

Involving people in their meetings

Top tips

My meetings should be person-centred not professional-centred



**inclusion
north**

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

Our meetings

What are they?



Make sure people know what the different meetings are for.



Do not use jargon for my meeting names. For example, say 'Cumbria, Northumberland, Tyne & Wear Trust' rather than 'CNTW'.



Tell me which meetings are legally required.



Tell me 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 will the meeting happen?



Think about the times that are good for me and my family or advocate as well as the professionals. Make sure a pre-meeting 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. This might mean providing easy read, speech and language support, an advocate or 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 in advance.

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 rules



Set some ground rules for the meeting. Include me when setting the rules. A rule might be treating everyone equally during the meeting.

Introduce everyone



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

Have structure



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



Let me ask questions

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 if I have any questions after each part of the meeting.

Breaks



Make sure that the breaks happen. If I need a break earlier, make sure I have a safe space for it. Please wait to continue the meeting. Do not continue the meeting 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 important information and plans from my meeting.



Make sure that my plans and important information 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 me



Make sure that families and other people I want at the meetings are invited and 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 my needs.



Advocates should meet me before the meeting.



To help me understand what will happen, advocates should read the information and prepare for the meeting. This will help me feel informed and prepared.



Advocates should be early for the meeting to check that I feel supported. Advocates should not just side with the professionals - they are there to speak up for me and to make my voice heard.



Advocates should meet me straight after the meeting to make sure I understood the meeting, felt listened to and that I am not worried or concerned.



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



Advocates should be my point of contact to get help if I need it.