**A summary of all the Big Conversation held across Nottinghamshire**

During March 2023, Adult Social Care held a series of Big Conversation listening events across the seven districts within Nottinghamshire. 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 summary of all the listening we heard at the Listening sessions across Nottinghamshire.

**Your thoughts and views of the way we do social care currently across Nottinghamshire now:**

**Views of Older people**

**Dementia services**

Clearer pathway and better signposting

I want to speak to a specialist

**Homecare services and Care Assistants**

Lack of choice and flexibility

I don’t want to go to bed at 6PM

You book an appointment and they don’t turn up

There are some lovely care workers who do a great job

**View of Carers**

**Respite service –** the timing isn’t great, its not flexible, there isn’t enough respite

Day services give me a break

I feel like I’m bothering people

 I feel shut out of the care my family receives

What will happen when Im no longer here in the future?

**Funding and financial contributions**

Why do we pay for care when were away on holiday?

I don’t understand it, its complicated

Some people don’t know they are a carer

**Views of Physically Disabled people**

Im able to use smart technology to help me live independently

Having a smaller support team works for me – it gives me continuity

I would like support to go on holiday

I need places to be more accessible for me to go on holiday

**Views of learning disabled and autistic people**

I like to meet friends at the pub

I get the help and support I need

I only get to see my friends at the Day Centre

Id like to have more opportunities for paid work

Id love my job back – Covid stopped it

There are lots of different activities at the Day Centre

Living independently – I don’t get the support I need to go out

There’s not enough choice about where I live

There are limited places for younger adults

Why can’t we use our travel pass before 9.30 AM or after 11.30 PM?

**Views of Self Funders**

We get little or no support

Its very stressful

The system is complicated, and I don’t understand it

Why do I have to use my own money to take Mum out?

**Service provision**

**The views of people and carers about referrals, assessments, and reviews**

They are not individualised

Im not listened too

You have to wait a long time and then they’re really complicated

They can be upsetting

Reviews feel like you’re picking at a scab

Do you still need the service? I’m having to justify what I need

I feel like Im being ‘shunted’ down the line

I don’t want to be passed around

There is no money for additional support – It’s a negative start to the review

**The views of people on Direct Payments and Personal Assistants**

Social workers are afraid to offer DP’s

My care and support is personalised, my PA has been with me for years

There needs to be a better system for finding PA’s

Having a PA works well for me

**The views of people using Day Services**

Day Services group people together by disability type – physical, learning, older

I like to spend time with people around my own age

We have shared interests

Care staff need to be paid more

**Views of people on how we communicate**

Letters are not easy to understand

Social workers need to use language we understand

I want to speak to someone

My calls don’t get returned

I don’t want automated phone calls

There needs to be better communication between Health & social care

Read my notes before you contact me so you know the best way to communicate with me

**Views of people on how we provide information**

Information needs to be more accessible

How do we find out what’s out there?

Its hard to get the right information

Not everyone has the internet

How do we get through the system?

Even staff don’t know what’s available?

**What people would like the future to look and feel like…**

Empathy, respect, living my best life, continuity, compassion, independence, consistency, accessibility – about where I live, how I spend my time and who supports me…

I would like people to understand their rights

Travel training opportunities have been re-established

Staff retrained in empathy, compassion and understanding

**Ideas for the future**

Bring people together with shared interests not just disabilities

Use community spaces to create a hub – use social care and NHS buildings

Communicate with me regularly – A phone call gives me reassurance

Give me someone to talk to when I need information

Make information more accessible

Improve signposting to existing services

Be proactive and provide support before a crisis

Provide more support to carers

Provide a family advocate to support the whole family

Have some young adult groups

Increase the diversity of staff – Recruit more male care workers

**Things we heard that weren’t said…..**

There is disparity between:

Living your best life as a older person and a younger adult

Different care providers supporting people with a learning disability and older people

Self-funders and people who receive funding for care and support

In uptake from black, Asian and other minoritised communities

Disparities are seen across the South and North of the County in:

Opportunities that Improve well being

Meeting basic care needs

Group activities

Individualised support

Access to services