

**Manchester Mental Health Watchdog
workplan: January – June 2010**

Issue	Where it came from	What we're aiming at	Our actions
User and carer involvement	LINK launch ('08) and Speak Your Mind event ('09)	To ensure that an appropriate range of measures are taken, by commissioners and providers of mental health services, to enable the voices and experiences of service users to be heard and have an effect on services.	<p>* Monitor implementation of MMHSCT user involvement strategy through:</p> <ul style="list-style-type: none"> • Attending Liaison meetings • Visiting services • Outreach to groups • Checking whether service users are involved with appointments of key staff and in training of staff • Support for LINK rep before Trust Board meetings • Random audit of Trust Board minutes for intelligibility as public record, and for inclusion of user representatives' input where made <p>* Monitor development of commissioners' intentions for user and carer involvement</p> <p>* Monitor what effect service users' views have on services</p> <p>* Monitor the production of up-to-date directory of services, available and accessible to public</p> <p>* Publicise good practice in user involvement</p> <p>* Continue to work with City Council Health & Wellbeing Overview & Scrutiny Committee to ensure that user voices are heard in the scrutiny of services</p>

Issue	Where it came from	What we're aiming at	Our actions
Service provision	LINK launch ('08) Speak Your Mind ('09) Watchdog meetings	To aim for best possible quality of services, with specific reference to: Service users' experience Provision responsive to users' needs	<p>With focus particularly on: Older age Day services Homelessness Advocacy BME issues</p> <p>Monitor provision and commissioning, ensuring meaningful participation of all stakeholders in the development of future plans</p> <p>Publicise good practice</p>
Issues that arise	LINK events Watchdog meetings LINK awareness	To enable the LINK to respond appropriately to mental health issues arising which are not otherwise covered in this workplan	<p>Respond as soon as possible to acknowledge receipt, Then:</p> <ul style="list-style-type: none"> • To indicate action if appropriate (subject to capacity) <u>Or</u> give reason for not taking action at present • Take action • Feed result back to those raising issue