**Big Conversation held in Mansfield**

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 Mansfield.

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

**NOW:**

The GOOD:

Support and listening

* I get to see my friends
* Having the same ???? team
* I get to go to different places
* Mansfield life line is very good
* When we do get direct contact is great

Day Services

* We get cheap meals at the day centre
* Visits for a coffee and spending time with people my own age
* Arts and crafts, walks and cooking class

Safety

* I feel safe and my support makes me feel safe

Co-production work is good

I like my support workers at College

I get good access to respite

The BAD:

Assessment – it’s not individualised, I’m not listened to

Information – it shouldn’t just be on-line I want to speak to someone, hard to get the right information – how do we get through the system?

Communication

* There can be language barriers
* I don’t think my social worker is honest they don’t trust me
* Lack of communication between providers
* If you quote a policy show me a copy
* There are too many hoops

Transport – taxi charges change and are expensive and some people are not getting transport!

Support staff

* Staff don’t get paid enough
* Direct contact happens very rarely
* I’d like more time with my support worker
* Support is not consistent
* They need basic training in care

Where I live doesn’t feel safe

How I spend my time – no choice

* I’d like to do other things like dancing and drama
* Who I live with
* Where I live
* Feeling isolated

Reviews

* A negative opening to review : do you still need it?
* It affects my mental health

Excuses

* There is not enough respite
* I’d like to do more things but there’s not enough staff
* It is difficult to find what is available

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

**FUTURE:**

A cultural change and inclusive with openness and trust

* I’d like to work in a café
* People not falling through the gaps
* I’d like to feel listened to
* I’d like my own place to live
* Things I’d like to do – day trips, gardening, holidays, woodwork, clubs to join, bowling, arts, music

Staff retention, valued and respected – for care workers and PAs to be paid more competitively for their work

Transparent communication and information

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

IDEAS:

Use social care and NHS buildings for free for support groups

Flexible funding for respite hours

Support to help people understand their rights

Signposting to existing services

Re-training in compassion, empathy and understanding

Person-centred sex education

Smaller age groups 18-35, 36-50, 50+

More changing places and toilets needed and to be accessible 24/7

Make access to services smoother

Support for younger carers

Provide more support for carers

Discount for a second person using council to and from the same address

Take self-referrals more seriously