West Midlands Education
Innovation and Notable Practice

USER AND CARER STRATEGY

2010 - 2011
### User and Carer Strategy

**Overview:** Embedding service user involvement in all school business at Keele University School of Nursing and Midwifery.

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User and Carer Strategy: the views of users and carers are crucial to ensure a robust user-driven innovative, dynamic curriculum across all School business. We therefore share a commitment to develop a strategy that values and involves service users/carers at all levels of course development, clinical development and research activities, to create a realistic and meaningful dimension to the facilitation of learning. The strategy shows our vision and values for user and carer involvement in the School of Nursing and Midwifery.

The User and Carer Strategy within the School of Nursing & Midwifery was introduced in 2007, and involved a range of users and carers. The subsequent User and Carer Implementation Group coordinates a school wide approach to the involvement of users and carers across all school business. We have presented user and carer work at a symposium at the RCN International Research Conference in Liverpool, and the RCN Education Conference in Blackpool, 2010.

The User and Carer Strategy has an associated action plan; we have developed web pages within the School website; have undertaken a scoping exercise regarding user and carer involvement across all pre-registration programmes. We are currently developing a strategy that promotes proactive involvement of users and carers across all branches of nursing and midwifery. We have also organised a series of sessions to talk with users and carers about what needs to be included in the new graduate nursing curriculum currently being developed.

The statutory annual monitoring processes identified user and carer involvement in the School of Nursing and Midwifery as best practice and recommended that this approach be embedded across the Faculty of Health (FoH) (NHS West Midlands 2008; NMC, 2008). The first draft strategy to consolidate and facilitate user and carer involvement in education and research activity across the FoH has recently been approved and a Faculty wide User and Carer Liaison Group has been established and had its first meeting 4th April.

This work has been disseminate across public arenas (Ashby et al, 2007; Read & Corcoran, 2009; Gibbs & Read 2010; Read & Maslin-Prothero 2011) and has fed into innovative and accessible higher educational developments in the form of a practical Toolkit to promote meaningful engagement (http://www.serviceuserandcarertoolkit.co.uk/index.html).

### References


