



# User Involvement

Within CAF

# User Empowerment

According to Small (2000), the transition of an individual from passive recipient of services to active subject engaging with services is at the centre of user empowerment.

CAF offers us the opportunity to transform users from passive recipients of care to active citizens engaging with healthcare professionals like never before.

The communication and potential technology being developed within demonstrator sites such as Westminster offers us as users the possibility of engaging on equal terms with health and social care professionals in a reciprocal and transparent way.

# The eight Principles

Campbell & Oliver 1996. Barnes & Walker (1996) identified eight principles of empowerment through service user involvement

# Principle.

1. Should enable personal development as well as increasing influence over services
2. Should increase people's abilities to take control of their lives as a whole not just increase influence over services
3. The empowerment of one person should not result in the exploitation of others, either family members or paid carers

# Principle

4. Should not be viewed as a zero sum: a partnership model should provide benefits for both partners
5. Must be reinforced at all levels within service systems
6. Empowerment of those who use services does not remove responsibility from those who provide them

## Principle 7 & 8

7. Not an alternative to adequate resources for services
8. Should be a collective as well as an individual process, without this people will become increasingly assertive in competing with each other.

# The main pillars of Emancipatory Services

- **Citizenship**
- **Self-assessment**
- **Self-management**
- **Participation.**

(Woodword 2002)

CAF can without a doubt be viewed as meeting these pillars and is an emancipatory service for users

# Self Assessment – Where Are you?

- **Full control** - Service users control decision making.
- **Sharing power** - Shared decisions & responsibility. Service users can have influence and determine outcomes.
- **Participation** - Encouraging people to take part in shaping the service. Service users can make suggestions and influence outcomes.
- **Consultation** - Asking people what they think of the service. Service users have limited influence.
- **Information** - Telling people about the service. Service users have no influence.
- **No control** - Service users as passive consumers