**Big Conversation held in Bassetlaw**

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 Bassetlaw.

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

**NOW :**

Support

* My support helps me do what I want : holidays, visiting family and friends, going to a night club, go to the cinema, helps me in the garden
* It keeps me safe
* Support with medication, shopping and managing money and bills
* Not having a permanent social worker and I’d like better support to be able to have a bath
* Staff off sick
* Being made to feel grateful that things are happening

Interactions and How I spend my time

* I enjoy volunteering at the local care home, helping out at lunch time, cleaning and washing up

Listening

* Focus on my strengths

Nottingham Carers Hub – Lauren is Brilliant

Contributions

* If a service comes to an end why does client contribution remain the same?

North and South Divide!

Communication

* Health should share information about how to get support from social care
* Discharge Teams need to communicate with each other – Health and Social Care
* I don’t understand the information
* Dementia information on support

Trust Comfort Call – a clear pathway

Dementia Services need better signposting as Bassetlaw is a very big area for one dementia service!

Home Care

* I don’t want to go to bed at 5pm
* I needed to do this on my own
* Being able to put on stockings with a week of training
* I’m anxious about young or newly trained carers

Start Reablement Service

* Gives good support
* Finding your way through the system

Safety

* I don’t feel safe going into town when it is dark
* Why am I turned down for a blue badge when National Strategy allows it for people with Dementia – is it so I appeal? And it is needed for my safety! Very stressful.

Where I live

* The changes we’ve asked for aren’t quite enough
* I’ve got the equipment I need
* I wasn’t able to choose where I live – I needed somewhere to support me with medication
* My son’s residential home is very good – excellent staff team
* I was sad when I had to leave my flat
* I am happy where I am now.

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

**FUTURE:**

Being able to live my best life: Whole Family Approach

* All carers treated equally and considering the whole family

 Support and Trust

* We’re all in the same team working together
* Knowing who is coming to give care

Processes

* Official contracted hours – things would be simpler
* Direct payments are easier to use
* A single point of contact
* Only discharged when there is an agreed care plan

Short Breaks - there will be more availability

Staff

* Having face to face contact, especially for review
* Being well paid and able to stay in the job
* I’m able to use accessible transport

Communication

* Having a contact name
* Discharge teams talk to each other
* Everything is easy read – pictures, videos, audio
* Reviewed in collaboration of people and their family

Pop in centre where people can go and have a conversation

Where I live

* supported living and living with my friends.
* I’m able to use accessible transport

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

IDEAS:

 Agreed key worker

 Carers feeling safe at night

 Improved pay for care workers

 Receiving updates

 Who is who on newsletters

 Share experiences of dementia with integrated care system

 Making contact direct with team not through customer services

Sort the small changes – receive a call to say what has been done or needs to be done

 More male carers and care staff

 Treat carers equally

 Don’t withhold a name for contact