



What makes a good...  
**Expert by Experience**



## Qualities and credentials



Is a **Self Advocate** and/or **must have 24/7 experience of supporting someone in the community** for a long period of time and embodies the understanding this brings.



Is **independent** and brings the full colour of the world into the room.



**Confident**

Is **confident, courageous** and **curious**.



Has an **equal voice** and uses it modelling how to work as a challenging part of a team.



## Qualities and credentials



**Demonstrates integrity and honesty.**



**Has empathy for all involved** in the Care and Treatment Review process – so people and family in particular **feel supported.**



**Has insight into their own experience** and how that affects their practice.



## Actions



**Introduces themselves clearly**, tells everyone where their knowledge and understanding comes from and the purpose of the Expert by Experience being on the panel.



**Expert by Experience keeps checking in with other panel members.**



**Has a great grasp of person centred tools** has used them in real life and uses them in the Care and Treatment Review.

**What I want**



*For the family:*

Can talk to person and family about – **“is what I want impossible?”** how the system is working.