



Good involvement has many benefits for all concerned - for individuals, communities, services, professionals and organisations. These are the benefits we identified in our main report 'Involvement for Influence: the 4Pi Standards for Involvement' NIP, 2014.

Why Use 4Pi National Involvement Standards?



Q - Why use the 4Pi National Involvement Standards?

The core purpose of service user and carer involvement must be to improve people's lives. Developing good practice policies and procedures for involvement has no meaning if those policies and procedures do not reach the individual who is admitted to hospital today, tomorrow or next week.

Good involvement has many benefits for all concerned - for individuals, communities, services, professionals and organisations. These are the benefits we identified in our main report 'Involvement for Influence: the 4Pi Standards for Involvement'.

A - Because when we involve the individual in their care we...

- can increase self-esteem
- can improve satisfaction with services
- work best when the individual agrees with the purpose of their care and treatment, and when they have genuine choice and control over it.

B - Because when we involve our communities we...

- can build the resilience and capacity of communities to support themselves;
- can help communities to address the issues that matter to them;
- can strengthen the skills, confidence and capacity of members of the community to become involved in influencing local and national services;
- can produce positive 'social capital', which is associated with the well-being and resilience of individuals as well as of communities.

C - Because If we are involved at the operational level (in services, projects and activities) we...

- can improve quality of care, including a more personalised approach to care planning
- can improve quality of life for service users,
- can reduce compulsory admissions,
- can improve relationships between staff and service users,
- can improve outcomes for service users, as well as some outcomes for providers.

D - Because with involvement at the strategic level of organisations we...

- can improve self-esteem for the service users involved;
- can improve access to, and information about, services;
- can improve decision-making processes and staff attitudes and behaviour.
- can ensure that services more closely reflect the views and priorities of service users and carers (improved satisfaction).

E - Because with involvement in evaluation and monitoring we...

- can provide new perspectives and information to service providers;
- can enable the voices of marginalised service users to be heard and to influence service development;
- can provide a crucial 'tool' for clinical governance;
- can enable the development of positive working partnerships between people who use services, service providers and commissioners and wider communities within a locality.

Q - What do other organisations say about involvement?

National Voices (www.nationalvoices.org.uk) is a national coalition of health and social care charities in England working to strengthen the voice of patients, service users, carers, their families and the voluntary organisations that work for them. National Voices state that informing and engaging people in their health and healthcare is a key part of high quality healthcare provision. They identified a substantial evidence base of 779 systematic reviews in English, published from 1998 to 2013, which shows that patient involvement:

- increases people's knowledge and ability to use information to manage their health
- ensures that treatment is appropriately selected and tailored to the individual
- helps people manage their own care and records, and
- promote public health and reduce health inequalities.

4Pi: Meeting your statutory obligations

4Pi is a simple framework that can help services meet their statutory obligations. Apart from the benefits and the moral imperative to involve people in their care and treatment, development and delivery of services, services also need to meet the requirements of national regulatory and inspection bodies.

1. The Health and Social Care Act guidance supports two legal duties, requiring clinical commissioning groups (CCGs) and commissioners in NHS England to enable:

- patients and carers to participate in planning, managing and making decisions about their care and treatment through the services they commission
- the effective participation of the public in the commissioning process itself, so that services reflect the needs of local people.

2. CQC (Care Quality Commission) Guidance Outcome 1: Respecting and involving people who use services. This outcome is to meet Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010. It states that:

People who use services...

- Can understand the care, treatment and support choices available to them.
- Can express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support.
- Have their privacy, dignity and independence respected.
- Have their views and experiences taken into account in the way the service is provided and delivered.

3. NICE (National Institute for Clinical Excellence) Quality Standard 14: Service user Experience in Adult Mental Health.

This quality standard outlines the level of service that people using the NHS mental health services should expect to receive. It covers improving the experience of people using adult NHS mental health services. It consists of 15 quality statements relating to mental health care, including:

- Quality statement 3: Shared decision-making and self-management
- Quality statement 5: Using views of service users to monitor and improve services

4. NHS England's objective is to ensure the NHS becomes dramatically better at involving patients and their carers, and empowering them to manage and make decisions about their own care and treatment. (Para 2.6 The Mandate to NHS England)

Q - What do other organisations say about involvement?

- 5. The Equality Delivery System (EDS2)** is designed to help local NHS organisations, in discussion with local partners including local populations, review and improve their performance for people with characteristics protected by the Equality Act 2010. There are four main goals in the guidance. Of particular relevance is Goal 2 Improved Patient Access and Experience, Outcome 2.2 People are informed and supported to be as involved as they wish in decisions about their care.
- 6. According to the NHS Constitution**, people have the right to be involved, directly or through representatives, in the planning of healthcare services commissioned by NHS bodies, the development and consideration of proposals for changes in the way those services are provided, and in decisions to be made affecting the operation of those services.
- 7. The Department of Health's Closing the Gap: priorities for essential change in mental health** (2014) Priority 8 states that adults with mental health problems will be able to exercise choice about the care they receive and how they receive it.



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**'Nothing about us
without us'**

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