

Mental Health Safety and Quality in NSW

CONSUMER AND CARER PARTICIPATION



What's happening?

Following the 'Review of seclusion, restraint and observation of consumers with a mental illness in NSW Health facilities', we will implement the following recommendations.

RECOMMENDATION	ACTION
11. Meaningful engagement with consumers and their families should occur in assessment and care planning, particularly in developing personal plans to prevent the use of restrictive practices	Engage consumers and families in assessment and care planning
12. Consumer and carer co-design and systematic engagement should occur at all levels of the health service	Develop resources to support successful mental health co-design processes Routinely include consumers and families in key committees, projects and workgroups

How can I be involved?

Every local health district and specialty health network will use consumer, carer and family co-design in their seclusion and restraint prevention action plans. To be involved, please contact your local health district www.health.nsw.gov.au/lhd

Consumers and carers must be partners

The *Review of seclusion, restraint and observation of consumers with a mental illness in NSW Health facilities* emphasised the need to work with consumers and families when planning care. It is important that this collaboration also extends beyond individual treatment and includes service improvement. Consumers and families must always be partners in quality improvement.

What is co-design?

Co-design brings consumers, carers, families and staff together to improve health services. It has been used in a range of health service settings.

The principle is to apply consumer and carer experience to better understand and improve care. Co-design aims for results that are practical in 'the real world' and better meet the needs of consumers, carers and families'.