP Manager MH CCCC	CCP Framework PA1 Standard 2
2. Identify areas of MHS internally and externally where consumer participation is important or requested	<ul style="list-style-type: none"> • Seek staff input into areas where members will add value and identify projects or areas of work • Facilitate engagement in committees and working parties • Ensure buddy system to support representatives on committees is offered and in place when required 	<ul style="list-style-type: none"> • Develop staff engagement strategies • List opportunities to be tabled at meetings where required • Develop a list of committees and representatives, and systems of communicating and reporting key items • EOI processes are undertaken for committee membership requests • Outcomes of EOI process is documented in minutes as to nominated delegates 	MHS CCP Manager MH CCCC	CCP Framework PA1 Standard 2

<p>3. Promotion of MHCCCC</p>	<ul style="list-style-type: none"> • Develop the “identity” of the group- role and purpose • Identify who the group want to be promoted to – wider community? Within LHD/ external? • Develop partnerships with services that sit outside of MHS such as MH Health Promotion 	<ul style="list-style-type: none"> • Determine the ways to communicate that will be effective - social media, website, flyer, etc • Where can the group promote and participate – MH and Carers week etc • Identify specific role with facility and site re-developments • Staff awareness of the MHCCCC and support them to be involved where possible • Invite MH HP Unit to conduct a workshop to inform members and identify areas of common interest 	<p>MHS CCP Manager MHCCCC LHD CCP Manager MH Health Promotion Unit</p>	<p>Standard 2 CCP Framework</p>
<p>4. Refine the purpose of the MHCCCC and meeting processes</p>	<ul style="list-style-type: none"> • Review ToR annually or as required • Review meeting agenda and governance documents (minutes etc) • Identify a “formal” time in the meeting for training and development • Build the Health Literacy (HL) of the members • Determine work the group will be engaged in with quality and safety and accreditation 	<ul style="list-style-type: none"> • Identify most appropriate guest speakers to add to the members learnings/knowledge • Define more specifically what data and stats the group want and why • Determine if any consumers might like to be involved in training our staff (2.14) • Work on HL strategies such as analysis of patient information documents etc, as per the procedure and HL Roadmap • Conduct in-service on accreditation • Invite Quality Manager to meeting and develop closer partnership 	<p>MHS CCP Manager MH CCCC MHS Quality Manager LHD HL Manager</p>	<p>Standard 2 CCP Framework LHD HL Road map</p>

	<ul style="list-style-type: none"> Define the balance between advocacy and action in acute care sites, community mental health and the broader SWS population 			
5. Understand TYE and identify the MH CCCC role in initiatives	<ul style="list-style-type: none"> Reconnect to TYE – its purpose and strategies Develop partnership with and understand role of the new TYE MHS Coach Determine TYE strategies the group can support and be involved with Develop strategies to keep the group well informed about TYE 	<ul style="list-style-type: none"> Invite TYE Coach to present at meeting and determine the scheduling for this Determine the work to be undertaken or is already under the TYE “banner” TYE work – MEM, rounding etc – keeping the group up to date on feedback and actions and outcomes Work out the role of Yes and how the data can be presented to the meetings 	<p>MHS CCP Manager TYE Coach LHD TYE Unit LHD CCP Manager</p>	<p>TYE Strategy Standard 2 CCP Framework</p>
6. Developing staff capacity to engage in CCP	<ul style="list-style-type: none"> Identify key staff that may like to be more engaged with CCP Explore face to face training by consumers Add CCP into staff orientation where possible 	<ul style="list-style-type: none"> Explore training for staff already available – PCC, working with CALD communities,” lets talk disability” etc – - Promote the list of 11 courses to staff Develop networks with key staff to routinely engage members in activities, strategies etc Explore patient stories and where and how can be used 	<p>CCPU TYE MHS CCP Manager MH CCCC CEWD CNE’s</p>	<p>LHD - CCP Framework PA6 Std 2&all standards EHE TYE Strategy</p>
7. Improve Community Engagement	<ul style="list-style-type: none"> Support community engagement activities Identify specific groups to work with 	<ul style="list-style-type: none"> Identify areas where group can engage Discuss the balance of inside v outside work for CCPR – challenges of time/energy/interest/ skills etc 	<p>MHS CCP Manager MH CCCC</p>	<p>CCP Framework Standard 2</p>

	<ul style="list-style-type: none"> Identify consultation or community engagement strategies 	<ul style="list-style-type: none"> Maintain list of links community members have to broader community and what are the opportunities 		
<p>8. Identify project based work consumers wish to be involved in</p>	<p>Explore options for project focussed work Map possibilities for the group to address Utilise feedback from committee attendance to identify projects</p>	<ul style="list-style-type: none"> Develop a list of ideas for action that members are interested in and are current community or emerging issues. This could include: <ul style="list-style-type: none"> NDIS – and access for people with mental health Access to GP’s and psychiatrists, other supports services in SWS Strengths based care Care Planning Impact of COVID on the publics mental health 	<p>MHS CCP Manager MH CCCC Specific project working groups</p>	<p>CCP Framework Standard 2</p>

ACRONYMS

BHI - Bureau of Health Information

CALD - Culturally and Linguistically Diverse communities

CGU – Clinical Governance Unit

CNE – Clinical Nurse Educators

CCP – Consumer and Community Participation

CCPU – Consumer and Community Participation Unit

CCPR – Consumer and Community Representative

CCPM – Consumer and Community Participation Manager

CEWD - Centre for Education and Workforce Development

EHE – Elevating the Human Experience (MoH initiative)

GP – General Practitioner

HL – Health Literacy

IMS+ - Incident Management Software

GM – General Manager

LHD – Local Health District

MHCCCC – Mental Health Consumer, Carer and Community Committee

MHS – Mental Health Service

MoH – Ministry of Health

NDIS – National Disability Insurance Scheme

PA – Priority Area

QARS – Quality and Risk Audit

SWSLHD – South Western Sydney Local Health District

ToR – Term of Reference

TYE – Transforming Your Experience

Review of key attributes of high performing person-centred healthcare organisations

