

## Module Information

2022.01, Approved

### Summary Information

|                     |  |
|---------------------|--|
| Module Code         | 4050SWA                                      |
| Formal Module Title | Service User Participation and Co-production |
| Owning School       | Nursing and Allied Health                    |
| Career              | Undergraduate                                |
| Credits             | 20   |
| Academic level      | FHEQ Level 4                                 |
| Grading Schema      | 40   |

### Teaching Responsibility

|                                   |
|-----------------------------------|
| LJMU Schools involved in Delivery |
| Nursing and Allied Health         |

### Learning Methods

| Learning Method Type | Hours |
|----------------------|-------|
| Lecture              | 20    |
| Online               | 5     |
| Tutorial             | 5     |
| Workshop             | 10    |

### Module Offering(s)

| Display Name | Location | Start Month | Duration Number Duration Unit |
|--------------|----------|-------------|-------------------------------|
| APR-CTY      | CTY      | April       | 12 Weeks                      |

### Aims and Outcomes

|      |   |
|------|---|
| Aims | By the end of the module students will be able to identify and discuss key features of service user participation and strategies to empower and engage service users, their families and communities. |
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**After completing the module the student should be able to:**

**Learning Outcomes**

| Code | Number | Description  |
|------|--------|--|
| MLO1 | 1      | Identify the key features of service user participation and co-production                                      |
| MLO2 | 2      | Identify strategies to empower and engage service users, their families and communities                        |
| MLO3 | 3      | Discuss effective strategies for engaging service users in the decision making process and in promoting choice |

**Module Content**

|                        |  |
|------------------------|--|
| Outline Syllabus       | <ul style="list-style-type: none"> <li>• Understanding the context of service user's lives</li> <li>• Empowerment and involvement</li> <li>• Participation</li> <li>• Advocacy</li> <li>• Co-production</li> <li>• Understanding professional boundaries</li> <li>• Promoting choice and involving others in decision making processes</li> <li>• Impact of inequality, power and diversity in relation to engaging with the experiences of others</li> <li>• Developing positive verbal and non-verbal communication with a variety of service users</li> <li>• Challenging constructively and managing conflict</li> <li>• Negotiation</li> <li>• Collaborative decision making</li> <li>• Family Group Conferencing</li> <li>• Building positive relationships</li> </ul>   |
| Module Overview        |  |
| Additional Information | <p>This module is mapped to the following standards for social work education</p> <p><b>Apprenticeship Standards Skills:</b></p> <ul style="list-style-type: none"> <li>Professional values and ethics: <ul style="list-style-type: none"> <li>• Ensure professional ethical standards are developed, maintained and promoted</li> <li>• Be aware of the impact of your own values on practice</li> <li>• Ensure the highest standard of person centred approach, so that people are treated with dignity and their rights, values and autonomy are respected</li> <li>• Practise in a non-discriminatory manner</li> </ul> </li> <li>Views of people who use services, carers, their families and communities: <ul style="list-style-type: none"> <li>• Hear the views of people who use services, carers, their families and communities, recognise their expertise, and enable their views to have validity and influence</li> <li>• Promote the best interests of people who use services, carers, their families and communities</li> <li>• Work with people to enable them to make informed decisions and exercise their rights</li> </ul> </li> <li>Evidence-based decision-making and analysis: <ul style="list-style-type: none"> <li>• gather, analyse, critically evaluate and use research information and knowledge in your practice to develop an understanding of the individual's situation</li> <li>• make and receive referrals appropriately</li> <li>• manage and weigh up competing/conflicting values or interests to make reasoned professional judgement</li> </ul> </li> <li>Personal and professional development: <ul style="list-style-type: none"> <li>• Work within scope of practice as an autonomous professional</li> <li>• Maintain high standards of personal and professional conduct</li> <li>• Work in partnership with others</li> </ul> </li> <li>Safe professional practice and safeguarding: <ul style="list-style-type: none"> <li>• Establish and maintain personal and professional boundaries</li> </ul> </li> <li>Communication: <ul style="list-style-type: none"> <li>• Communicate in English at the level required by the HCPC</li> <li>• Communicate your role and purpose sensitively and clearly, using appropriate language and methods</li> <li>• Communicate in a way which is engaging, respectful, motivating and effective, even when dealing with conflict or resistance to change</li> </ul> </li> <li>Recording and reporting: <ul style="list-style-type: none"> <li>Use of technology: <ul style="list-style-type: none"> <li>• Use technology to communicate appropriately</li> </ul> </li> </ul> </li> <li>Knowledge: <ul style="list-style-type: none"> <li>Professional values and ethics: <ul style="list-style-type: none"> <li>• the importance of rights, responsibilities, freedom, authority and use of power</li> <li>• the importance of maintaining, and the limits of, confidentiality</li> <li>• that relationships with individuals and their carers should be based on respect, honesty and integrity</li> <li>• how to develop relationships appropriately</li> <li>• the impact of different cultures and communities and how this affects social work</li> </ul> </li> <li>Views of people who use services, carers, their families and communities: <ul style="list-style-type: none"> <li>• the concepts of participation, advocacy, co-production, and empowerment</li> <li>• the contribution that peoples' own resources and strengths can bring to social work</li> </ul> </li> <li>Evidence-based decision-making and analysis</li> <li>Personal and professional development: <ul style="list-style-type: none"> <li>• the impact of injustice, demography, social inequality, policies and other issues which affect the demand for social work services</li> <li>• the requirements of the relevant professional body</li> </ul> </li> <li>Safe professional practice and safeguarding: <ul style="list-style-type: none"> <li>• applicable safeguarding/health and safety legislation, policies and procedure</li> </ul> </li> <li>Communication: <ul style="list-style-type: none"> <li>• how communication skills affect the assessment of, and engagement with, individuals and their families/carers</li> <li>• the range of factors that affect communication e.g. Age, capacity, learning ability and physical ability</li> </ul> </li> <li>Working with others: <ul style="list-style-type: none"> <li>• the different social and organisational contexts within which social work operates</li> </ul> </li> <li>Recording and reporting: <ul style="list-style-type: none"> <li>• maintain accurate and complete records in accordance with applicable legislation, protocols and guidelines</li> </ul> </li> <li>Use of technology: <ul style="list-style-type: none"> <li>• IT data sharing protocols</li> </ul> </li> </ul> <p>Social Work England Professional Standards</p> <p>Standard 1: Promote the rights, strengths and wellbeing of people, families and communities (1.1, 1.2, 1.3, 1.4, 1.5, 1.7)</p> <p>Standard 2: Establish and maintain the trust and confidence of people (2.1, 2.4)</p> <p>Standard 3: Be accountable for the quality of my practice and the decisions I make (3.1, 3.5, 3.6, 3.10)</p> <p>Standard 4: Maintain my continuing professional development (4.1, 4.2, 4.6, 4.8)</p> <p>Standard 5: Act safely, respect</p> </li></ul> |

## Assessments

| Assignment Category | Assessment Name | Weight | Exam/Test Length (hours) | Module Learning Outcome Mapping |
|---------------------|-----------------|--------|--------------------------|---------------------------------|
| Presentation        | Presentation    | 100    | 0                        | MLO3, MLO2, MLO1                |

## Module Contacts

Module Leader

| Contact Name  | Applies to all offerings | Offerings |
|---------------|--------------------------|-----------|
| Andrea Newman | Yes                      | N/A       |

**Partner Module Team**

| Contact Name | Applies to all offerings | Offerings |
|--------------|--------------------------|-----------|
|--------------|--------------------------|-----------|