

# Involving people in their meetings

## Top Tips

### My meetings

Should be  
Person centred  
not  
Professional centred



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Amber

Jina

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Darryl

ANDREW

Lee

Relaine

Mark

# Our meetings

## What are they?

HMM RC MEETING  
CPA CTR  
MOT CT(E)R DISCHARGE  
TRIBUNAL



Make sure people know what the different meetings are.



Do not use acronyms for our meeting names.



Tell us the meetings that are legally required.



Tell us the meetings that have clear guidance to follow.



Make sure people have this information for every meeting.



Make sure that you really think about engaging people in their meeting even if it is hard work or tricky.



# Planning the meeting

## What to tell me



### When the meeting ,will happen?

Think about the times that are good for me and my family or advocate as well as the professional's. Make sure a premeeting happens so I can prepare for my meeting.



### What will we be talking about ?

Give me clear information about what we will be talking about.



### How will my communication needs be met?

Meet my communication needs, easy read, speech and language supporter, advocate, communication aids.



### How can I contribute to my meeting?

Make sure I have time on my meeting agenda to speak up if I want to, tell me what you would like to know about.



### Who will be there?

Tell me who will be at my meeting, one page profiles are good for me to know who people are. Tell me if people who are not involved in my care are attending and why.



# At the meeting



Set some ground rules for the meeting.  
Include me when setting the rules.  
Like treating everyone equally during the meeting.



Make sure everyone says their name and why they are at my meeting. Using one page profiles so I know who people are and what their job is at the meeting.



Make sure there is structure to my meeting, and you explain the good things, the tricky things and the hopeful things.



If I ask a question or tell you I do not understand please explain things to me using easy words or my method of communication. Red Amber and Green Cards work for some people who find it hard to speak up. Ask me often if I have any questions after each part of the meeting.



Make sure that the breaks happen, if I need a break earlier, give me a safe space. Please wait to continue the meeting. Do not do this without me.



# After the meeting



Make sure that I am supported if tricky things are worrying me. Check in with me after meeting to check what I have understood and if I need some more information to understand.



Make sure I know when I will get the outcomes and plans from my meeting.



Make sure that my plans and outcomes are specific, clear and in my preferred method of communication.



Share a contact name and email so I can contact someone with questions after the meeting, make sure you have my details and my advocates details and give me updates on actions and information after my meetings.



# Involving families and others important to the person



Make sure that families and other who people want invited are involved in planning the meetings.



Think about the best time to have meetings for the families and others as well as the professionals they may have a long way to travel or other caring responsibilities.



Think about what help families and others might need to attend the meetings, things like travel costs, support and guidance.



Make sure families and others have the same information as everyone else before, during and after the meeting.



Make sure families and others have a time to speak up on the agenda and to ask questions.



# Advocacy



Advocates should make sure information is adapted to the needs of the person they are supporting.



Advocates should meet the person before the meeting.

To help the person know what will happen, read the information and prepare for the meeting so that the person feels informed and prepared.



Advocates should be early for the meeting to check the person feels supported and Advocates should not just side with the professionals they are there to speak up for the person and to get their voice heard.



Advocates should meet the person straight after the meeting to make sure they understood the meeting felt listened to and not worried or concerned.



Advocates should meet the person when the minutes and outcomes of the meeting are shared to help the person think about their plan for the future.



Advocates should be the point of contact for the person to get help if it is needed.