Exploring the benefits and challenges of the inclusion of lived experience in the workplace

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CPI Values and Philosophy

CARE

Respect, dignity, empathy, person-centered

WELFARE

Maintaining independence, choice and well-being

SAFETY

Protecting rights and minimising harm

SECURITY

Safe, effective, harmonious and collaborative relationships

Person-Centred and Trauma-Informed Approach

How Should I Respond?

Recognise that the person knows themselves best.

Consider the person's life experiences.

Understand that every person is unique.

Value the person's rights and dignity.

Six Core Strategies

1. **Leadership** commitment to organisational culture change
2. **Data collection** to inform effective decision making
3. **Workforce development** to expand knowledge and skills
4. **Participation** and co-production by people with lived experiences
5. **Restraint reduction** tools
6. **Post-incident support and learning** for continuous improvement

Eliminate
(where possible)

Minimise
(occurs by exception)

Make Safe
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What do we mean by the term lived experience?

- “An expert by experience is someone who has personal, lived experience of using health, mental health and/or social care services, or of caring for someone who uses those services.” (NHS Improvement, 2018)

- “Experts by experience are people who have personal experience of using, or caring for someone who uses, the health, mental health and/or social care services that we regulate” (CQC, 2017)

- “People with a lived experience of receiving services and experience of having restrictive interventions applied to them” (Restraint Reduction Network, 2019) - The term can also apply to families and carers

Participation and co-production by people with lived experiences

Consumer Involvement -This fully and formally includes service users, children, families and external advocates in various roles and at all levels in the organisation to help reduce restrictive practices. It includes monitoring, debriefing, and peer support services. (CPI Participant Training Supplement)

CPI Insights Panel

Benefits

- CQC Experts by experience BILD inspections
- Periods of wellness, role models, structure, routine
- Oliver McGowan Mandatory Training Standards
- Ways to engage individuals – how do they support organisations? Relative forums, advocacy groups, training, questionaires – becoming part of policy

Evaluation of Fulfilling Lives

- Changing attitudes and getting multiple disadvantage on the political agenda
- The most powerful way for experts to create a lasting difference is through directly influencing the design and delivery of policy and services. Experts provide a powerful and authentic voice
- Reframing negative past experiences as learning to drive positive change can be empowering and satisfying
- It is important to be aware of potential negative impacts for experts too.
- A key factor in ensuring that lived experience involvement is meaningful and not tokenistic

Challenges

- Cultural barriers to understanding, tokenism, scepticism, how involving those with lived experience is viewed
- Balance
- Honesty – watching what we do/say
- Detachment from expert – one person's experience varies to others – lack of understanding of needs. What is the expert's role? What are they there to do?
- Emotional and personalised – lack of flexibility
- Wages and the effect on benefits

Challenges

At what level are people involved?

Arnstein's 'Ladder of Participation'

Conclusion

Some questions for reflection:

- How can we make lived experience a valid part of care and provide people with a genuine voice?
- What do you currently do well?
- What is your end goal regarding working with people with lived experience and how are you going to get there?

Come and chat to us in the exhibition area!

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Thank You!

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