

# Adult Social Care in Nottinghamshire















A Big Conversation







April 2023

communitycatalysts®  
unlocking potential effecting change

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INFORMATION	
	This report is written in 2 ways:
	1. Text and diagrams for people who want more detail
	2. Easyread text and Photosymbols for people who want less detail
	Look for the blue easyread tables at the end of every section




# 1. BACKGROUND – WHAT WE DID

In November 2022, Nottinghamshire County Council commissioned social enterprise, Community Catalysts, to undertake a time-limited piece of work. The specification for the work stated:

*This work is a key component of implementing ‘Better Together’ Adult Social Care’s co-production plan and ensuring people who use our services are involved in the development and delivery of the Adult Social Care strategy.*

*It involves the design and delivery of a ‘Big Conversation’ based on a series of listening events and associated activity across Nottinghamshire with people and carers who use our services.*

Work lasted 23 weeks and was supported by the **Project Reference Group** which met every two months and a smaller core management group which met more regularly. Anna Geyer at [New Possibilities](#) was also commissioned to produce a graphic record and other visual materials in support of the listening events element of the work.

 <b>Key points</b>	
	Nottinghamshire County Council asked an organisation called Community Catalysts to do a piece of work.
	Community Catalysts were asked to listen to people who use social care services and carers. They had to find out what people think about social care in Nottinghamshire.

# 2. VISION

Nottinghamshire County Council are committed to the vision of the Social Care Future movement.

**We all want to live in the place we call home with the people and things that we love, in communities where we look out for one another, doing things that matter to us.**

**That’s the social care future we seek. #socialcarefuture**

The 5 key changes necessary to realise the Social Care Future Vision



The Council is also working towards the [Making it Real](#) standards developed by the sector partnership Think Local Act Personal (TLAP).

*Making it Real is a framework for how to do personalised care and support... Making it Real is built around six themes. These describe what good looks like from an individual's perspective and what organisations should be doing to live up to those expectations.*

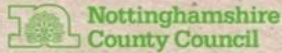
The 6 themes of Making it Real





# Nottinghamshire's Practice Framework


The Council's Adult Social Care team have developed a Practice Framework to define their own vision for local people and the way they will operate in line with Social Care Future and Making it Real.









## Our Practice Framework

We want every person in Nottinghamshire to live in the place they call home with the people and things that they love, in communities where they look out for one another, doing the things that matter to them

Social Care Futures

WHY						
WHAT	Wellbeing and Independence	Information and advice	Active and supportive communities	Flexible and integrated care and support	When things need to change	Workforce
	Living the life I want, keeping safe and well	Having the information I need, when I need it	Keeping family, friends and connections	My support my own way	Staying in control	The people who support me
WHO	Everybody		People with urgent needs for support		People with longer term needs for support	
	We listen to people to understand what matters to them.  We make connections and build relationships to improve people's wellbeing and independence		We don't make long term plans in a crisis. We work with people until we are sure there is no immediate risk to their safety, health or wellbeing and they have regained stability and control in their life.		If people need longer term care and support, we work with them to understand what a good life looks like for them. We make sure they have resources and support to live the life they choose and do the things that matter to them as independently as possible	
HOW	We care	We behave	We're trusting	We're open	We're present	We're honest
	We respect and understand people as individuals. We don't make snap judgements	We know and follow the law, ethics and best practice. We are always open to improvement	We trust people know what's right for them. We listen and we keep an open mind	We are open about our procedures, making them clear so people know what they can and cannot expect	We connect and engage well with people. We respond in a timely manner	We are honest about what we are going to do. When we say we are going to do something, we do it.
	We know the language we use matters we use plain, respectful and kind language					
SO	Improving the health and wellbeing of Nottinghamshire people		Improved morale and satisfaction for our workforce		More sustainable use of resources	

With thanks to: Bloom, Sharnon, Social Care Futures and PractisedChange

Key points	
	Nottinghamshire believes in the Social Care Future vision.
	Nottinghamshire uses the Making it Real standards. <a href="#">Click this link for easyread information about Making it Real.</a>
	Nottinghamshire has written something called the Practice Framework.
	The Practice Framework says how social care will happen in Nottinghamshire in the future.
	In the future social care in Nottinghamshire will be more like the Social Care Future Vision and Making it Real.
	

### 3. THE BIG CONVERSATION

Community Catalysts developed an engagement process called the **Big Conversation** which was designed to hear from people who use social care and unpaid carers in Nottinghamshire.

From the outset, Community Catalysts worked closely with Our Voice: Nottinghamshire’s strategic co-production group whose focus is on using co-production to improve Adult Social Care for all who use it. Our Voice played a part in aspects of the project,



including how to communicate the Big Conversation and how to reach as many people as possible.

Our Voice helped plan the Big Conversation because we understand the importance of finding all our voices in helping to make adult social care in Nottinghamshire good for everyone. We need to hear what is working and not working. **Alyson Fisk, Our Voice**

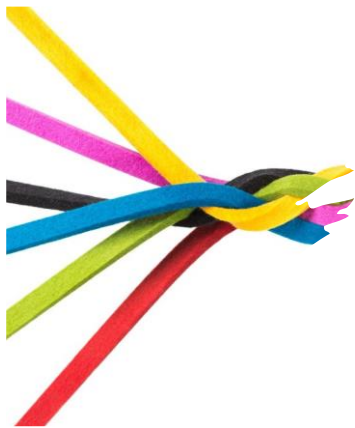
Accessible communication and inclusion were key to the project and to the approach taken to the Big Conversation. A **webpage** was set up by the council to share information. An **animated video**, with subtitles, was developed to tell people about the Big Conversation in an engaging way and to invite people to contribute. Our Voice were key to helping Community Catalysts get this right, by co-producing



the script and providing a voice over. A [British Sign Language \(BSL\) version of the video](#) was also produced and put on the webpage. The videos were used at Big Conversation events and meetings to remind people about the purpose and scope of the project.

Two electronic **surveys** were set up – one aimed at people who use social care services and the other at unpaid carers. The survey aimed at people who use social care services was also produced in an easyread format. Surveys were put on the webpage.

We used key elements of the Social Care Future Vision, Making it Real Framework, and local Practice Framework to develop the questions we asked people as part of the Big Conversation.



**8** big listening events

**2** surveys

**11** meetings or sessions with groups

This had particular impact on the way we designed the survey.

A series of **8 listening events** were organised: 1 in each of the 7 Nottinghamshire districts and 1 aimed at people who use BSL. Council colleagues were encouraged to share information about the events with people who use social care services and with unpaid carers. Community

Catalysts also used [Notts Help Yourself](#) to reach out to hundreds of community partners across the county, to encourage them to share information with the people they support.



We identified several partner organisations who were unable to support people to attend events but were happy to host meetings as part of the Big Conversation. With their help and with council colleagues, we organised additional **meetings** to talk to people.

Then we invited people to complete a survey, come to a listening event, join a meeting, make a phone call, or share their views in other ways. Local organisations and council staff helped people to engage.

A **communications campaign** supported the process and included updating the webpage, sending out emails, and using social media to promote. Nottinghamshire County Council










identified a staff member who was willing and able to support people who use social care to engage in the process.

Nottinghamshire County Council also did a parallel survey with their social care staff team and used similar questions.

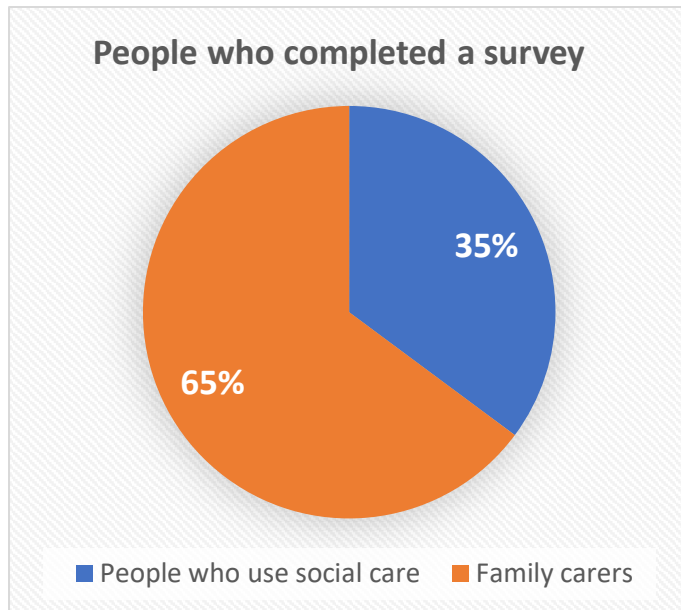
## Listening to everything

We thought that people might want to share all sorts of information about their lives. We anticipated that some things would link to the council's social care responsibilities and other things would not. We wanted to make sure we were willing and able to listen to everything that people shared. The council committed to using what people shared as widely as possible, to inform and help diverse teams and partners across Nottinghamshire to help improve people's lives.

Key points	
	
	The project was called the Big Conversation.
	We set up a webpage and made a video to tell people about it.
	Our Voice are Nottinghamshire's coproduction group for social care. They helped make the Big Conversation happen.
	Together we organised lots of ways to listen to people.
	We had 8 events and 11 meetings with people face to face.
	We did 2 surveys for people who couldn't come to an event.

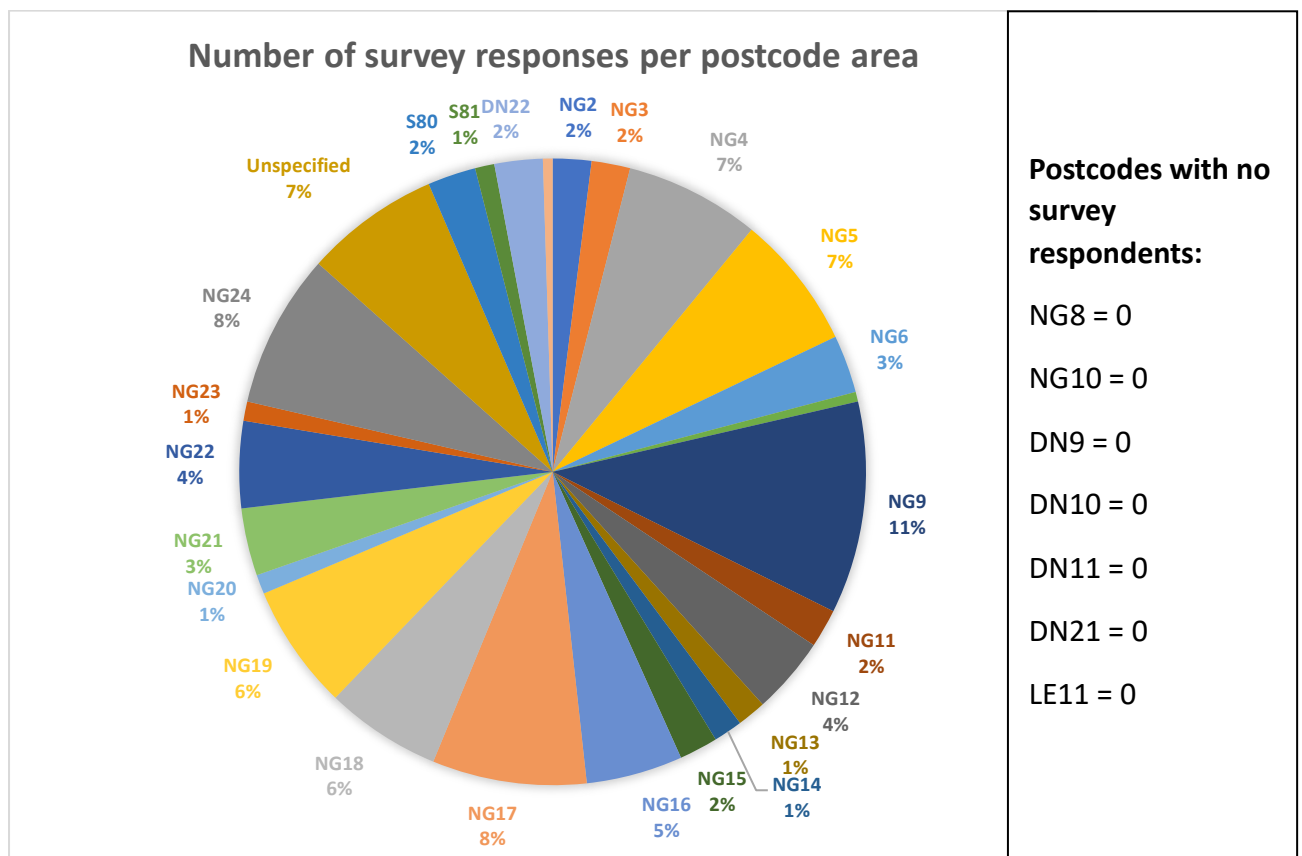
## 4. WHO DID WE HEAR FROM?

### Surveys



**201** surveys were submitted. Most from individuals but some from groups. 62 surveys represented (est.) **78** people who use social care. 139 surveys represented **143** family carers.

We heard from **221** people in total.



**Postcodes with no survey respondents:**

NG8 = 0

NG10 = 0

DN9 = 0

DN10 = 0

DN11 = 0

DN21 = 0

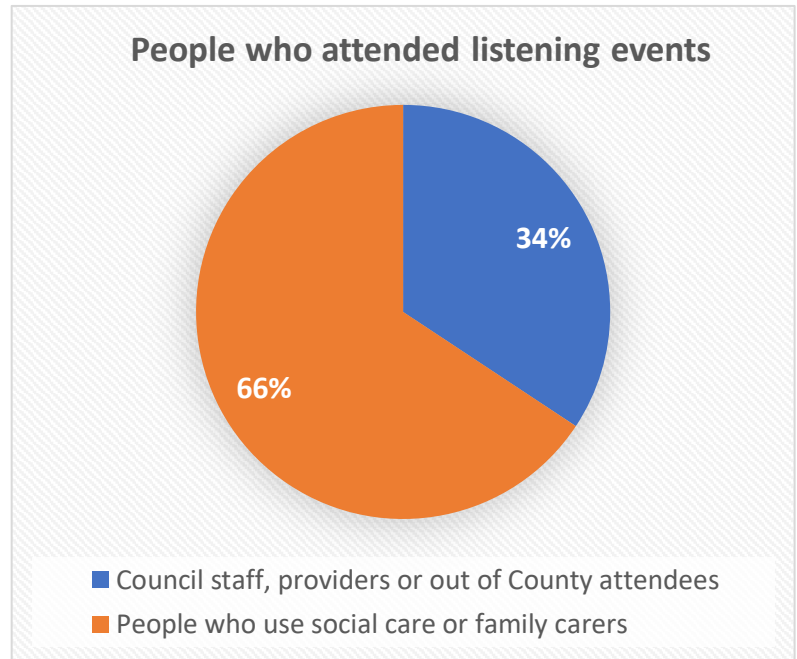
LE11 = 0

## Listening events

There were 8 events, 7 district events, and 1 aimed at people who use British Sign Language (BSL).

207 people came to an event.

136 were people who use social care or family carers. 61 were people who use social care and 75 were family carers.



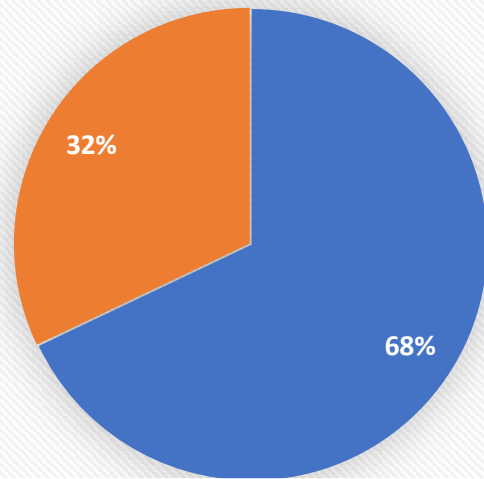
## Meetings

We asked community groups and organisations if we could meet with their members and people they support.

185 people came to a meeting or group.

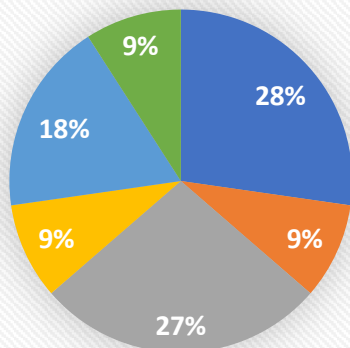
126 were people who use social care and 59 people were family carers.

Numbers of family carers and people who use social care at meetings



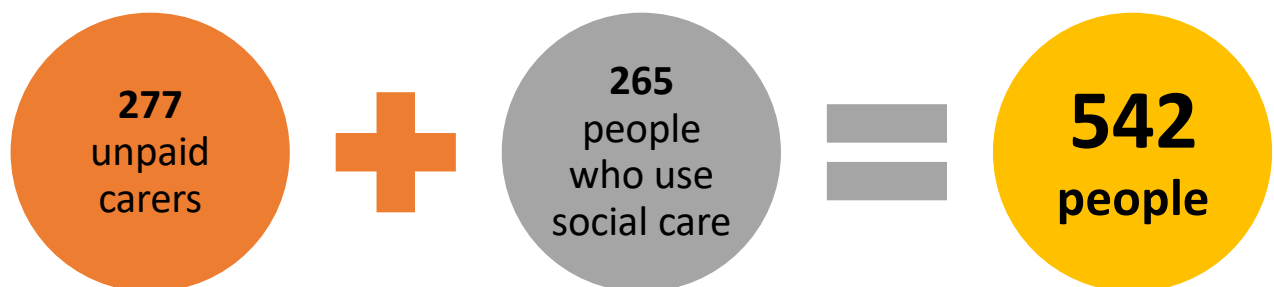
■ People who use social care    ■ Family carers

Meetings by service or group type








- Mixed day services
- Older people's day service
- Day service for people with a learning disability
- Supported living
- Carer support groups
- Self advocacy group

## In total





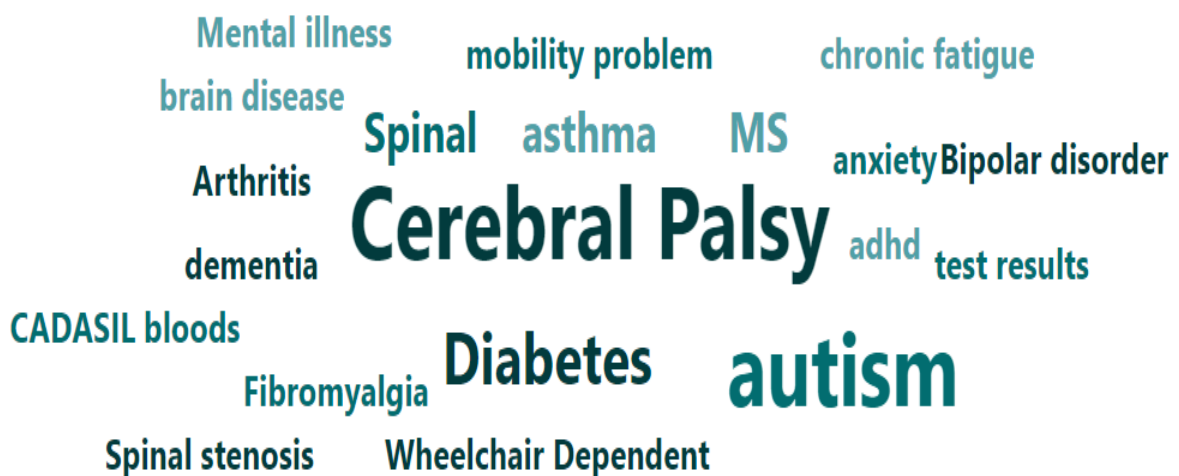
 <b>Key points</b>	
	221 people filled out a survey. They lived all over Nottinghamshire.
	207 people came to an event.
	185 people came to a meeting or group. They were people who used lots of different services.
	We heard from 542 people altogether. 277 people were carers. 265 people use social care.

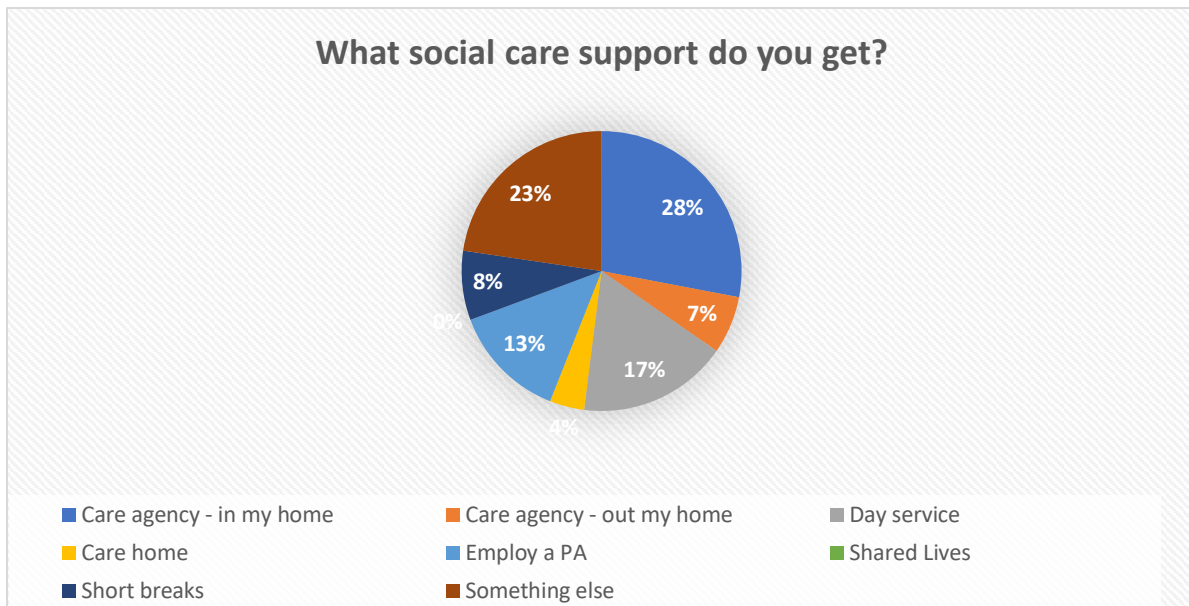
## 5. ABOUT PEOPLE

221 people completed the survey. In the surveys, we asked people to share information about themselves. We did not capture this information in the events or meetings. The surveys showed that:

### People who use social care

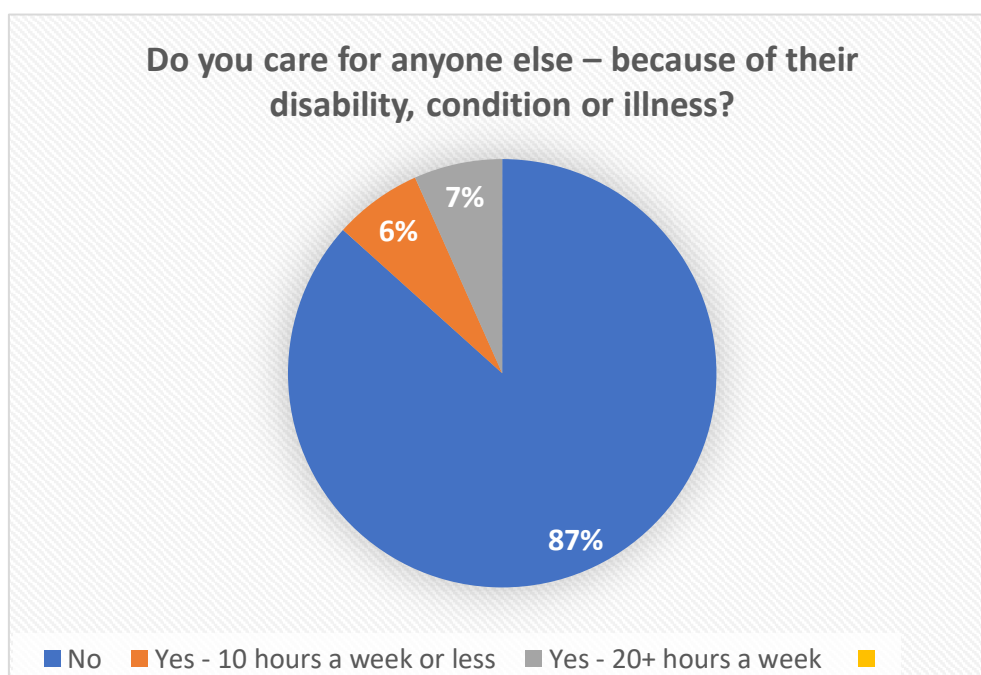
86% of people using social care services said they have a long-term illness or disability. When asked to specify, they shared experiences such as the following:





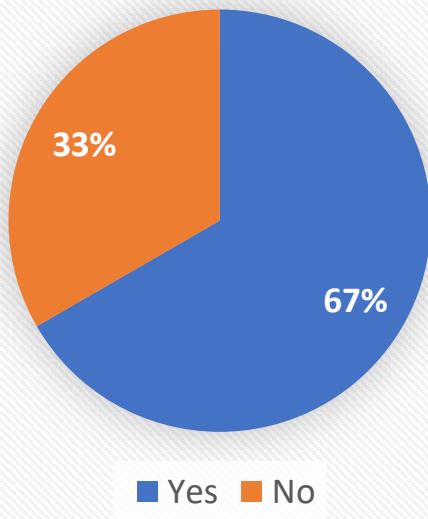
#### Something else?

Several people who answered ‘something else’ said they were not using social care services. Some talked about other ways they were getting the help that they need. Many were getting help from family or friends or health professionals such as an Occupational Therapist or Community Psychiatric Nurse (CPN). Some people said that they had cancelled services that weren’t working for them. 4 people said they lived in supported living.



13.5% of people who use social care services are also an unpaid carer for someone else.

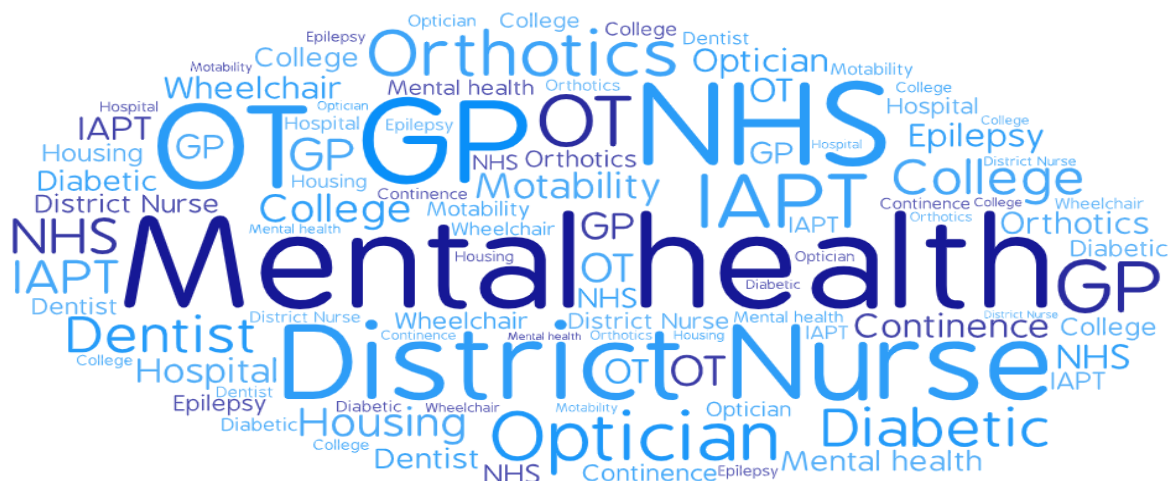
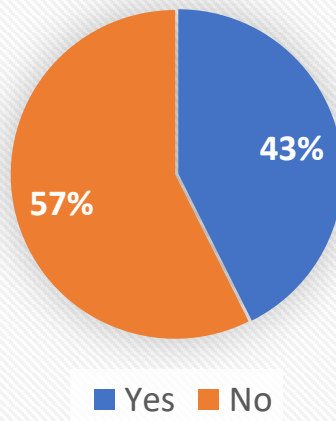
Do you get any care or support from unpaid family, friends or community?










Lisa coming to the Deaf centre twice a week. People can talk about any problems

...I feel a bit over protected...

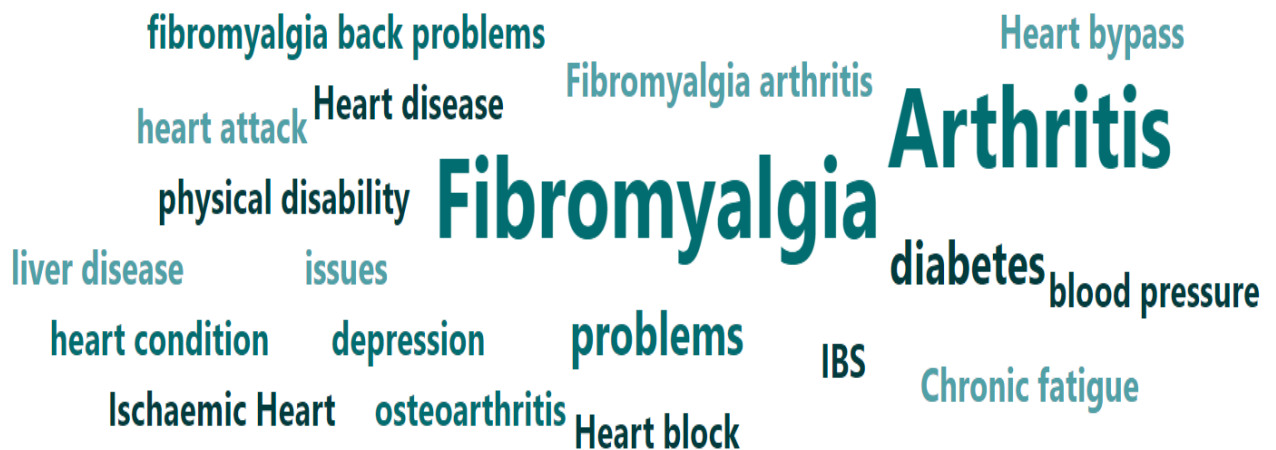
Do you get any care or support from other organisations e.g health



 <b>Key points</b>	
	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.
	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.

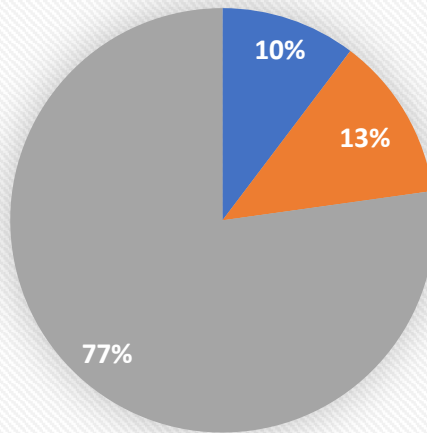
## Carers

43% of carers said they have a long-term illness or disability. When asked to specify they shared experiences such as the following:





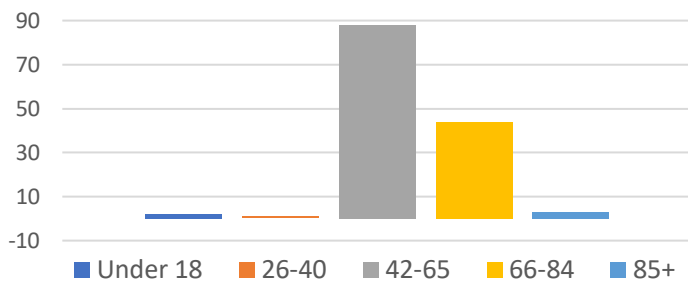
**What unpaid help or support do you give to the person or people you care for – because of their disability, condition or illnesses?**



■ 10 hours a week or less ■ 11 to 19 hours a week ■ 20+ hours a week ■

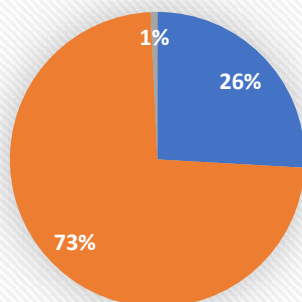
77% of carers offer more than 20 hours of care or support a week to their family member or other person they care for.

**Age**

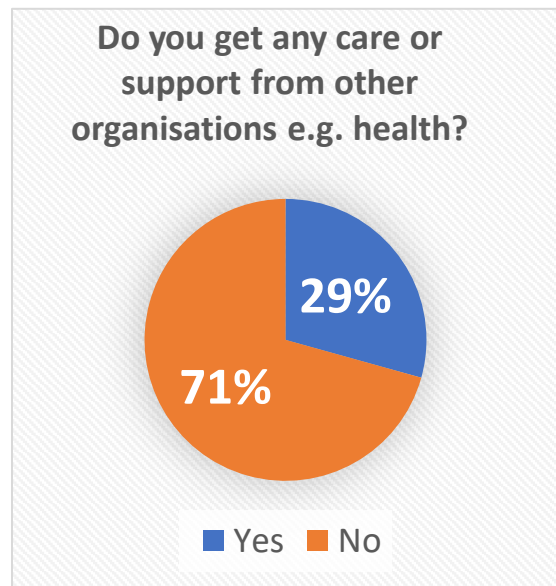
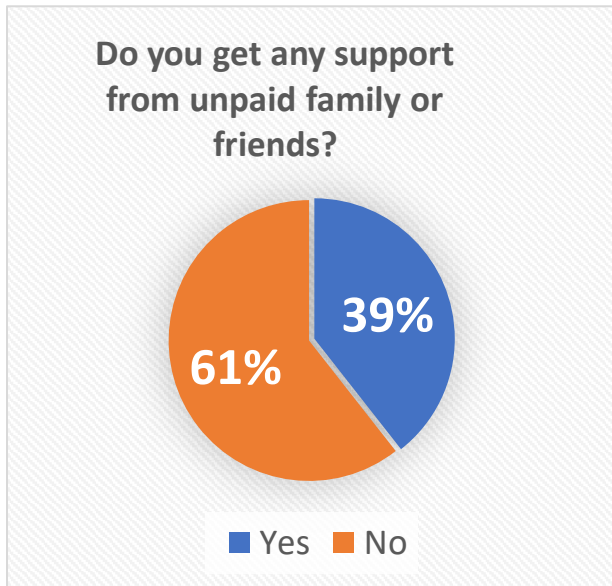


Many carers are older and 73% identify as female.

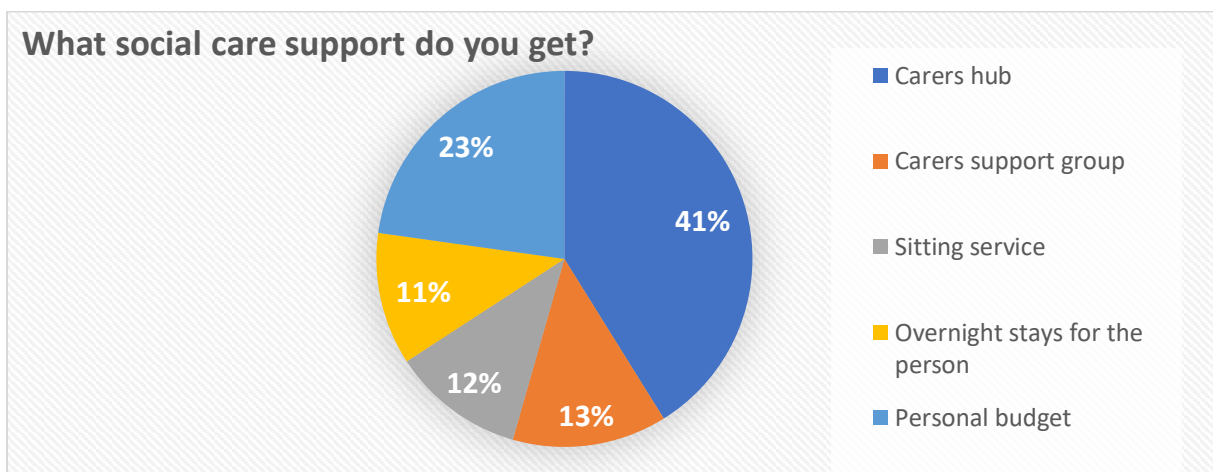
**Gender**






■ Male ■ Female ■ Prefer to self describe



Most carers get no help or support from family, friends or from organisations or services outside of social care.



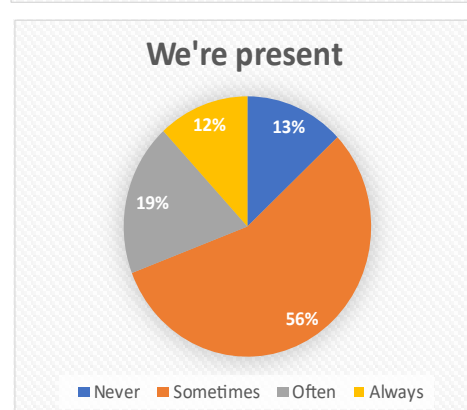
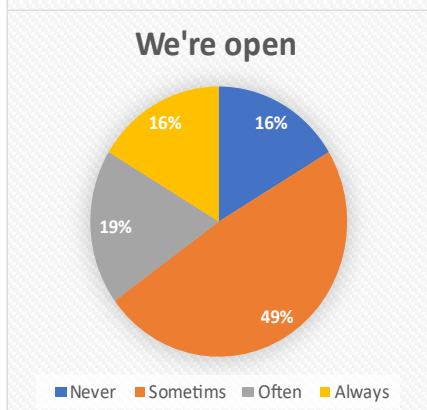
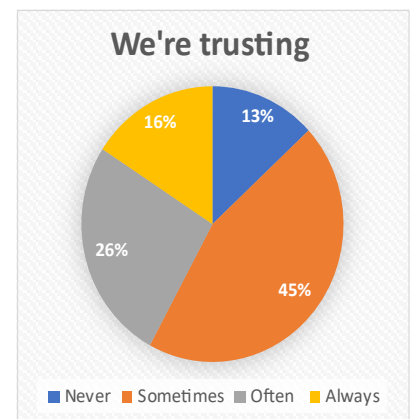
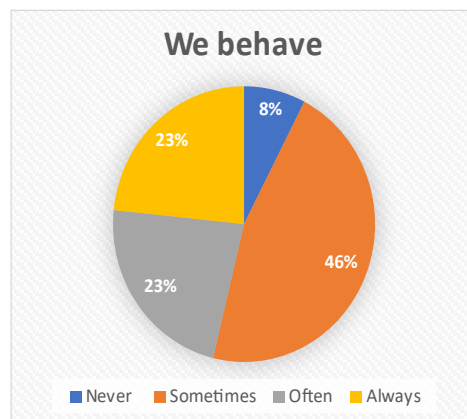
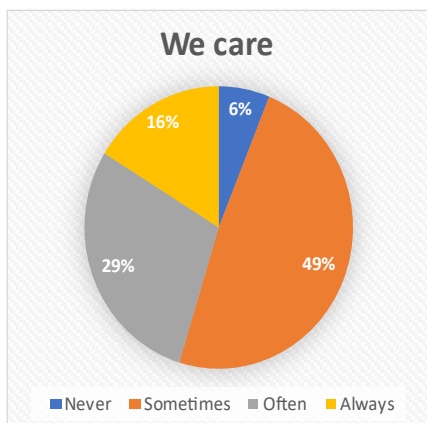
Key points	
	In the surveys, we asked people to tell us about themselves.
	Some carers say they have an illness or disability.
	Most carers offer care for more than 20 hours a week.
	Many carers are older. Most are female.

	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.

## 6. MEASURING AGAINST THE PRACTICE FRAMEWORK

We used the survey to ask people questions based on the 'how' elements of Nottinghamshire County Council's new Practice Framework:

We care	We behave	We're trusting	We're open	We're present	We're honest
We respect and understand people as individuals. We don't make snap judgements	We know and follow the law, ethics and best practice. We are always open to improvement	We trust people know what's right for them. We listen and we keep an open mind	We are open about our procedures, making them clear so people know what they can and cannot expect	We connect and engage well with people. We respond in a timely manner	We are honest about what we are going to do. When we say we are going to do something, we do it.



The framework is new and people who responded to the survey may have been reflecting on past rather than current experiences. 69% of people felt that the council was sometimes or never 'present', as defined within the Practice Framework.

## Social care and social work systems

The social worker I have is great. She is honest about what can be done and what can't. She gives me confidence.

In the surveys, events and meetings, people shared their experience of Nottinghamshire's social care system and processes.

People who use social care gave positive examples of social workers and other advisers who had helped them navigate the system and get the right support.

Carers gave examples of social workers who had offered good support and information.

Many people talked about inconsistency and having no social worker or never having the same social worker.

People talked about a narrow focus on personal care tasks rather than the person and their whole life. People talked about services and supports not always being joined up.

People shared examples of meetings and reviews done over the phone with no opportunity for private conversations with their social worker. This appeared to be something that has developed and/or grown as an issue since the pandemic.

If you are going to talk to us make sure you have done your homework first - read the previous carers assessments that we have taken the time to complete don't ask us questions that you could have answered yourself by reading the assessment...

When mum first had carers the social worker was amazing! She explained everything and was proactive in getting me the support I needed...










People shared a fear of services and supports being cut and their perception of reviews as a vehicle for that to happen.

Carers shared examples where they felt overwhelmed or anxious or tired and 'the system' was not empathetic or supportive.

Reviews are terrifying – feels all about what will be taken away

I am fully satisfied with the support package and other support for my children



 <b>Key points</b>	
	We asked people how well Nottinghamshire does social care.
	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 difficult for them to talk to someone they don't know.
	Some people talked about support services being cut. And this makes them worry about review meetings.
	Some carers said that that Social Workers were sometimes unsupportive.

## 7. WHAT PEOPLE WHO USE SOCIAL CARE SAID

### General

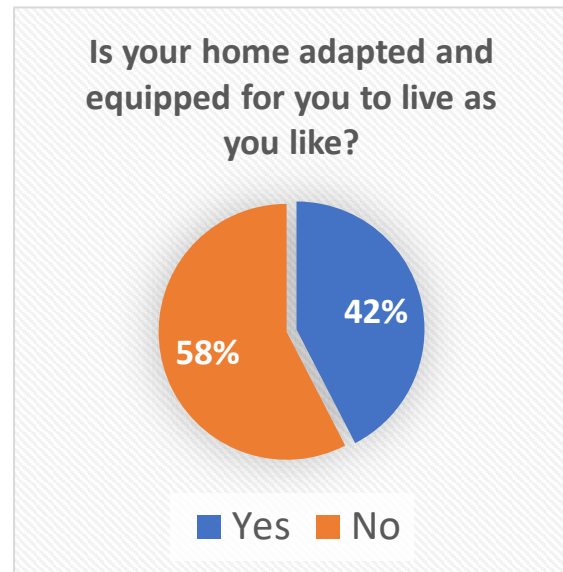
People told us how important it was to them to be able to live their life, their way, with support as needed. They talked about being able to go places and do things they enjoy, including holidays and trips.

Many people talked about having a purpose and making a contribution. They shared examples of working, volunteering, doing things for others and/or in their community or neighbourhood. Many people gave examples of how social care had helped them to do this.

I have dementia and I come to the day service to keep my brain going

People talked about the importance to them of keeping fit and active giving examples of sports or activities such as walking that they enjoy.

## Home



Most people said they had a place they called home, where they felt free to live their life their way.

Many people said they valued having their own place, with and without support from family or services. People gave examples of what this looked like for them.

Some people shared positive experiences of their home – with good adaptations and equipment to make life easy. Some people talked about a lack of adaptations and equipment that made life hard.

Some people talked about feeling isolated and lonely at home. Some people with a learning disability shared that they are not ‘allowed’ to go out.

When you live in your own home you feel isolated because you can't get out without support

I have my own place. I moved out of my Mum's with support and I am much happier

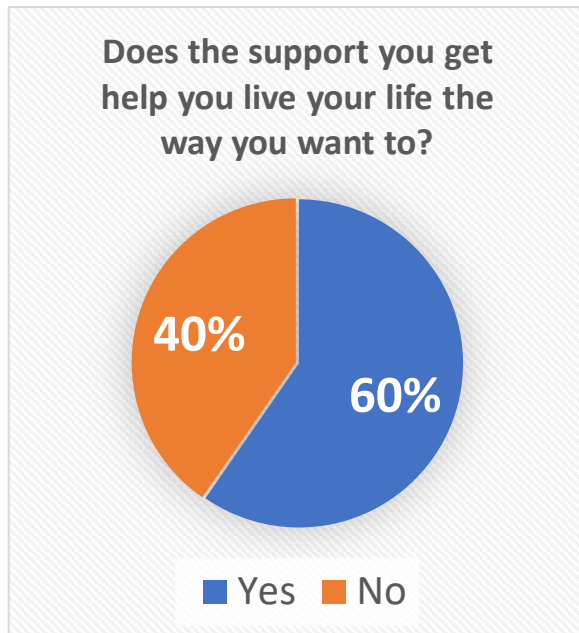
The lift doesn't always work, I have sciatica and it is really painful

I am trying to move because of my physical health, there is a real shortage of housing ...

I live in sheltered accommodation and staff come every day to help... with cleaning, washing and personal care. This works well for me

People, particularly older people and those living with long term health conditions, shared fears for the future as their condition worsened and their home became less accessible.

## Support to live your life



Some people shared very positive experiences of good support and some people shared negative experiences of poor support.

People shared positive examples of services helping them to do and learn new things.

People shared experiences of help at home that is flexible and 'works for me'.

People talked about getting help to communicate and make choices.

People talked about the narrow definition of homecare tasks. Some people living in a registered care home said their lives were limited.

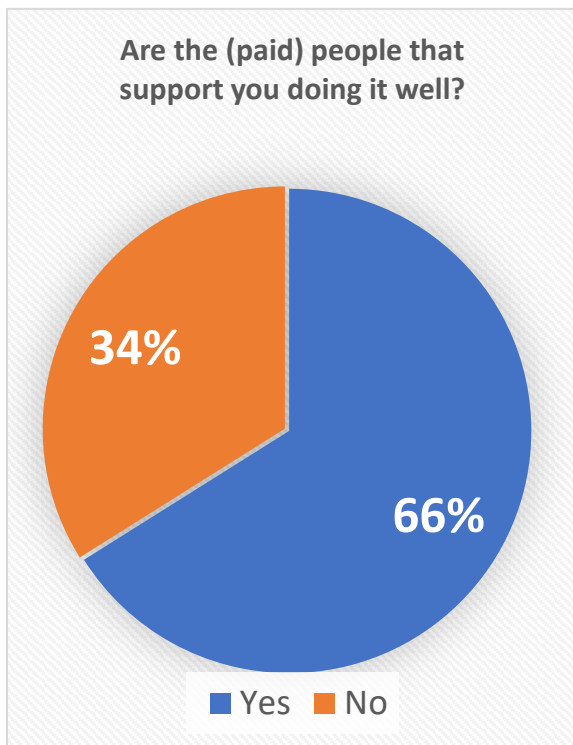
People talked about a lack of support with mental health issues.

People talked about services and opportunities that stopped because of Covid and didn't start again.

My son has a really good PA. He is self-employed and so reliable. They have a great relationship

I use my bus pass to visit one of my sisters. The sister I live with puts me on the bus – it's always the same driver so he knows me and where I need to get off. My other sister meets me at the other end

I would like them to listen to me more. Sometimes my care feels like a production line. I don't like carers rushing. They should have more time to learn about us and how we like to live...



Many people talked positively about workers that support them. Some people added comments about the pressures on paid care workers and how these impact on them and the care they received.

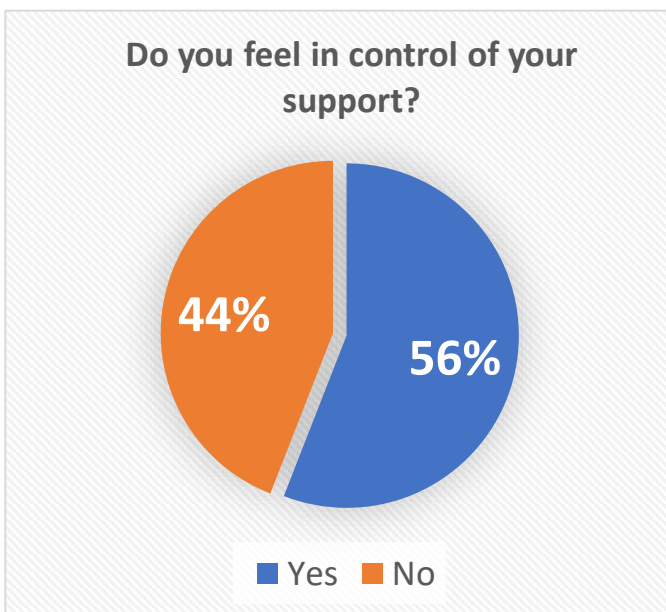
Some people talked about support staff who were kind and nice, who 'know me well' and provide the right support.

Many people gave specific examples of services and individuals who support them well, including paid support staff and volunteers, Personal Assistants, Shared Lives carers, and Relay UK.

They treat me with respect and help me to live as I want to

People shared that getting these nice, consistent supporters can be difficult and that they and care agencies find it hard to recruit people.

Some people said that not all care organisations and support staff are good. They shared examples of 'care agencies that don't do as promised' and of agencies that don't support or train their workers or pay them enough.



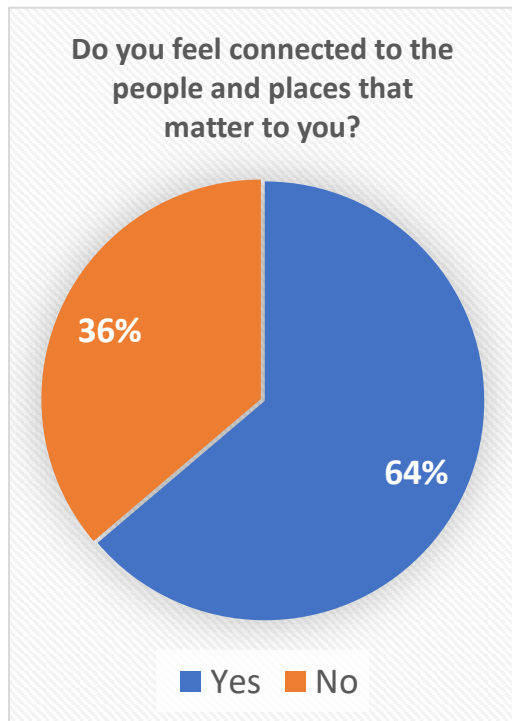
People shared positive experiences of using a Direct Payment. Some people added clarifying comments about the responsibility and paperwork that comes with this.

People shared examples of a lack of support at evenings and weekends. People talked about inflexible arrangements and being unable to get the right support at the right time, in ways that work for them.

I receive direct payments to pay a PA and several self-employed carers, this is great and gives me flexibility, however, when it comes to paperwork, audits, assessments, employment rights... I have to rely on a family member to manage this for me as it can be very confusing and time consuming

## Connections

The majority of people said they felt connected to the people and places that matter to them. People gave examples of how social care was helping them to stay connected.



Many people raised transport as a big issue, mentioning buses and bus passes as well as door to door transport.

Many people talked positively about being part of their neighbourhood and community. They talked about their family, friends and community groups.

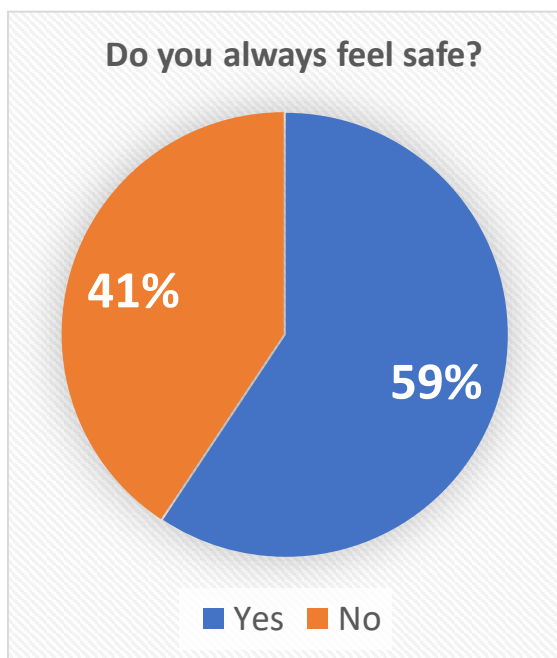
Some people talked about feeling isolated. People talked about their condition limiting their ability to connect with people and their community. People talked about the challenges of staying connected, mentioning disappearing concessions and less free entry for supporters and carers.

Some people talked about a lack of support to get out of the house and do things.

The local shop and pub know me well

Some people talked about the importance of safe, accessible and welcoming places and spaces. People gave examples of accessible and inaccessible places and public spaces.

## Feeling safe



Most people said they felt safe.

People shared that they felt safe in places like day centres and that this was important to them.

People gave examples of community initiatives which helped them feel safer where they live.

People talked about their condition or age and how it can make them feel vulnerable and unsafe.

In town they have a poster in shops where you can go if something happens or you are scared

People talked about bad relationships or bullying not being addressed by



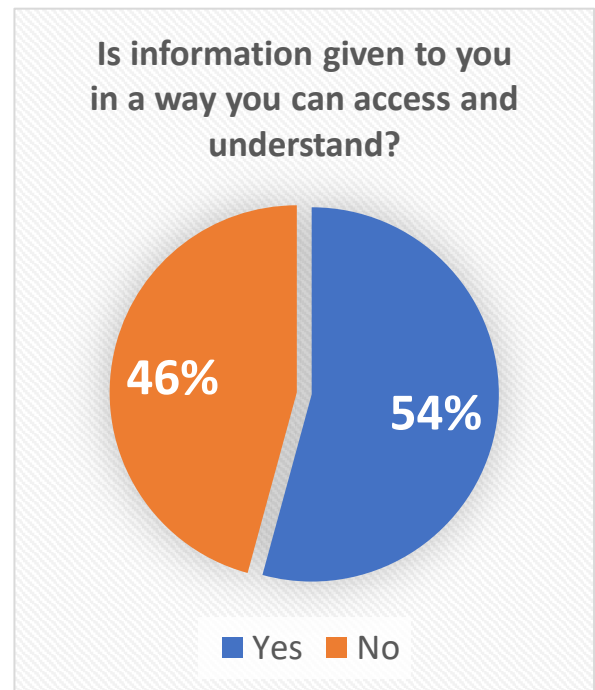
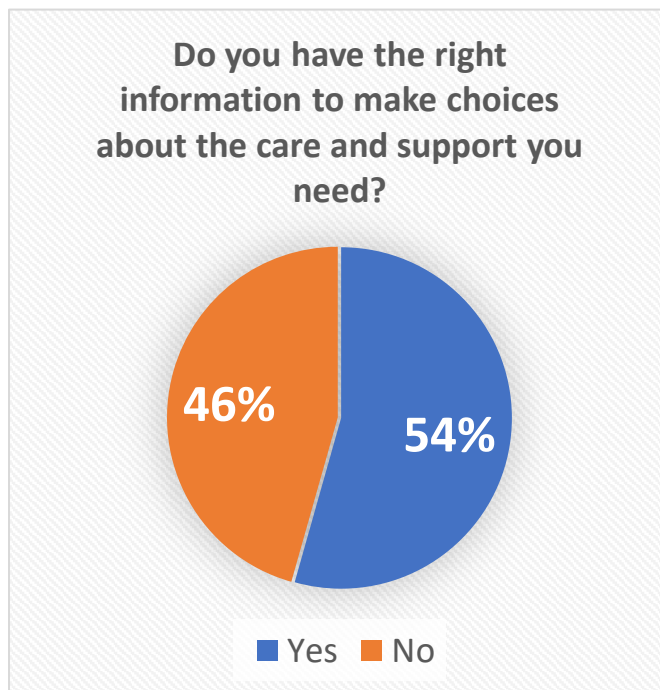
care organisations. People shared examples of care and support being withdrawn, e.g. at night, and how this made them feel worried and unsafe.

People shared examples of things that happen in their community that make them feel unsafe. Some people talked about 'mate crime'.

I felt safer in the old days. Someone approached me late at night so now I don't want to go out late...I've seen anti-social behaviour close to where I live

I feel a little unsteady walking, and have fell a few times and been unable to get myself up without help

### Information



People gave examples of good communication and information. This included easyread letters, informative noticeboards and BSL.

My granddaughter helps me with letters...

People talked about useful information they get from family and friends and community organisations.

We get easyread information for hospital appointments

I was told I had dementia and my wife would be my carer – then nothing

Many people talked about information being inaccessible or hard to find. People said not everyone has a computer or uses the internet.

People, especially from the deaf community, talked about not knowing who to contact or how to ask for help. People talked about not being able to get through to a real person and/or through to the people they need to speak to.

I don't want to be signposted. I really, really need someone to explain 'the system' as it applies to us, in person (I'm hearing impaired), so that I know what is applicable, what actions to take when etc

## Money and finances





We didn't ask a specific question about money and finances, but many people raised it as an issue throughout the Big Conversation.

Financial assessment means I pay in full for my care, despite me struggling to do so. I have had to halve my package to try and afford this. I'm still in debt for my care costs and I will have to stop all care in the near future because of the cost.

Specifically, people raised issues of poverty and not being able to afford to live their lives. They also talked about a lack of help to manage their money and a lack of accessible finance and benefits advice, especially for deaf people.

People talked about care charging and how this could be inconsistent and sometimes perceived as unfair, for example people being asked to pay for services they didn't receive.

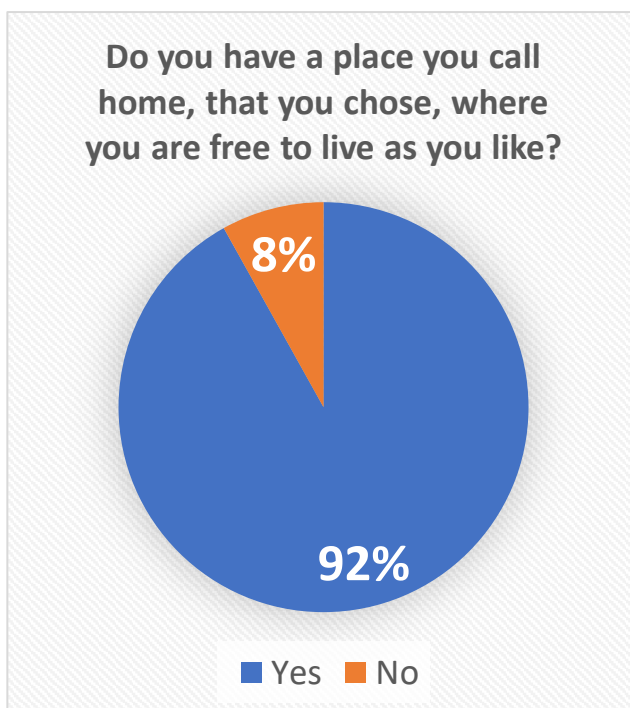
People raised issues that were more systemic such as limitations on pre-payment cards.

Key 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 could 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.

## 8. WHAT CARERS SAID

### Home



Most carers said they have a place they call home where they are free to live as they like.

Many people talked about their experience of home when it is shared with the person/people they support. This was positive for some people and less positive for others.

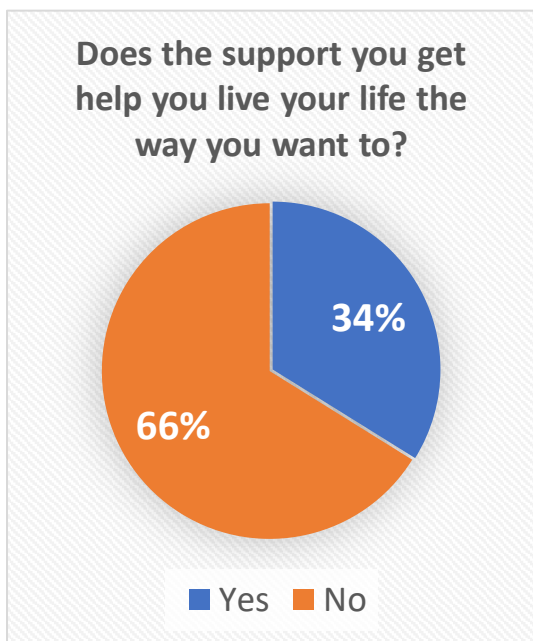
People shared the challenge of working from a home that is shared with the person they care for. They talked about the intrusion of care workers and services into their home.

Many people shared financial challenges of being a carer and the impact on their home life.

We age proofed a property 7 years ago, hoping we can stay in it always. Ground floor bedroom and wet room created. Very near local amenities and public transport links.

There are times when I don't want to be at home as home can be a stressful place

### Support to live your life



Many people talked about the personal pressures of caring, and the impact on their health and wellbeing. Many people shared the need for a break. Some people's responses indicated they felt a sense of bewilderment, isolation, and abandonment.

People talked about the expectation that they step into the role – it is not always a choice.

Some people talked positively about the support they receive.

Volunteers make such a difference

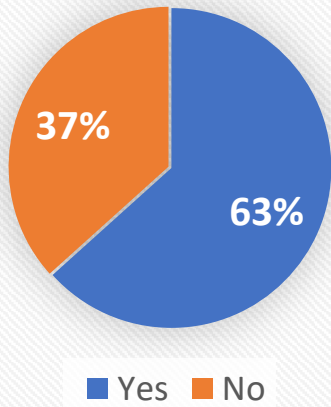
People talked about 'small things making a big difference', giving examples of individuals with a personal touch who visited and helped,

especially over Covid.

People shared negative experiences of arranging or having a carer assessment.

Many people said they did not get support and others mentioned gaps in support for carers. People said that physical support is offered but not emotional and social support. People talked about a lack of choice and options in the services and support that they and the person they care for can access. People talked about the restricted view of care and how it is not person centred and flexible as a result.

**Are the people that support you in your caring role doing it well?**



Most people said that people in a caring role were doing it well.

Some people talked positively about named services. They shared positive examples of day services giving the person they care for a chance to do different activities. People also shared positive examples of groups and activities that happen on an evening and weekend.

People talked about the impact of Covid and the 'new normal' post-pandemic, which offers less than before.

Some things never started up again

**Note<sup>1</sup>**

It's very hard to look after Mum and have a life of my own. The bills are ridiculous as she has heating on all the time and an electric fire. She is very wasteful with food. So food bills are high too.

Some people talked positively about specific named support services for carers. They talked about the importance of peer support.

Some people talked about the lack of consistency of social workers and other advisers, and the real challenges this raised.

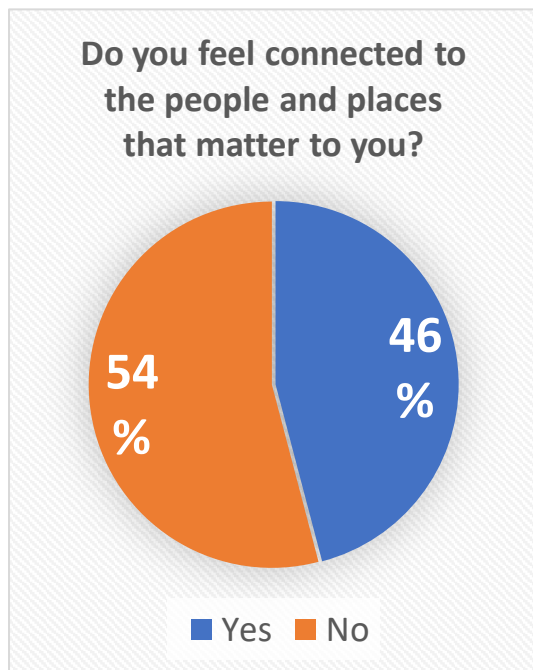
People talked about the pressures on health and GPs in particular. They shared their experience of the knock-on impact this had on them and on the people they care for.

<sup>1</sup> Similar percentages when asking if people feel in control of their support and if it is tailored to them



## Connections

Some people talked about family and friends and how supportive they are. People gave examples of places they liked to go and people they liked to spend time with.



Many people said they were isolated or lonely.

People talked about the impact of caring on their social and work life and connections.

People talked about a lack of time to meet people and do things they enjoy.

People talked about the importance of welcoming community places and spaces.

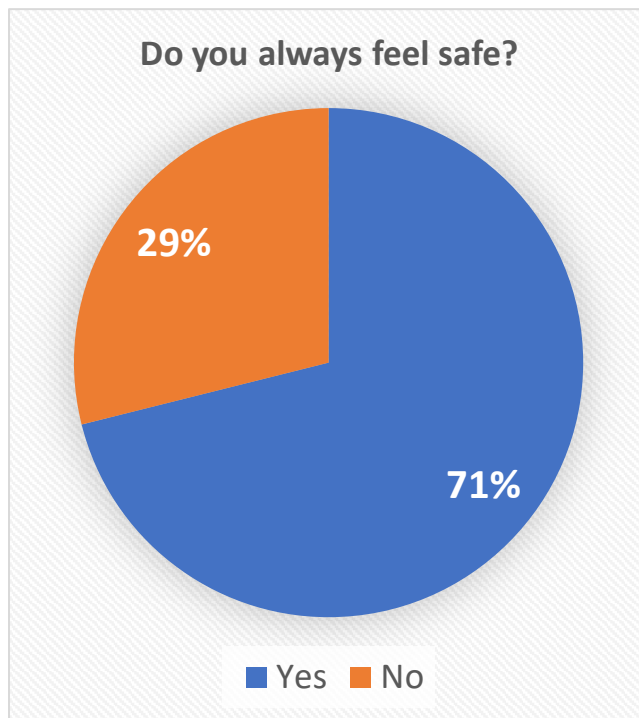
I like chatting to others and sharing experiences

I have no life. It is now all spent caring. I get very down

...the few friends and relatives I have don't come to see me anymore because of my mum's condition and I am really isolated and lonely. I have told adult social care this in my carers assessment, but no-one listens or validates how I am feeling, and no-one helps.

I am still in work and this helps

## Feeling safe



Most people said they felt safe but many shared examples of circumstances when they felt less safe.

Many people talked about the impact of caring on their mental health. They also talked about the impact of the resulting interactions with the council and other services on their mental health.

People shared fear of violence from the person they care for.

People shared their concern about the future of the person they care for 'when something happens to me'.

People talked about their fear of 'doing something wrong' especially when they

are really tired.

Carers of people who live with dementia shared fears for the safety of the person.

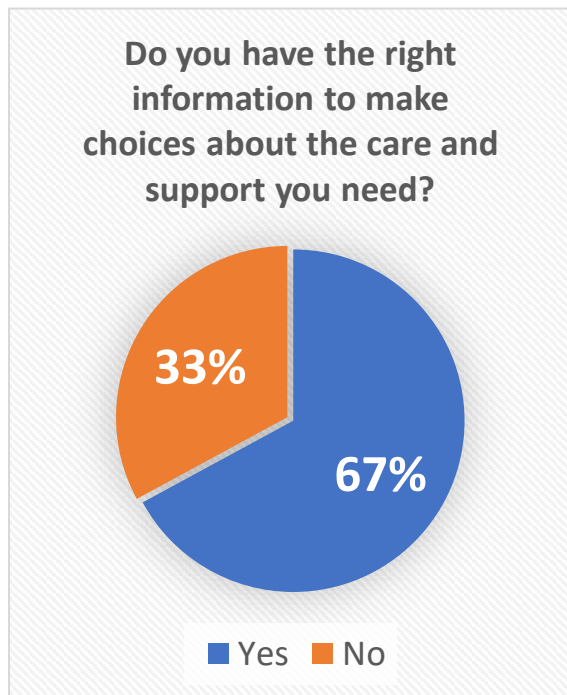
No trust that things will work or be ok when I am not here – I am 'his' voice and it scares me to think about – how do I plan for a time when I have died?

Will he be put on lots of medication to enable the 'provider' to manage. Concerned that if not there to check/advocate he would be left to vegetate or given medication to control his behaviour when actually what is needed is good person-centred care...

It is scary being alone with a severely ill person who depends on you in the middle of the night and is getting angry

We have an alarm fitted in the house

## Information



Most people felt they had the right information.

People gave examples of places they can get good information.

Alzheimer's Society have been very helpful

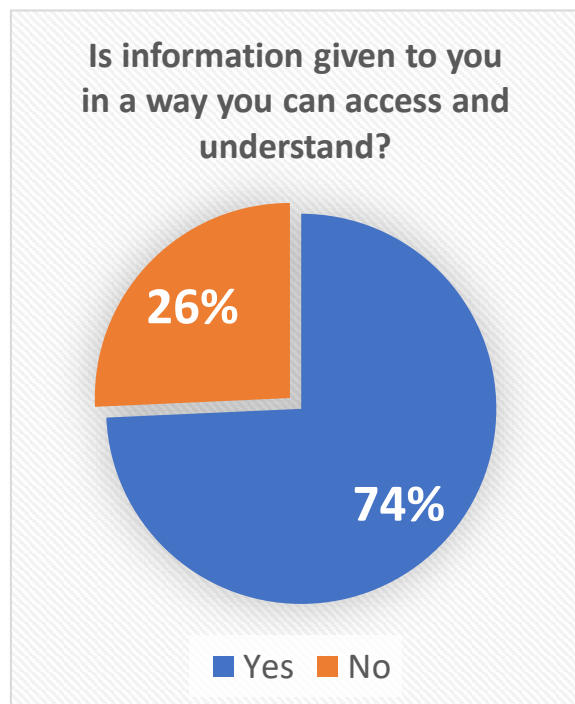
Many people talked about information being unavailable or hard to find. People shared the impact of poor information and advice.

Notts Help Yourself is a good source of info.

Many people talked about not being able to talk to a person when they needed to. People talked about feeling abandoned with no GP, social worker, or other person to ask for information and advice.

Poor information about dementia and 'transition' to adulthood were mentioned by some people. Some people talked specifically about poor signposting or advice given by GPs when people are first diagnosed with dementia.

People mentioned a lack of information about breaks from caring/'respite'. Some people mentioned differences in geography with more or less information and advice available in different places.



People said that not everyone has access to the internet or online information.

Make things easy for us - if we want to engage online let us -

Being sent directories and lists is not helpful when you're stressed and need support. You need someone to guide you through the process of finding the information and support you need.

The first port of call used to be the doctor...but it isn't now










## Money and finances

We didn't ask a specific question about money and finances, but many people raised it as an issue throughout the Big Conversation.

Specifically, people talked about a lack of help to manage their money and a lack of tailored benefits advice.

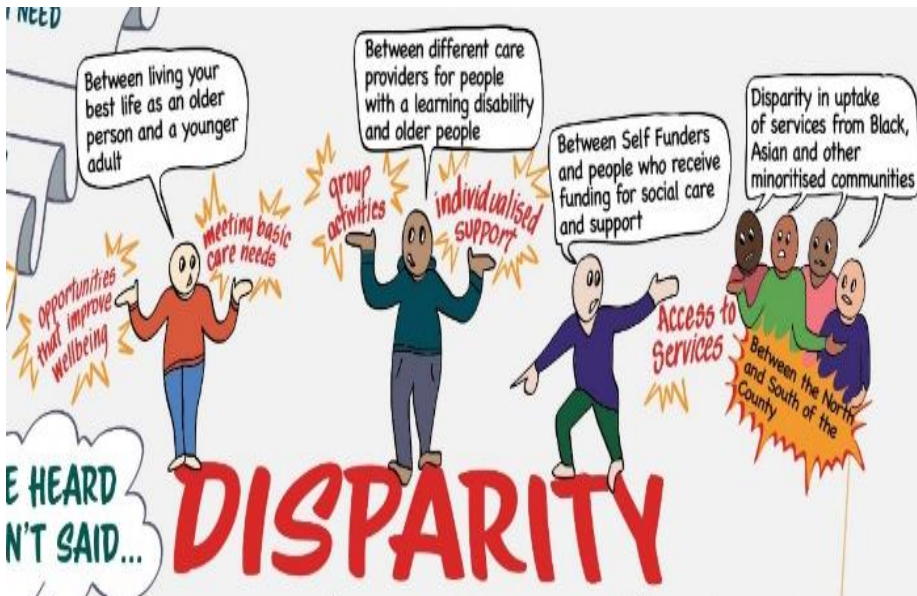
People talked about being 'passed from pillar to post' especially on financial issues.

People talked about care charging and how this could be inconsistent. This was sometimes perceived as unfair, for example people being asked to pay for services they didn't receive, or paying privately for services that were sub-standard with no recourse.







 <b>Key points</b>	
	<p>People told us what it is like to live with someone and care for them.</p>
	<p>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.</p>
	<p>People said that some care services and staff are good. Some are not as good. There are gaps in services.</p>
	<p>Some people get good support from family and friends.</p>
	<p>People don't always have time to see friends and family. Some people feel isolated and alone.</p>
	<p>People talked about the effect of caring on their health and wellbeing. They sometimes feel unsafe. They worry about the person they care for.</p>
	<p>People said it was hard to get the information they need. It is hard to speak to a person.</p>
	<p>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.</p>

## 9. PEOPLE'S DIFFERENT EXPERIENCES

People who use social care services and unpaid carers shared examples of disparities. They said that certain groups of people fare less well in relation to adult social care than others. These were people who:



- Are older and younger
- Fund their own social care or are council funded
- Get support on a one to one basis or are supported in groups
- Live in different areas of the county
- Are from minority groups

 <b>Key points</b>	
	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.



## 10. WISHES FOR THE FUTURE

We asked people to share how they would like things to be in the future, their wishes, and their dreams for a better future. People shared:



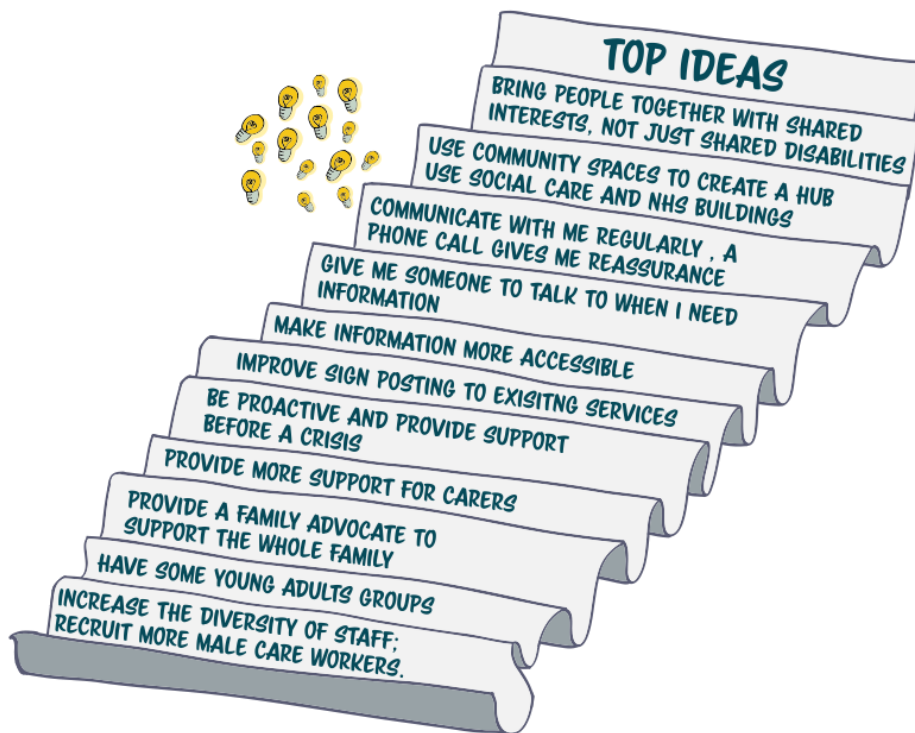
Then we asked people to share ideas and suggestions. The graphics in appendix A show the ideas of people who attended the district listening events. More broadly people said:




### People who use social care services



## Carers

More peer support for carers	More inclusive places and spaces - use buildings better	Better supervision and training of support staff and services
Better information and advice. People to ask	More family forums	More access to specialist support



Key points	
	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.

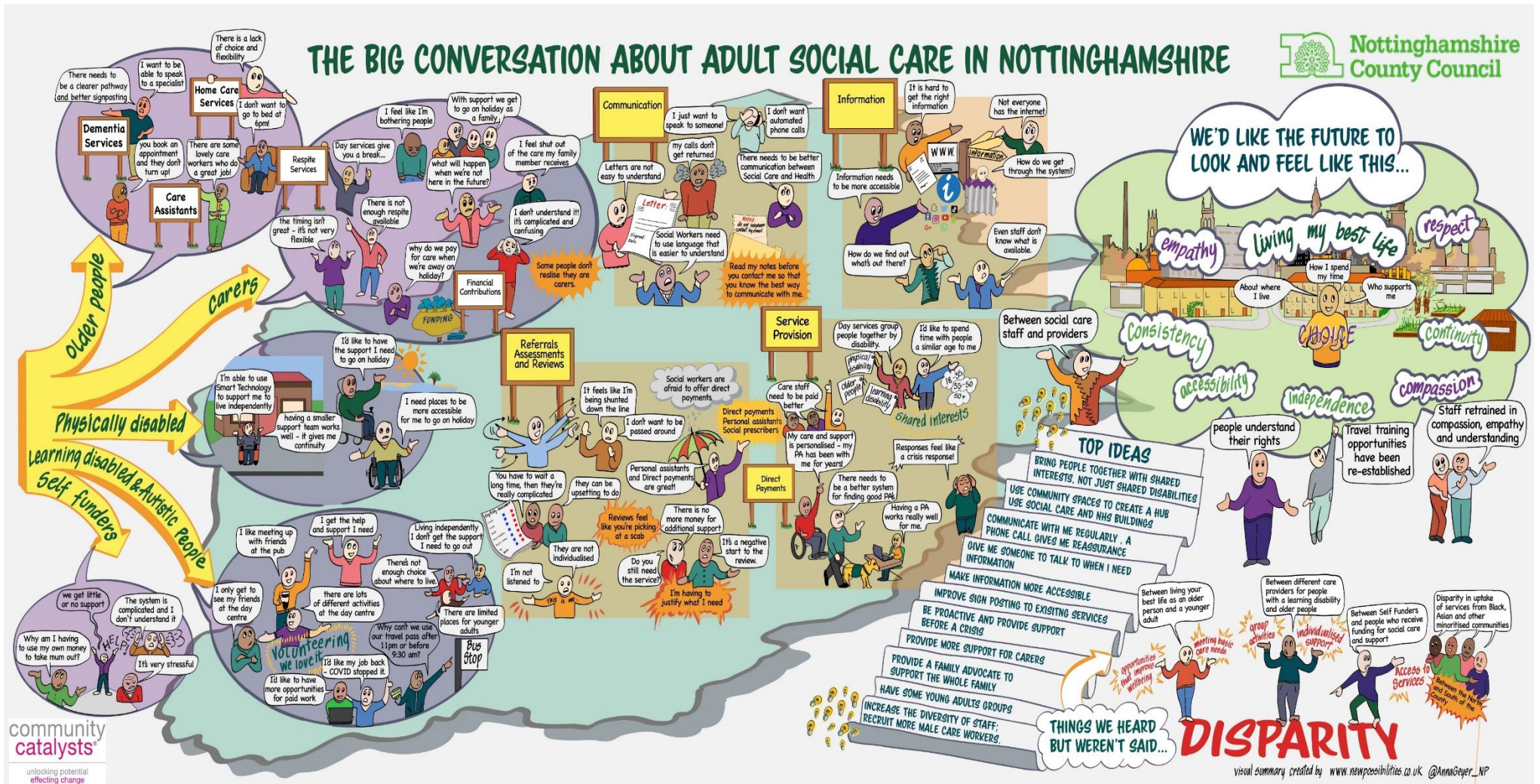
Now the report is done, the hard work starts. Everyone needs to get on with it and work together to make things better. Let's hear different things next time we have a Big Conversation

**Eddie Morecroft, Our Voice**

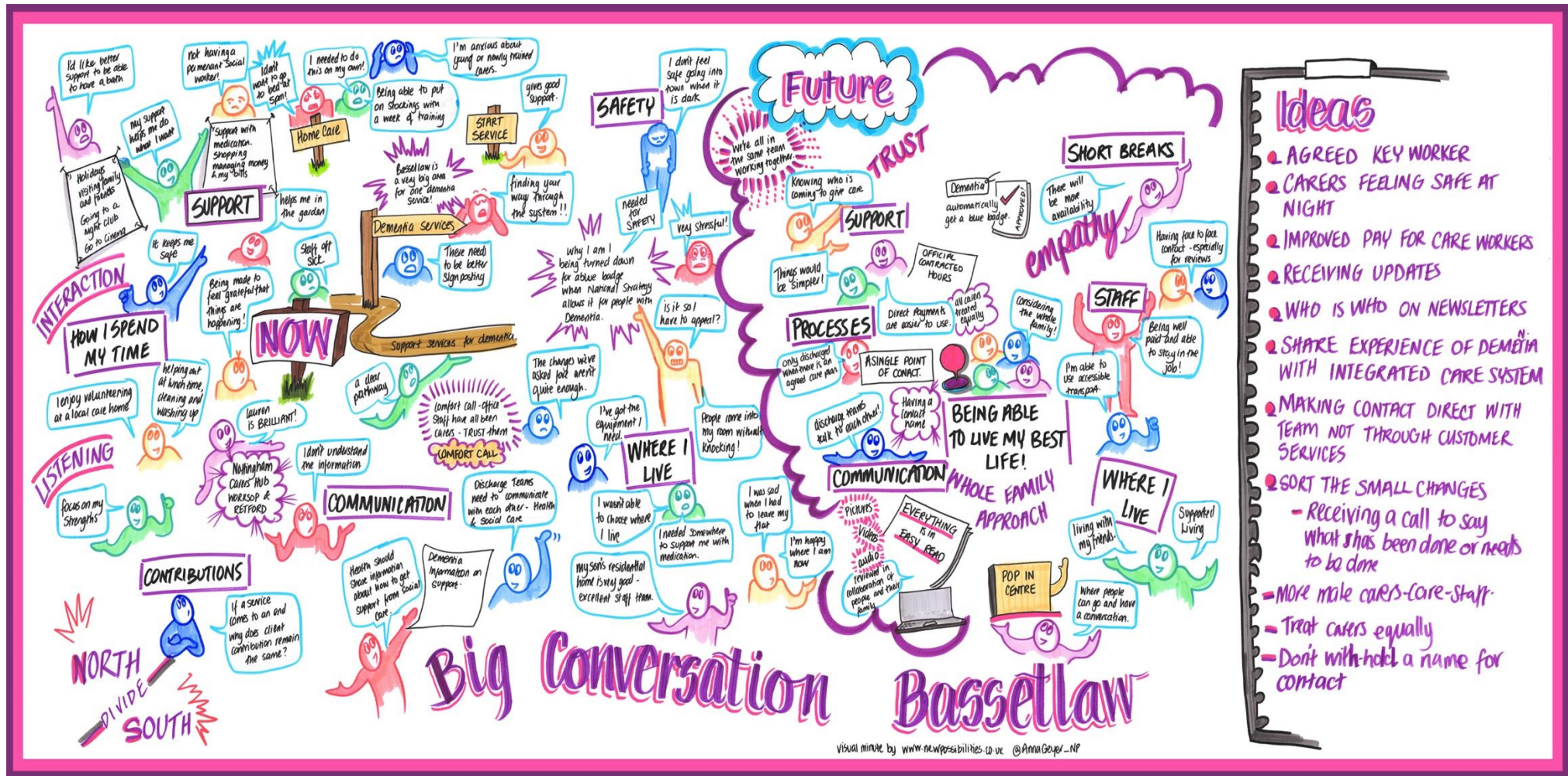


# Graphic records of the listening events

Collated overview

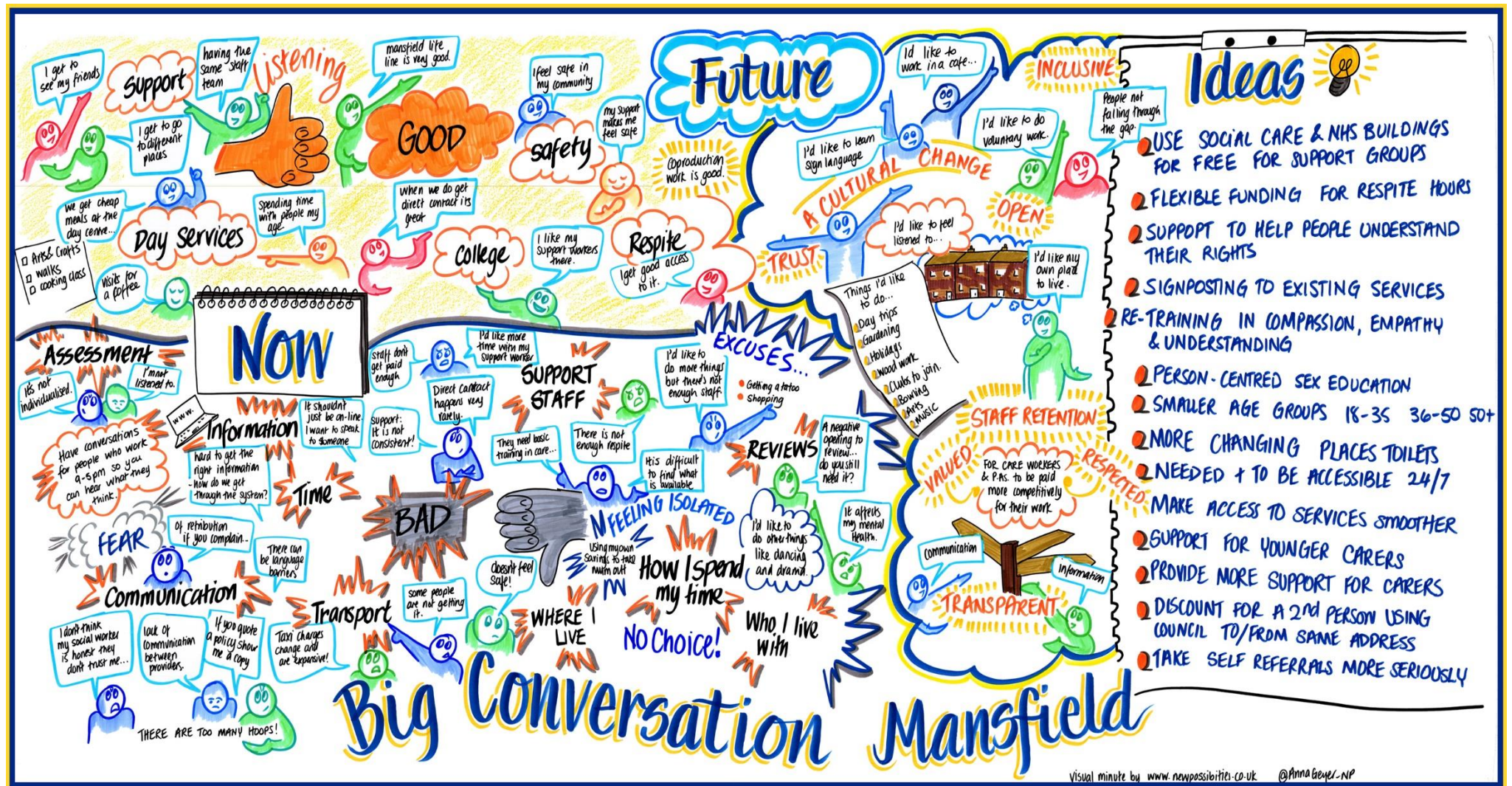




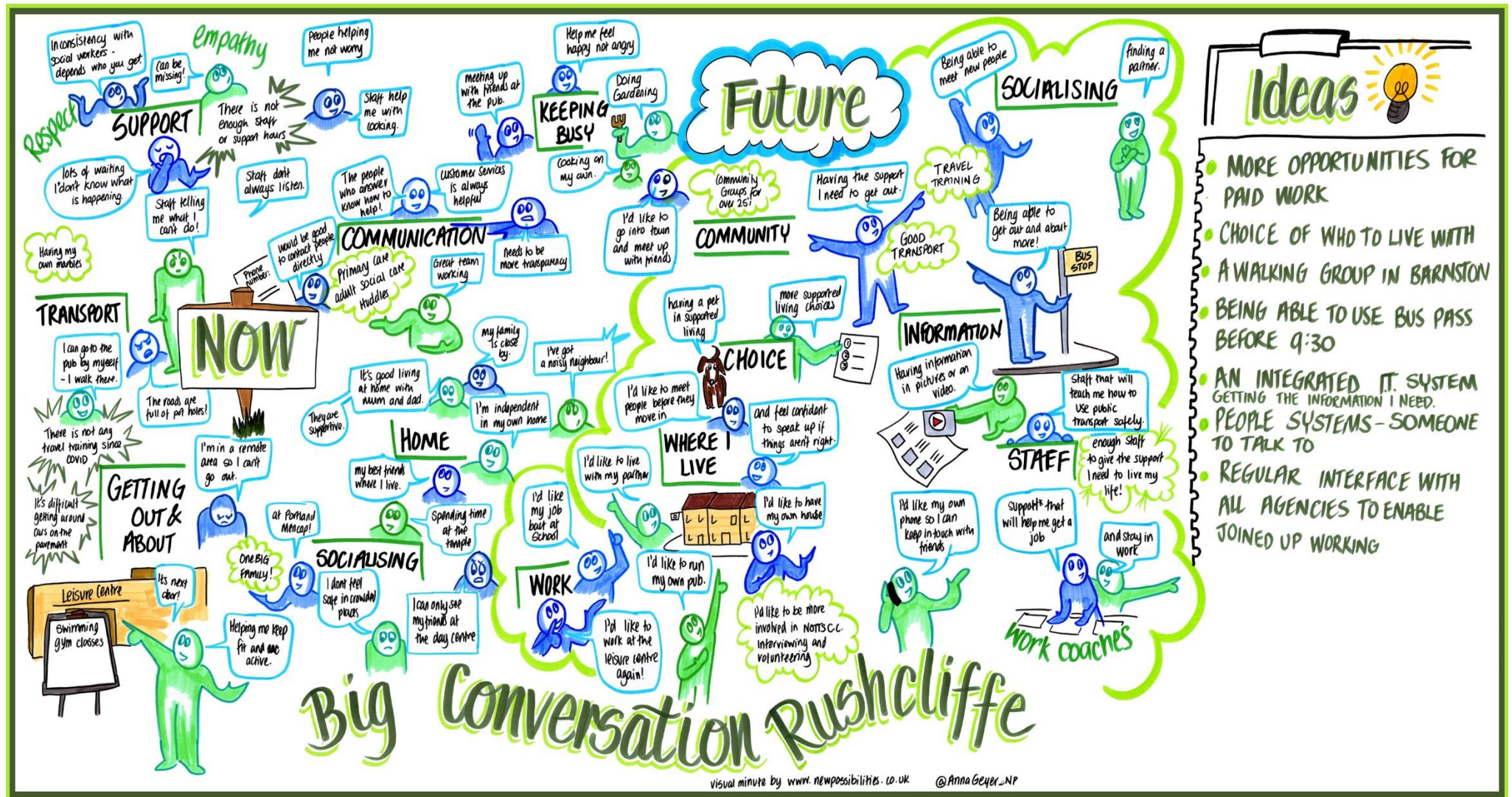


Visual future by www.newpossibilities.co.uk @AnnaGeary\_NP

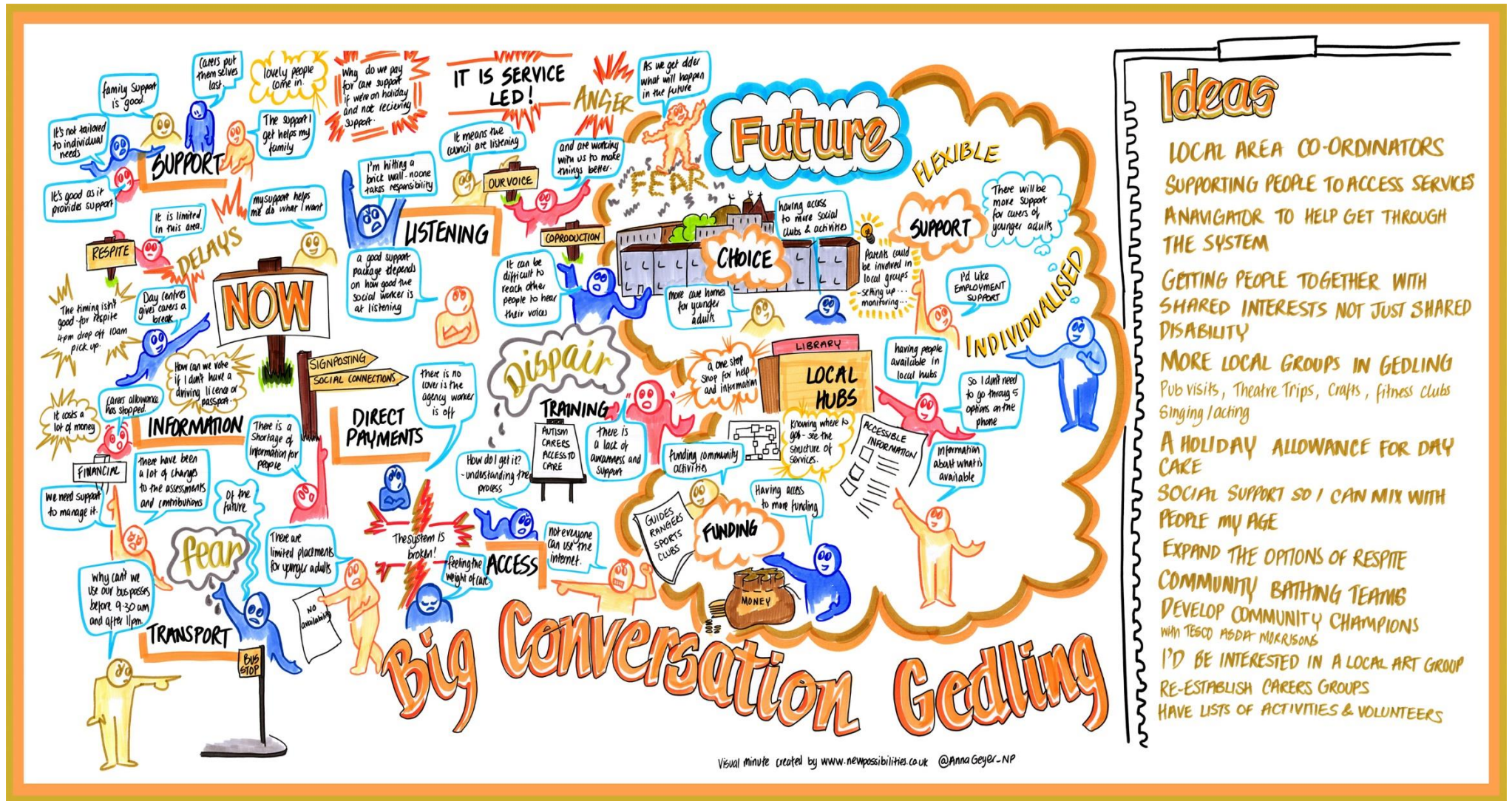




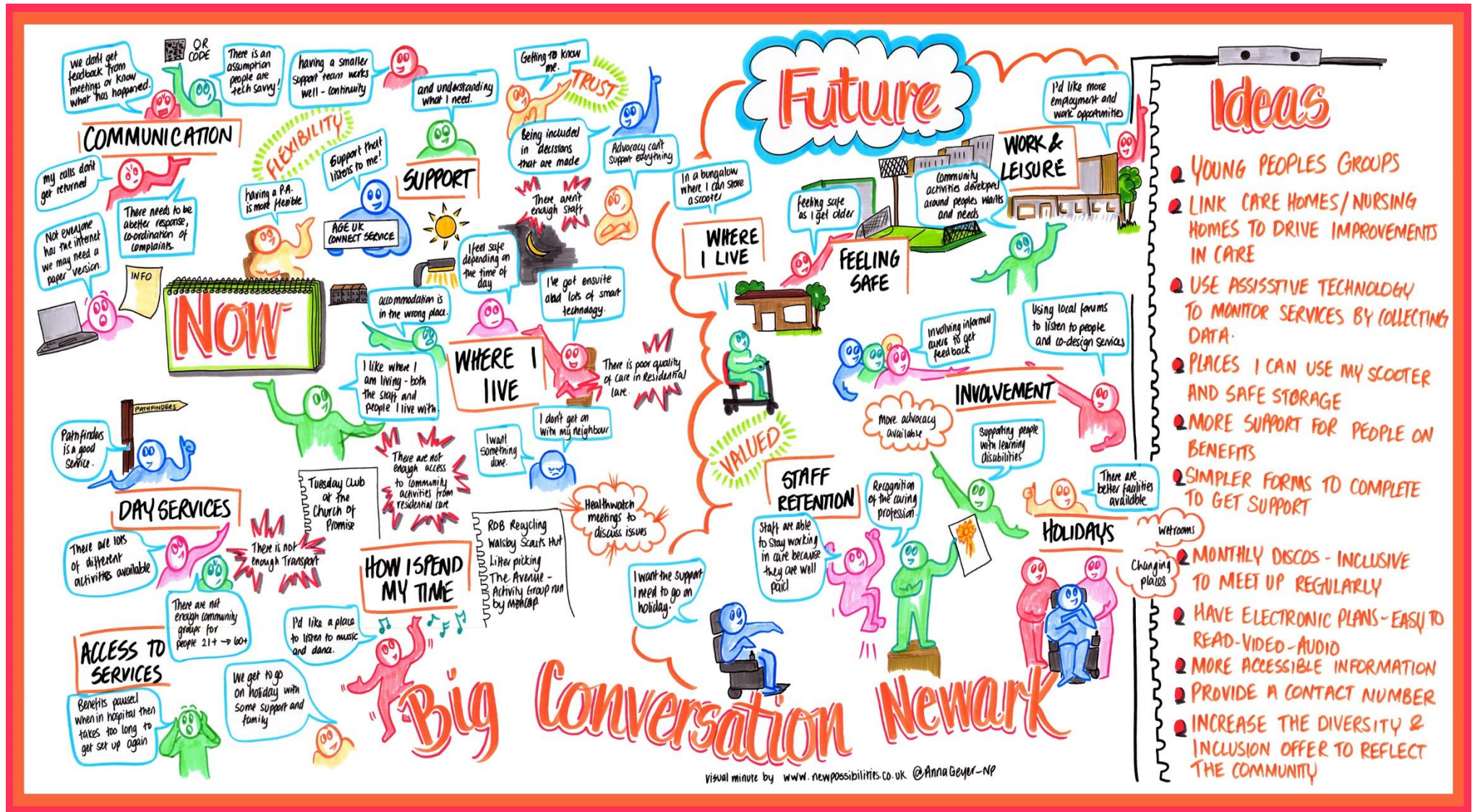




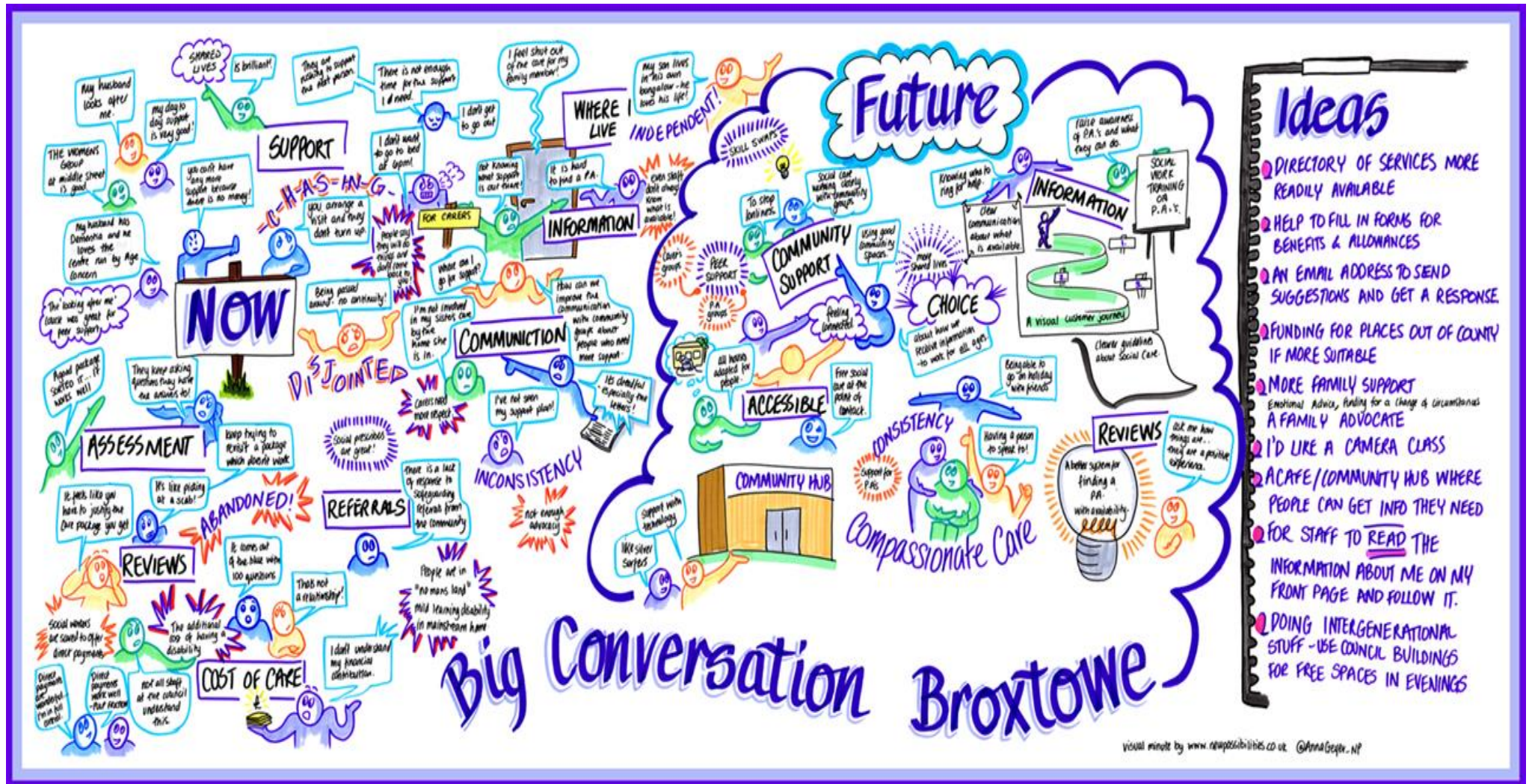




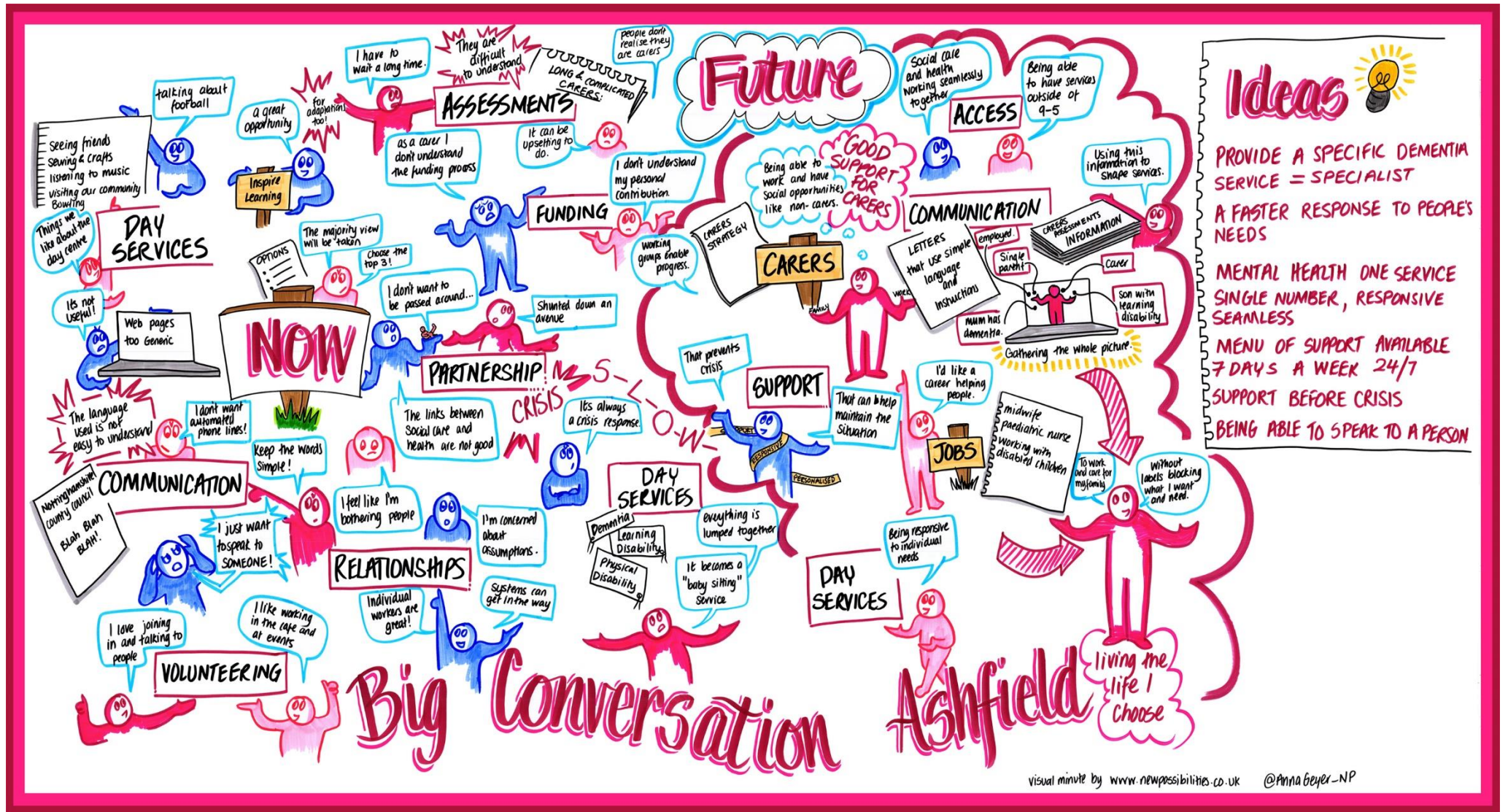












# Ideas



- PROVIDE A SPECIFIC DEMENTIA SERVICE = SPECIALIST
- A FASTER RESPONSE TO PEOPLE'S NEEDS
- MENTAL HEALTH ONE SERVICE
- SINGLE NUMBER, RESPONSIVE SEAMLESS
- MENU OF SUPPORT AVAILABLE 7 DAYS A WEEK 24/7
- SUPPORT BEFORE CRISIS
- BEING ABLE TO SPEAK TO A PERSON



## Partners and thanks



## Linking with local strategies




The results of the Big Conversation are consistent with key Nottinghamshire County Council reports and strategies.

The **Nottinghamshire Plan 2021-2031** aims to support people to live healthier and more independent lives. The Big Notts Survey that informed the plan, highlighted the fact that health and prosperity are spread unevenly across the county, and that some residents miss out. The plan has committed to prioritising social care services to meet demand and give the best support to those who need it most.

The **Carer's Strategy** aims to help unpaid carers get the right support they need so they can maintain their caring role whilst having a life alongside caring. Carers' main priorities were access to short breaks or replacement care, access to relevant and appropriate information, advice and guidance, support for carer health and wellbeing, accessing the right support for the cared for person, and effective communication.

There is future planned work to review **Short Breaks** provision and **Day Services**, and the results from the Big Conversation could be used to inform both reviews.

Some partners who engaged with the Big Conversation highlighted that the people they support have been extensively consulted so it will be important to be mindful of this.

 <b>Key points</b>	
	Nottinghamshire have already written some plans. It is going to write some more soon.
	Some of what people said in the Big Conversation is the same as what they said in these plans. What people said in the Big Conversation might be useful for the new plans too.