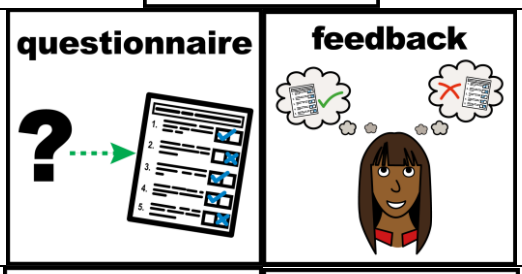
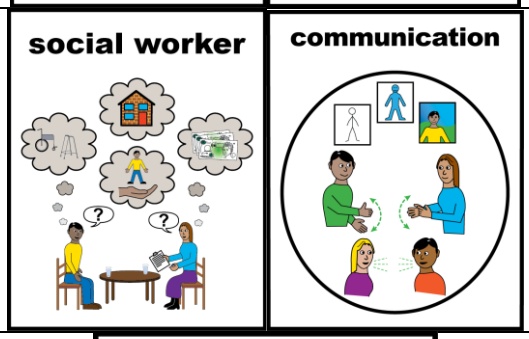
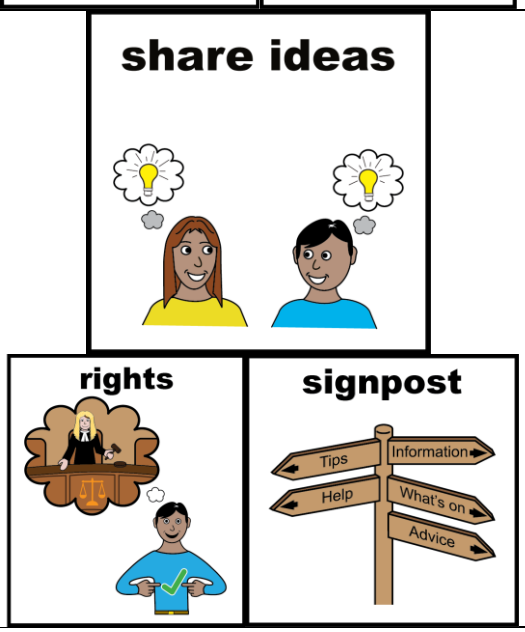
Session 2 - April 17th 2023

Agenda	
	Hello's and food - Fish and chips
	Feedback from residents on the 'Experience of Adult Social Care Feedback Form'
	Improving social work communication
	Brainstorm - How to be better informed of your rights

Task/updates	Responsible	Completed
Feedback Form 'Experience of Adult Social Care' form to be updated with changes with feedback from residents including 1. Insert comment boxes for residents to give further context 2. Change wording of final question)	EC	Completed 04/05/2023
Improving communication with Social Workers - Creating an Opening and Closing letters development 1. Alternative contact if it's an emergency or out of hours 2. Ensure social workers send a letter for any changes (change in social worker or team). Presented at Management Meeting 02/05/2023 for sign-off	EC	Completed 27/04/2023 Signed off by Residents and Management Team and will be rolled out to ASC commencing 15/05/2023
Signposting leaflets **Update** • EC to take information to Early Help/Social Prescribing Teams to see what is already available	EC	Ongoing

• EC is beginning to collate services for each team		
Next session prep - Invite a relevant member of staff in for development of Support Plan by Residents	EC	Complete – Service Manager, Hannah scheduled to come to session on 17th July 2023

Minutes

1. **Feedback Form**

There has historically been no offer of a feedback form for residents. EC has developed an EasyRead feedback form that can be completed via FREEPOST and digitally. The feedback form data will be overseen by the Voice and Influence Team (Emma, Casey, Dave) and fed back to Social Work managers every quarter for service improvements and developments.

Feedback from Residents about Feedback forms:

- The group thought that the forms themselves and the process alongside were very well thought out.
- Imagery and font makes it much more accessible
- Comment box for residents/carers to 'add further context'
- Change of wording on one question. 'Do you have any other feedback to help us improve' needs to be changed. Potentially 'Is there anything we missed?' 'Could we have done anything else to help you?' or 'What else would have made you happy?'

2. **Improving communication from Social Workers**

During the first session (24/04/2023), a major issue raised was that Residents did not know basic information about their social worker including how to contact their social worker or if they were still open to adult social care. The group came up with some solutions on how this could be fixed.
EC has developed an opening and closing letter for social workers to send to Residents. The opening letter would be sent when a case with a resident opens; detailing the contact information and next steps. The closing letter would be sent to a Resident when the case is closed.

Feedback

- The group thought this was a simple and helpful way of giving people the information that they need ‘just wonderfully simple’
- Insert alternative contact if it’s an emergency or out of hours (duty number/MASH/EDT??).
- Ensure social workers send a letter for any changes (change in social worker or team). ‘Continuing support will now be provided by...’.

3. Brainstorming how ASC better improve signposting

What do residents need to know and how should it be shared?

- Benefits that people might be entitled to – Attendants allowance, council tax discounts, PIP, etc
- Charities that may be able to offer support. Signposting to other services (VCS) - age uk,
- Leaflets about free opportunities
- Adults learning courses – free or discounted if you have ASC involvement
- Info such as cheaper broadband packages (most people don’t know you can get a special rate if you receive benefits)
- Pension Credits
- Signposting to healthy activities
- Shouldn’t be too much information
- “Has to be ‘condition-targeted’ or ‘needs-targeted’”
- Not just online. Has to be paper format