

Involving service users and families

20 February 2017

In October 2016, we published a report into how we involve families in investigations following the death of someone under our care. This was commissioned as part of our commitment to improve the way we conduct investigations following the death of an individual in contact with our services. Today we have published an update on our progress in carrying out the recommendations from this report.

- Through December, January and February we've met and spoken with a number of voluntary sector, service user, and family and carer groups. We've also made contact with 18 individual service users or relatives, and held two workshops for service users and relatives.
- We've established a group who wish to be called 'Experts by Experience' which is helping to develop a new information leaflet for families and training for staff in the Duty of Candour, as well as reviewing our policy for serious incident investigations.
- Our family liaison officer is now in post and is linking regularly with some families.
- We're working with carers and other groups to develop a Carers' Charter – recognising the important role relatives play in the care of their loved one.
- We're changing our electronic patient record system to make recording next-of-kin details mandatory
- We have identified key themes from this work and are developing a Patient Experience, Engagement and Partnership Strategy to set out our approach to involving patients, carers, families and the wider community.

