**Big Conversation held in Ashfield**

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 Ashfield.

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

**NOW :**

Day Services – things we like about the day centre

* Seeing friends, sewing and crafts, listening to music and visiting our community bowling
* Talking about football
* It inspires learning and a great opportunity
* The majority view will be taken

Day Services incorporate Dementia, learning disabilities and physical disabilities

* It becomes a ‘babysitting’ service and everything is lumped together

Assessments

* I have to wait a long time and it can be upsetting to do
* They are difficult to understand, long and complicated
* People don’t realise they are carers
* As a carer I don’t understand the funding process

Funding – I don’t understand my personal contribution

Communication

* Web pages are too generic and language used is not easy to understand
* I don’t want automated phone lines
* Keep the words simple
* I just want to talk to someone!

Volunteering

* I love joining in and talking to people
* I love working in the café and at events

Relationships

* Individual workers are great
* I feel like I’m bothering people
* I’m concerned about assumptions
* Systems can get in the way

Partnership

* I don’t want to be passed around or shunted down an avenue
* The links between social care and health are not good
* It’s always a crisis response

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

**FUTURE:**

Carers

* Carers Strategy
* Working Groups that enable progress
* Good support for carers
* Being able to work and have social opportunities like non-carers

Access

* Social care and health working seamlessly together
* Being able to have services outside of 9-5

Communication

* Carers Assessment information : Using this information to shape services
* Letters that use simple language and instructions
* Gathering the whole picture: In a single parent : carer : son with learning disability : mum has dementia : employed

Support

* That prevents crisis and that can help maintain the situation

Jobs

* I’d like a career helping people such as a midwife, paediatric nurse, working with disabled children

Day services – being responsible to individual needs

All future thoughts and views to culminate with : Living the life I choose, without labels blocking what I want and need and to work and care for my family.

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

IDEAS:

 Provide a specific dementia service = specialist

 A faster response to people’s needs

 Mental health one service, single number, response and seamless

 Menu of support available 7 days a week 24/7

 Support before crisis

 Being able to speak to a person