



CHUMS

**Mental Health and
Emotional Wellbeing
Service for Children
and Young People**

Service User Care Policy

Implementation Date: May 2014

Reviewed: April 2016

Review Date: April 2018



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Policy Statement

CHUMS values are based on the following statements:

CHUMS is united in its belief that all children, young people and their families deserve the best support we can provide

CHUMS is accessible; providing creative, tailor-made support for children, young people and their families by giving them choice

CHUMS is compassionate; providing humanity and warmth, delivered by a committed and dedicated team of professionals

CHUMS provides effective evidence-based programmes demonstrating improved outcomes and high quality

All service users and their families are at all times treated with respect by CHUMS staff

Safety

The safety of all service users is at the forefront of service provision in a variety of ways:

- All staff (including sessional staff) and volunteers complete safeguarding children training during induction at an appropriate level
- All staff and volunteers are recruited via safer recruitment processes including enhanced DBS, 2 references and an occupational health clearance
- All workshops/events undertaken by CHUMS are risk assessed in accordance with the CHUMS Risk Policy

Participation

It is important to CHUMS that service users and their families are able to participate in the support they are offered in a variety of ways.

As part of Children and Young Peoples Improving Access to Psychological Therapies (CYP IAPT) CHUMS is dedicated to transforming services based on feedback from service users.

All children and young people are asked to participate in choosing their end goal for all interventions as outlined by CYP IAPT.

Children and young people from CHUMS are able to join a participation group which meets regularly to discuss CHUMS services as well as promote information on mental health to other children and young people. The group is activity based and helps those

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participating develop confidence and self-worth. The group review leaflets and literature from a service user perspective; make short films etc.

- Service users and their families are asked to evaluate all services accessed at the end of an intervention or event
- An annual service user survey is undertaken
- Children and young people sit on interview panels when recruiting clinical staff to ensure new staff relate well to children and young people

Complaints

CHUMS have a comprehensive complaints policy should a service user or a member of their family wish to raise a complaint against CHUMS. All complaints are initially discussed with the relevant Service Manager and Head of Service who will then decide who should be involved in the complaints process. All complaints are acknowledged within 2 working days with a thorough investigation and response within 14 days. If a complainant remains unhappy the complaint is passed to the CEO and thereafter the Board.

CHUMS also have an Allegations of Abuse policy to be used should an allegation of abuse by a member of staff or Volunteers be made by a service user or a member of their family.

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Appendix A

Visions & Values

