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|  | **The Big Conversation**  **Adult Social Care in Nottinghamshire**  **Easy Read** |

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|  | Community Catalysts are the organisation Nottinghamshire Adult Social Care asked to do the Big Conversation. |
|  | They wrote a report which was both hard read and easy read. |
|  | Nottinghamshire Adult Social Care have put all the easy read bits together to make this report |

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| 1. **BACKGROUND – WHAT WE DID** | |
| **Key points** | |
| A picture containing person, person, standing, purple  Description automatically generated | Community Catalysts were asked to listen to people who draw on social care services and their family carers.  They had to find out what people think about social care in Nottinghamshire. |

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| 1. **The Vision** |



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| **A person holding a sign  Description automatically generatedKey points** | |
|  | Nottinghamshire wants social care to be like the Social Care Future vision. |
| **A person holding a sign  Description automatically generated** | Nottinghamshire uses the Making it Real standards.  [Click [this link for easyread information about Making it Real](https://www.thinklocalactpersonal.org.uk/_assets/Resources/MakingItReal/Reports/What-is-Making-it-Real-Easy-Read.pdf).](https://www.thinklocalactpersonal.org.uk/_assets/Resources/MakingItReal/Reports/What-is-Making-it-Real-Easy-Read.pdf) |
| Calendar  Description automatically generated with medium confidence | Nottinghamshire has written a Practice Framework. |
|  | The Practice Framework says how social care will happen in Nottinghamshire in the future. |

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| 1. **The Big Conversation** |

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|  | We called the listening the Big Conversation. |
|  | We set up a webpage and made a video to tell people about it. |
| The words 'our voice' on a white background | Our Voice are Nottinghamshire’s co-production group for social care. They helped make the Big Conversation happen. |
|  | Together we arranged lots of ways to listen to people. |
| A picture containing text, person  Description automatically generated A group of people sitting around a table  Description automatically generated | We had events and meetings with people face to face. |
| Graphical user interface, text, application  Description automatically generated | We did 2 surveys for people who couldn’t come to an event. |

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| 1. **Who did we hear from** |

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| **A person holding a sign  Description automatically generatedKey points** | |
| Graphical user interface, text, application  Description automatically generated | 221 people filled out a survey. They lived all over Nottinghamshire. |
| A picture containing text, person  Description automatically generated | 207 people came to an event. |
| A group of people sitting around a table  Description automatically generated | 185 people came to a meeting or group. They were people who used lots of different services. |
|  | We heard from 542 people altogether.  277 people were carers.  265 people use social care. |

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| 1. **About the people** |

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| **A person holding a sign  Description automatically generatedKey points** | |
| Graphical user interface, text, application  Description automatically generated | In the surveys we asked people to tell us about themselves. |
|  | Most people who use social care say they have an illness or disability. |
|  | People who did a survey use lots of different social care services. |
| A picture containing person, standing, person, posing  Description automatically generated | Some people who use social care are also carers themselves. |
|  | Some people use social care get help from other organisations like health. |
|  | Lots of people who use social care get help from family or friends. |
| 1. **About Carers** | |

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| **A person holding a sign  Description automatically generatedKey points** | |
| Graphical user interface, text, application  Description automatically generated | In the surveys, we asked people to tell us about themselves. |
| Icon  Description automatically generated | Some carers say they have an illness or disability. |
| A picture containing person, standing, person, posing  Description automatically generated | Most carers offer care for more than 20 hours a week. |
|  | Many carers are older. Most are female. |
| Icon  Description automatically generated | Most carers don’t get help from anyone else. |
|  | Many carers are helped by Carers Hub.  Some are part of a carer support group. |
|  | Some have a personal budget.  This helps people live their life their way. |

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| 1. **MEASURING AGAINST THE PRACTICE FRAMEWORK** | |
| **This is the way adult social care should work with the people they support** | |
| **A person holding a sign  Description automatically generatedKey points** | |
|  | We asked people how well Nottinghamshire does social care. |
| Graphical user interface, text, application  Description automatically generatedCalendar  Description automatically generated with medium confidence | We used the new Practice Framework to decide what questions to ask. |
|  | Some people thought social care was good. |
|  | Some people thought social care was bad. |
|  | People told us about social workers and the way they work. |
|  | Some people said they don’t have the same Social Worker. It can be hard for them to talk to someone they don’t know. |
|  | Some people talked about support services being cut.  This makes them worry about review meetings. |
|  | Some carers said that that Social Workers were sometimes unsupportive. |

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| 1. **WHAT PEOPLE WHO USE SOCIAL CARE SAID** | |
| **A person holding a sign  Description automatically generatedKey points** | |
|  | Some people said they like living in their own home.  Some people said they feel isolated.  Some people worry about the future and if they can stay in their home. |
|  | People told us about support services that do a good job.  They talked about services and staff who are not good. |
|  | People said that some things stopped for the Covid pandemic. They haven’t started again. |
|  | People talked about Direct Payments.  They help people live their life their way.  But they can be hard to manage with lots of paperwork and responsibility. |
|  | Many people said public transport and buses are important. |
|  | Many people said that having friends and connections in their community is important. |
|  | People shared reasons they feel unsafe. |
|  | People said good information is important. They said lots of information is not accessible and this is not good. |
|  | Lots of people talked about money and finances.  People talked about poverty (being very poor). |
|  | People want more help and advice with money and benefits. |

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| 1. **WHAT CARERS SAID** | |
| **A person holding a sign  Description automatically generatedKey points** | |
|  | People told us what it is like to live with someone and care for them. |
|  | People talked about the difficult things about being a carer.  They told us about carers’ assessments and how these are not always good.  Some people find being a carer very hard. |
|  | People said that some care services and staff are good.  Some are not as good.  There are gaps in services. |
|  | Some people get good support from family and friends. |
|  | People don’t always have time to see friends and family.  Some people feel isolated and alone. |
|  | People talked about the effect of caring on their health and wellbeing.  They sometimes feel unsafe.  They worry about the person they care for. |
|  | People said it was hard to get the information they need. It is hard to speak to a person. |
|  | People said they need more help to understand money and benefits. People said some things are unfair or not right. They gave examples of when this happened. |

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| 1. **PEOPLE’S DIFFERENT EXPERIENCES** | |
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|  | People said that some groups of people have a better experience and more choices than other groups. |
|  | Younger people get better help than older people. |
|  | People who fund their own care get more choice than people who have their care paid by the council. |
|  | People who live in different areas of the county have different experiences of social care. |
|  | People from minority groups sometimes have a worse experience of social care. |

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| 1. **WISHES FOR THE FUTURE** | |
| **A person holding a sign  Description automatically generatedKey points** | |
| **A picture containing text, person, vector graphics  Description automatically generated** | People shared their wishes for the future. |
|  | They want services and the council to have more compassion and to help people live their live their way. |
|  | People shared ideas and suggestions of things the council and services could do differently. |

