Guidelines for Staff

My View is a structured questionnaire which aims to help staff better appreciate the issues that service users have about their mental health. My View should help staff better understand the care and support needed by service users to help promote their recovery.

Why should My View be used

- Completing the My View questionnaire will empower individuals to become actively involved in their own care and needs
- My View supports individuals to build up a picture of themselves which should help them gain more control of their lives
- Using My View at regular intervals enables service users to compare how they are coping over time
- The completed My View questionnaire will help professionals better understand service users’ needs, and views
- It is a valid and comprehensive basis for drawing up care plans, informing the Care Programme Approach and care management process.

When to use My View

- When a care plan meeting is being arranged
- During a home visit
- When an individual is settled into a ward or support service.

How to help service users complete My View

- Staff should make sure that the service user understands that they should take their time in filling in the tables, there is no time limit, and there are no right or wrong answers, it is not a “test”
- Service users may choose to complete the questionnaire over a period of days. If it is not completed on the same day it should be kept safely and securely by the service user or key worker
- My View contains confidential information and once completed it should be kept securely within the case notes
- Staff must make sure that the views expressed in the questionnaire are those of the service user and not those of the person helping them to fill it in. Staff should try not to influence responses through their own view of the situation
- For each relevant section of the questionnaire the most appropriate letter from A-E should be put in the grey box. Each letter corresponds to one of the five statements made about each subject. Sometimes people do not feel that any of the available responses describes their situation exactly. In these instances they should try to decide which response is closest to how they feel, and if necessary they can give additional information in the comments box
- Once My View has been completed staff should read the finished questionnaire carefully, and plan care alongside the service user in conjunction with clinical/professional assessment of their needs
- Completed copies of My View must be kept confidentially with casenotes; service users should be able to keep their own copy.

What My View is not . . .

- My View is not a substitute for skilled assessments by staff. My View and staff assessment should complement each other
- My View is not a “compromise” position between staff and the service user. It should represent the individual’s views and perspectives.