

PSSRU

Personal Social Services Research Unit

Clear Voices: A Good Practice Guide to Involving Older People and Carers in Strategic Planning and Service Development.

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This booklet represents a synthesis of best practice on the involvement of older people and carers in the strategic planning processes which inform the provision of health and social care. It is derived from the views of older people and carers on the practicalities of involvement and from research findings and relevant literature.

The guide aims to help Local Implementation Teams and representative older people and carers to work together, although the principles on which it is based have a wider applicability.

It provides a framework for older people and carers to work together with officers to agree a joint vision for the future, to audit current practice regarding lay involvement in decision-making, and to identify the barriers to progress and decide together how to move forward.

The guide draws on the research study *Implementing the National Service Framework for Older People: looking at older people and carer involvement*. Further details on this are available at the PSSRU website: www.pssru.ac.uk

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