**Big Conversation held in Broxtowe**

During March 2023, Adult Social Care held a series of Big Conversation listening events across the County. People and Carers were invited along to have a conversation with us, to share with us what they think about the way we do social care and their wishes for the future.

This graphic is a visual description of the listening we heard at the session in Broxtowe.

**Your thoughts and views of the way we do social care currently in Broxtowe**

**NOW:**

Key words come through – Chasing, abandoned, inconsistency, independent

 Support

* The womens group at middle street is good
* Supported lives is brilliant
* My husband looks after me
* My husband has dementia and he love the centre by Age Concern
* You can’t have any more support because there is no money
* The ‘looking after me’ course was great for peer support
* You arrange a visit and they don’t turn up
* I didn’t want to go to bed at 6pm
* There is not enough time for the support I need – they are rushing the support not the person – I don’t get to go out
* I feel shut out of the care for my family member

For carers

* People say they will do things and don’t come back to you
* Where can I go for support?

Where I live

* My son lives in his own bungalow – he loves his life!
* It is hard to find a PA

Information and communication

* Not knowing what support is out there
* Even staff don’t what is available
* Im not involvd in my sisters care by the time she is in
* I’ve not seen my support plan
* Its dreadful especially the letters
* Not enough advocacy
* How can we improve the communication with community groups about people who need more support

Assessment, Reviews and Referrals

* Agreed package sorted – it fits well
* They keep asking questions they have the answers to
* Keep trying to revisit a package which doesn’t work – its like picking a scab
* Social prescribers are great
* There is a lack of response to safeguarding referrals from the community

Cost of care

* Social Workers are scared to offer direct payment
* The additional cost of having a disability
* I don’t understand my financial contribution
* Direct payments work well – Pulp Fiction
* Direct payments are wonderful, Im in full control
* Not all staff at the council understand this

**Your thoughts and views of what you would like the future to look like in Broxtowe**

**FUTURE:**

 Key words – Choice, consistency, compassionate care

 Community Support, Accessibility and Choice

* To stop loneliness
* Peer support, PA and Carers groups
* Skill swaps
* Using good community spaces
* Feeling connected
* Free social care at the point of contact
* About how we received confirmation – to work for all ages
* Support with technology
* Being able to go on holiday with friends
* Having a person to speak to

More shared lives

Reviews

* ask me how things are, they are a positive experience
* A better system for finding a PA with availability

Information

* Knowing who to ring for help
* Clear communication about what is available
* A visual of a person’s journey
* Raise awareness of Pas and what they can do
* Social work training
* Clearer guidelines about social care

**Ideas you have to improve the way we do social care**

**IDEAS:**

 Directory of services more readily available

 Help to fill in forms for benefits and allowances

 An email address to send suggestions and get a response

 Funding for places out of county if more suitable

 More family support – a family advocate

 I’d like a camera class

 A café and community hub where people can get info they need

 For staff to read the information about me on my front page and follow it

 Doing intergenerational stuff – use council buildings for frees paces in evenings