



Resources for Carers, Young Carers and Staff:

8. How to Get Involved

Contents

1. Become a Trust Member and Get Involved	3
2. Compliments, Comments and Complaints	3
3. Useful Resources	6

1. Become a Trust Member and Get Involved

Sheffield Health and Social Care NHS Foundation Trust (SHSC) believes that service users and carers should be **at the heart** of their own **decision-making** and should have the opportunity to be **involved in decisions that will affect their lives**.

By becoming a member of our Trust, we can make sure that you are knowledgeable about our services. That could be really helpful if a time comes when you or someone you care for needs the service we provide. Our members have a range of opportunities to get involved, support their local services and have their say in the future of services.

Becoming a member does not just benefit us; it benefits all the people we care for both now and in the future, because it helps improve our services. To become a member, please visit www.shsc.nhs.uk/about-us/get-involved/membership/being-a-member.

Engagement and Experience

We have different ways for service users, carers and families to be involved, including supporting and running events, recruitment panels, patient safety, training, as well as developing questionnaires and surveys. SHSC will provide training and support and offer payment and expenses through our Policy for Reimbursement of Expenses and Involvement Payments.

Please contact the Engagement and Experience team at engage@shsc.nhs.uk or on 0114 2718 807.

2. Compliments, Comments and Complaints

We like to know what you think

The Trust is committed to providing quality services for its service users, but to help us maintain this, we need to know when things go wrong and also when things go right. Service users and carers can help us to improve and develop our services by giving us their comments. Visit www.shsc.nhs.uk/contact-us/complaints for more information.

Independent help when making a complaint:

- **Sheffield Mental Health Advocacy Service**
Address: Michael Carlisle Centre
75 Osborne Road
Sheffield
S11 9BJ
Freephone: 0800 035 0396

- **Sheffield Advocacy Service**
Website: www.sheffieldadvocacyhub.org.uk
Phone: 0800 035 0396
Fax: 0114 250 9495
Email: info@sheffieldadvocacyhub.org.uk

- **Healthwatch**
Website: www.healthwatchsheffield.co.uk
Phone: 0114 253 6688
Email: info@healthwatchsheffield.org.uk

- **Care Quality Commission**
Address: Care Quality Commission Mental Health Act
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA
Phone: 0300 616 161
Website: www.cqc.org.uk

- **Parliamentary and Health Service Ombudsman**
Address: Office of the Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Phone: 0345 015 4033
Website: www.ombudsman.org.uk
Email: phso.enquiries@ombudsman.org.uk

3. Useful Resources

Information and leaflets are available to download from www.shsc.nhs.uk/service-users-and-carers/carers-and-young-carers. The following resources are available for carers, young carers and staff:

1. Advocacy
2. Carers' and Young Carers' Charter
3. Carers' and Young Carers' Assessments
4. Carers' and Young Carers' Checklist
5. Community Teams
6. Confidentiality and Information Sharing
7. Hospital Admissions and the Mental Health Act
8. How to Get Involved
9. Mental Health Crisis
10. Understanding Mental Health Conditions and Medication
11. Useful Contacts Leaflet
12. Information Pack

These resources were designed in partnership with carers and young carers. SHSC worked collaboratively with Sheffield Carers Centre, Sheffield Young Carers and Chilypep and we would like to acknowledge their hard work, advice and support. These resources were updated in 2019 to ensure accuracy of information. With thanks to Jana Sandford for the artwork throughout.

For further information, contact:

- Sheffield Carers Centre on 0114 272 8363 or www.sheffieldcarers.org.uk
- Sheffield Young Carers on 0114 258 4595 or www.sheffieldyoungcarers.org.uk
- Carers Trust on 0300 772 9600 or www.carers.org

Or alternatively, contact your local SHSC team to get more information.



This document was accurate as of January 2020.