

Case Study

Mental Health Audit

Kent and Medway Care Program Approach (CPA) Service User and Care Audit¹

This project was commissioned by the Kent CPA Audit Group in 2002 from US in Kent (a county wide service user and carer network). Clinical audit training was provided by local clinical audit staff to the CPA Service User and Carer Audit Group, which consisted of service users and carers from US in Kent in order to undertake the project.

Standards for the audit were developed by a group consisting of both service users and carers from their experience of the CPA process. The standards were an expression of what service users and carers expect the CPA process to deliver for them. The final standards for the project were agreed with the service users in Kent group. An audit questionnaire was developed and sent out to members of US in Kent group for their comments. A final draft of the questionnaire was agreed by the audit group.

A number of service user and carer interviewers were recruited to help respondents complete the questionnaire. All interviewers were provided with training, given an East Kent Clinical Audit Service Certificate and an identity badge to confirm their involvement in the project. Interviewers were encouraged to visit day centres, drop-in centres and conferences where service users and carers attended. All Mental Health Forums were also sent questionnaires and the questionnaire was also made available via the website (www.Kent.us.com). The audit group set a target of 250 completed questionnaires and a multi-media campaign to make Kent aware of the audit's existence was also undertaken.

Guidelines were given to the interviewers who in turn gave an information sheet and an informed consent form to the interviewees. These were developed and used to ensure that interviewees gave their informed consent to participate in the audit. Data analysis from the completed questionnaires was carried out by the East Kent Clinical Audit Service.

The audit group discussed the audit results and agreed to communicate the results to key mental health and social services managers within Kent and Medway at a stakeholder day. An action plan was drafted and communicated to all stakeholders.

¹ Clinical Audit and Effectiveness Service User and Carer Involvement Strategy, 2009-2012 – Kent and Medway NHS and Social Care Partnership Trust.