

OA Reablement service	OA Day Care	OA Residential Care	Domiciliary Services	DMH Day Services	DMH Supported Living	DMH Residential Services	EIA'd
✓	✓	✓	✓	✓	✓	✓	✓

## S7

# SERVICE USER FORUMS / MEETINGS

### POLICY

To ensure effective communication throughout the organisation.

### PROCEDURE

1. Service user meetings should be held on a regular basis at least 4 times a year.
2. Service user meetings should be pre-planned.
3. All service users should be given the option to attend these meetings.
4. The manager / supervisor should make the agenda available to all service users prior to the meeting. All service users should be able to have input to the agenda. The agenda must be kept and attached to the minutes of the meeting.

#### **Minutes of the meeting**

Accurate minutes of the meeting should be kept and should include:

- Record of attendance
  - Apologies
  - Minutes of last meeting and matters arising
  - Agenda items
  - AOB
  - Date and location of next meeting
5. All service users should have access to the minutes of the meetings.
  6. Minutes should be kept available for audit purposes for 3 years.

Date	29/06/11							Issue date
Amendment	1							01/11//04 P&P