**Big Conversation held in Newark**

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 Newark.

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

**NOW:**

Communication

* We don’t get feedback from meeting or know what has happened
* QR code – there is an assumption people are tech savvy
* My calls don’t get returned
* Not everyone has the internet, we may need a paper version
* There needs to e a better response, co-ordination of complaints

Support

* Age UK Connect Service – support that listens to me
* Having a smaller support team works well as has continuity, and understanding what I need
* Getting to know me and being included in decisions that are made
* There aren’t enough staff and advocacy cant support anything

Day Service

* There are lots of different activities available
* Pathfinders is a good service

Access to services

* There are not enough community groups for people 21+-60+
* Benefits paused when in hospital then takes too long to get set up again

Where I live and How I spend my time

* I feel safe depending on the time of day
* Accommodation is in the wrong place
* I like where I am living, both the staff and people I live with
* I’ve got onsite ???? lots of smart technology
* There is poor quality of care in residential care
* I don’t get on with my neighbour and I want something done
* I’d like a place to listen to music and dance
* We get to go on holiday with some support and family
* There are not enough access to community activities from residential care

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

**FUTURE:**

Where I live – in a bungalow where I can store a scooter and feel safe as I get older

Work and Leisure – Id like more employment and work opportunities and community activities developed around peoples wants and needs

Involvement – involve informal clubs to get feedback, using local forums to listen to people and co-design services and supporting people with hearing disabilities – more advocacy available

Holidays – there are better facilities available including wetrooms and changing places

Staff retention – recognition of the caring profession and staff are able to stay working in care because they are well paid and get support they need to go on holiday.

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

**IDEAS:**

Young peoples’ groups

Link care homes and nursing homes to drive improvements in care

Use assistive technology to monitor services by collecting data

Places I can use my scooter and safe storage

More support for people on benefits

Simpler forms to complete to get support

Monthly discos to be inclusive to meet up regularly

Have electronic plans, easy to read with video and audio

More accessible information

Provide a contact number

Increase the diversity and inclusion offer to reflect the community