

Strategic Plan 2010 - 2012



Have your voice heard... for a change



National Service Users Executive

www.nsue.ie

Mandate

A Vision for Change recommends that:

'A National Service User Executive should be established to inform the National Mental Health Service Directorate and the Mental Health Commission on the issues relating to user involvement and participation in planning, delivering, evaluating and monitoring services including models of best practice; and to develop and implement best practice guidelines between the user and provider interface including capacity development issues.'

Guiding Principles

- 1 The fundamental principle underlying this strategic plan is that service users and their families are central to mental health service provision. All agencies and organisations that provide mental health services should therefore work in partnership with service users and their family members/friends.
- 2 All engaged in this process must at all times be treated with dignity, respect and as equals.
- 3 It is essential for all stakeholders to know and to understand the service user perspective. Service users and family members/friends should be represented and involved at all levels of service planning, delivery, monitoring and evaluation locally, regionally and nationally, including involvement in the allocation of resources.
- 4 Service user involvement must be meaningful and collaborative, with service users and family members/friends having an equal opportunity to share and participate in decision making in relation to service provision. This will require active participation on decision making bodies.
- 5 Service users have a unique insight and expertise to contribute to the development of quality mental health services and also to the development of measures which promote positive mental well-being. This comes from their personal experience of psychological/emotional distress and recovery and as recipients of services.

Mission Statement

The Mission of NSUE is to protect, promote and represent the interests of all service users and their families while ensuring that every individual can feel confident that their own views, needs and wishes will be heard and will help shape service delivery and the strategic direction of mental health services over the coming years.

Vision

Our vision is of a society in which people who experience psychological/emotional distress and their carers and families have:

- The right to equality, respect and acceptance.
- A central role in the design, planning, delivery, monitoring and evaluation of all mental health services and related social services.
- Choices about these services.
- The right to and the hope of recovery.

Values

Respect	Integrity	Choice	Acceptance
Humour	Transparency	Democracy	Patience
Confidentiality	Dynamism	Inclusivity	Openness
Teamwork	Equality	Commitment	

Definitions

Service Users

Service users are primarily those who have a mental health diagnosis and/or who have, or have had contact with a mental health professional.

Family Members/Friends

Family members, partners or close friends who act as a support for those affected by psychological/emotional distress in their daily lives and do so with the consent and agreement of the individual concerned.

Psychological/Emotional Distress

NSUE has chosen to use the term 'psychological/emotional distress' where appropriate, in place of the older phrase 'mental illness' as that term does not adequately describe the life experience of those people formally labelled in that way.

Recovery

Recovery is the process by which a person with psychological/emotional distress takes charge of his/her unique path towards a full life within their own community.

Strategic Priorities

Strategic Priority 1

To establish representative structures at local, regional and national levels.

Aims	Objectives
1.1 To have a fully mandated and elected executive	<ul style="list-style-type: none">• To hold elections in HSE West, Dublin Mid Leinster and Dublin North East
1.2 Building structures to facilitate representation and information exchange	<ul style="list-style-type: none">• Local and regional forums• Premises/offices• Volunteer policies and handbook
1.3 Establish the priorities of membership	<ul style="list-style-type: none">• Innovative means of communication, questionnaires/focus groups
1.4 Promote and ensure service users and family participation at all levels of mental health service delivery	<ul style="list-style-type: none">• Transferable skills training• Ensure service and family are represented at national level, on all 14 HSE super catchment areas, and at all local representational groups.

Strategic Priority 2

To improve linkages with the MHC, HSE and all other relevant bodies.

Aims	Objectives
2.1 To improve relationships with the MHC and HSE	<ul style="list-style-type: none">• To hold tripartite meetings for 'crossover' issues as well as separate meetings for issues of sole relevance.
2.2 To establish clear channels of communication with other statutory bodies who are named as having responsibility for the recommendations of Vision for Change	<ul style="list-style-type: none">• To invite their participation in meetings and to ask them to invite us to their deliberations on Vision for Change.
2.3 To engage positively with all voluntary Mental Health organisations	<ul style="list-style-type: none">• To engage as members of local associations and alliances.• To foster the process of affiliation.

Strategic Priorities

Strategic Priority 3

To lobby to improve Mental Health Services nationally to ensure a high quality nationally available service

Aims	Objectives
3.1 To identify and promote models of best/good practice	<ul style="list-style-type: none"> • Visit HSE and private providers to evaluate their services • Feedback from individuals who actually use the services
3.2 To see the recovery ethos promoted in every mental health service with an emphasis on full supports for social integration	<ul style="list-style-type: none"> • To provide good quality information and training presentations to psychiatric staff of all disciplines
3.3 To promote the development of fully resourced community mental health teams as described in Vision for Change	<ul style="list-style-type: none"> • To negotiate at every possible level including the Mental Health Directorate's National Governance Group, ECD's group.
3.4 To promote the implementation of the key worker systems	<ul style="list-style-type: none"> • Produce evidence to support this as best practice.

Strategic Priority 4

To strengthen the rights of service users and families to the best possible mental health treatment in the least restrictive environment.

Aims	Objectives
4.1 To establish a national charter of rights and responsibilities for patients/family members	<ul style="list-style-type: none"> • To empower people through provision of information to show models of best practice internationally and to promote standards of excellence in Irish mental healthcare.
4.2 To ensure that the Mental Health Commission Quality Framework be fully accepted and implemented in all mental health services and settings	<ul style="list-style-type: none"> • Best practice initiative • Push the Commission/Inspectorate to use their powers • Lobby the HSE

To register as a member of NSUE, please fill in the details below and send to **National Service Users Executive** 91 Leopardstown Avenue, Blackrock, Co Dublin. Alternatively, please go to our website www.nsue.ie.

Have YOUR voice heard... For a change!

← Please cut along the dotted line



Name:
PLEASE USE BLOCK LETTERS

Address:
.....

Landline No: Mobile No:

Email address:

I wish to enroll as a voting member of the National Service User Executive [NSUE]

Signed:

Panel A: User of mental health services Panel B: Friend / Family Member.

National Service Users Executive

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