



Service User and Carer Involvement: Beyond Good Intentions ((Policy & Practice in Health and Social Care series No. 4)

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The increasing focus on the involvement of people who use health and social care services and their care providers in developing services and in social work education has the potential to bring significant change. This book examines the challenges in enabling people who are 'experts by experience' to participate in an agenda which is largely dominated by 'top-down' managerial practices. The enactment of power is examined closely, as is the value of maintaining a grassroots approach, driven by the views of those with direct experience of health and social care services. The book is based on a unique collaboration between academics, care providers, and service users who have worked together on a project to develop the involvement of service users and providers in social work education. Service User and Carer Involvement identifies practices that go beyond good intentions to bring about significant change. The values and skills for active involvement of carers and service users in the delivery of care services are discussed and contrasted with participation models which merely function as management audit tools or as public relations exercises. The current climate of political and professional commitment to such service user and carer involvement is assessed and critically reviewed. This book will be of interest to a broad readership, including people who use health and social care services; students of health, social care, and social work; academics involved in teaching health and social care; and practitioners and policy makers.

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