

Does your team support socially inclusive practice? A review audit for service provider organisations

The policy direction of mental health services over recent years has clearly promoted recovery and social inclusion. Managers and staff in your service may have adopted the language of inclusion, but are you actually doing the things that are necessary to promote inclusive opportunities? The NDTi is offering a rapid review service that will give robust answers to that question. The result will be honest, evidence based advice and recommendations that will inform the organisation's planning and future strategy in order to help you continue to improve the services you offer people.

How is the review conducted?

The whole thing can happen in three days. Two NDTi consultants visit the service for two days and conduct separate, individual interviews with community members, staff, referrers and people using the service. Documents and facilities are reviewed. On the third day, the two consultants spend the morning preparing a powerpoint presentation, which is given in the final afternoon. The aim is to offer focused, evidence-based evaluation on the progress that the service has already made and suggestions about the next steps. The team's constructive but no-nonsense approach is founded upon a passionate commitment to ensuring that people using the service get the best possible deal.

Some of the Questions We Will Ask and Help You Answer

- Is the organisation developing relationships with key community resources that will enable inclusion to be the outcome
- Do staff practices and culture have an outward looking and community inclusion focus?
- Do staff and managers have a sufficient repertoire of actions and interventions to help promote inclusion?
- Do you have evidence to demonstrate the impact of your work on community inclusion?

Why should you ask NDTi to undertake a review of your service?

- The NDTi Social Inclusion training course has been the foundation for many innovative services since it was first designed in the late 1990s. This history, combined with persistent inquiry, constant updating and consistent values, has delivered real change.
- The NDTi has worked with almost 150 services in all parts of the UK to assist them to develop socially inclusive approaches.
- The experience gained from delivering the training and helping services to modernise has formed the foundation for numerous policy statements and publications, including:
 - Bates, P. Developing socially inclusive practice module 6 *in* Basset T, Lindley P & Barton R (2005, revised 2007) *The ten essential shared capabilities: Learning pack for mental health practice* London: NHS University.
 - National Social Inclusion Programme, CSIP (2007) *Capabilities for Inclusive Practice* Department of Health.
 - Bates, P (2007) *With inclusion in mind* Edinburgh: Scottish Government.
 - Bates, P (2008) Connecting with Communities. Module 6 *in* Forrest S & Bradstreet S (2008) *Realising Recovery learning materials* Scottish Recovery Network and NHS Education for Scotland.

To find out more or discuss a tailored variation of this suggested outline, please contact peter.bates@ndti.org.uk or call the NDTi office on 01225 789135.