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Working with our Speech and Language Therapy Students



Supporting Service Users and Carers in Education
Department of Human Communication Sciences
2017 - 18

Handbook

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Contacts

Module coordinators and Clinic Leads: We will provide these contact details on an individual basis

Service Users and Carers in Education Lead: Emma Gregory

email: emma.gregory@sheffield.ac.uk

tel: 0114 22 22417

Clinic Coordinator: Rebecca Hewitt

email: r.hewitt@sheffield.ac.uk

tel: 0114 22 22441

Director of Professional Development: Dr Judy Clegg

email: j.clegg@sheffield.ac.uk

tel: 0114 22 22450

Director of Learning and Teaching: Dr Catherine Tattersall

email: c.tattersall@sheffield.ac.uk

tel: 0114 22 22446

Service users' and carers' webpage

Additional information is available on the service users and carers webpage on the Human Communication Sciences pages of the university website at:

<https://www.sheffield.ac.uk/hcs/workingwithstudents>

Please click on the tab on the left hand side named 'Information for Service Users and Carers'. The webpage is **not password protected** but some documents within it might be. Where this is the case enter the following username and password:

Username: slt **Password: speech**

These pages provide access to information which will support you in the work you do with students. We welcome any ideas you have for additional content.

Terminology

Service user: This term describes people who use health or social services (sometimes referred to as patients or clients)

Carer: This term describes someone who has looked after, or who currently looks after or provides support to, a family member, partner or friend

(Health and Care Professions council, 2017)

1. What is this handbook for?

You have received this handbook as you are a service user or carer who is, or would like to be, involved in the education of our students. Within the handbook we hope to do the following:

- Explain why your involvement is valuable
- Describe the staff and students you may be involved with
- Explain the ways you might be involved
- Describe the training and support provided
- Describe the ways you can provide feedback
- Explain how you raise concerns and complaints

2. Why is my involvement valuable?

We value working in partnership with service users and carers to provide students with high quality education. You bring expertise in the lived experience of communication or swallowing difficulties. Your contributions to learning and teaching will help to prepare our students for the real world of clinical practice. Just a few of the benefits for students may include: improving communication skills, increasing confidence, developing a professional attitude, and developing understanding, insight and empathy. We know from experience that your input increases student motivation. Student feedback often indicates that they prefer sessions with service users and carers to staff! There may also be benefits for you including: increasing confidence, skills and knowledge and a general sense of wellbeing through your contribution.

3. Who are the staff and students I might be involved with?

Your key staff contacts will be module coordinators (for teaching activity) and clinic leads (for clinic involvement). However, you may communicate with other members of our staff team, e.g., administrative staff or external staff involved in clinical learning opportunities. Emma Gregory is the Service Users and Carers in Education lead who has overall responsibility.

Many of our students are training to become speech and language therapists. There are two routes to this qualification: a three year undergraduate course or a two year postgraduate course. You may also be involved with other students, for example, non-clinical undergraduate students or Masters students. We provide information, support and training (as appropriate) to staff and students involved with service users and carers. Through this our staff and students are able to better support the work you do.

4. How you might be involved

There are many ways to get involved with student education. These are some of the activities you might be involved in:

- talking to our students in lectures or tutorials
- working with students in our departmental clinics
- helping staff develop teaching approaches through one to one or group meetings
- helping staff develop teaching materials, e.g., videos, portfolios, assessments
- helping with recruitment of new students
- helping design new teaching modules
- attending to staff meetings
- providing ongoing feedback by completing feedback forms

- attending our annual service user and carer forum (see Section 6)
- presenting at departmental events

You will be asked to be involved in activities which suit your expertise. However, we will provide information and training as needed. This might be general, e.g., a staff member explaining recruitment processes to you, or more specific, e.g., training in presentation skills (see Section 5 for details).

You may be asked to give your consent to be involved in certain activities. For example, if you are asked to appear in a video for teaching or assessment. You will always be given information about this by the staff member involved.

Teaching and meetings normally take place on the university campus. You may be meeting staff or students in the department of Human Communication Sciences or be seeing students elsewhere on campus. Your key contact will make sure that you know where you are going and will talk to you about transport.

Service users and carers are sometimes asked to be involved in developing research. For example, taking part in a consultation group throughout a research project. This is different from involvement in education. If you are involved with the departmental clinics you may already know about this. If you are interested in being involved in research and have not told us already contact Emma Gregory (see above). You will be given information about this. You will be asked to give consent to be contacted in future. You can also find information about this on our service user and carer webpages (see above).

5. Will I get support and/or training?

Yes you will. If you agree to be involved, your key contact will provide initial information by phone, email or in person. They will discuss your preferred means of contact with you. They will talk to you about your role and discuss your support and/or training needs. Support will be provided before, during and after your involvement as needed.

The type and amount of support and training will differ according to what you are doing and who you are. For example, you may be asked to talk to students about your experiences in a clinical teaching module. In this case, you will discuss the content of the session with the module coordinator in advance, by email, phone or in person. You may feel confident about speaking to a group, or you may want support with presentation skills or communication. The module coordinator is responsible for talking to you about and addressing your needs. If you are involved in the departmental clinics, the Clinic Lead will take this role.

Alternatively, you may be asked to attend a clinical staff meeting where we talk about ongoing development of our courses. In this case, the relevant staff member would meet with you and explain the likely content of the meeting to you in advance. You would be provided with a meeting agenda in advance and invited to ask any questions via phone or email. We would provide one to one communication support if this is needed during the meeting. You would then meet with the staff member after the meeting to provide your thoughts. The support and training needs would differ again if you were involved in designing a whole module. Training will also vary according to your individual background, experiences, strengths, needs and commitments. There is, therefore, no one approach to support and training.

We will also discuss support and training needs in the annual service user and carer forum (see section 6 below). However, you can tell your key contact, e.g., module coordinator or clinic lead, about your support needs at any time. We want to make sure that you feel comfortable with your role. You can say that you do not want to be involved with activities at any time. You can find further information about support and training on the service user and carer webpages (see above).

6. How do I give feedback?

You will be asked to provide feedback about your involvement in teaching modules and clinics. This might be verbally or in writing. Sometimes we will ask you to give feedback on our students. The module coordinator or clinic lead will tell you how to do this. However, you can give feedback at any time by contacting Emma Gregory (see page 3).

You will be invited to attend our service user and carer forum once a year. This meeting involves every service user or carer who is involved in educating our students. The meeting is organised by Emma Gregory, the Service Users and Carers in Education lead, but is a shared space for discussion. The purpose of the meeting will be to:

- Say thank you for the work you do for us
- Listen to your experiences in teaching or in the clinics
- Try to identify what is working
- Try to identify what is not working
- Identify any concerns which have not been raised before
- Think about what else we should be doing
- Identify actions that will help develop teaching on the courses and in the clinics

The discussions will be considered in our Clinical Courses Board of Studies meeting. This is a committee of staff and students who meet twice a year to discuss the clinical courses. However, any urgent action will be followed up by Emma Gregory after the Service User and Carers Forum. Emma will contact relevant module coordinators or clinic leads. Emma will inform you of any relevant actions taken on the service user and carer webpages (see above).

7. How do I raise concerns or make a complaint?

This section addresses what you should do if you feel that a member of staff, a student, or another service user/carer, has behaved inappropriately in teaching activities or in clinic. This includes any communication with staff, students or other service users/carers prior to, during or after teaching sessions, meetings, or other teaching related activities. For the clinic, this includes behaviour within the clinic session, before/after sessions while on clinic premises or on clinic business, and behaviour associated with the administration or running of clinic activities in the Philippa Cottam Communication Clinic in the department of Human Communication Science. It also includes any dissatisfaction you may have with any aspect of the clinical activities you take part in, in the Philippa Cottam Communication Clinic in the department of Human Communication Sciences.

If your concern relates to teaching activities your key contact will be the relevant module coordinator/ clinic lead. If your concern relates to clinic your key contact will be the clinic lead. You can also contact Dr Emma Gregory as Service Users and Carers in Education Lead, Dr Judy Clegg as overall Clinical lead, or Prof. Patty Cowell as Head of Department. The diagrams below show our complaints procedure:

IF YOU HAVE A COMPLAINT ABOUT TEACHING

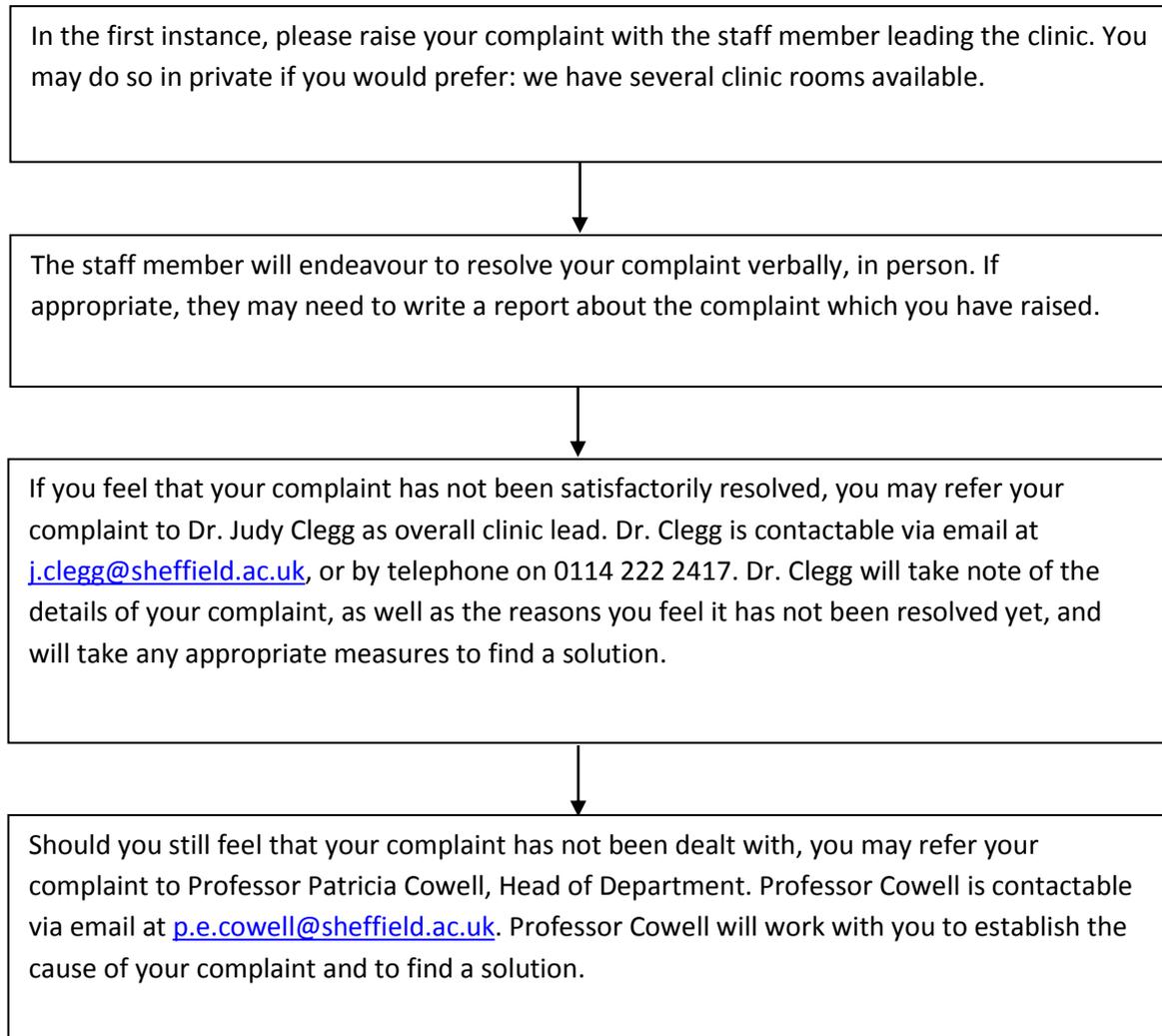
In the first instance, please raise your complaint with the module coordinator. You may do this verbally, in person, or via phone or email.

The staff member will endeavour to resolve your complaint by communicating with you directly. If appropriate, they may need to write a report about the complaint which you have raised.

If you feel that your complaint has not been satisfactorily resolved, you may refer your complaint to Dr. Emma Gregory, Service Users and Carers in Education lead for the Department. Dr. Gregory is contactable via email at emma.gregory@sheffield.ac.uk, or by telephone on 0114 222 2417. Dr. Gregory will take note of the details of your complaint, as well as the reasons you feel it has not been resolved yet, and will take any appropriate measures to find a solution.

Should you still feel that your complaint has not been dealt with, you may refer your complaint to Professor Patricia Cowell, Head of Department. Professor Cowell is contactable via email at p.e.cowell@sheffield.ac.uk. Professor Cowell will work with you to establish the cause of your complaint and to find a solution.

IF YOU HAVE A COMPLAINT ABOUT CLINIC



It is important that should you feel you wish to make a complaint you feel comfortable doing so. Making a complaint will not adversely affect you in any way: your complaint will be taken seriously and you will not be treated negatively as a result of your complaint.

The Department of Human Communication Sciences will take your concerns seriously and will take any necessary measures to address them. We endeavour to provide a safe, reliable and satisfactory service which meets the needs of the client, and we will always listen to any concerns or worries which you might have.

References

Health and Care Professions Council (2017). Standards of Education and Training. Health and Care Professions Council