

Engagement Outcomes

Document History

Service Area	Adult Social Care Directorate
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Version	Date	Brief Summary of Change	Contributors
Version Draft 1	December 2008	First draft for peer review and QA	Julian Legat

Provisional Date for Review	
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For more information on the status of this document, please contact:	Julian Legat, Development Manager, Adult Social Care Directorate, Cumbria County Council, Kendal, Cumbria. LA9 4RQ Tel: 01539 713072 Fax: 01539 773354 E-mail: julian.legat@cumbriacc.gov.uk
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Reference	Engagement Outcomes "We asked, you said, we listened"

Document Status:

This version is valid at the time of circulation; it is subject to periodic revision to reflect service and policy progression, later versions will supersede earlier drafts. On receipt of a revised version, please destroy earlier drafts.

	We asked	You said		We listened
Date	Engagement Exercise	Output	Contact	Outcome: in response to engagement outputs
2007	Zoning qualitative survey Part One		Julian Legat	qualitative survey report continuing
2007	Zoning qualitative survey Part Two		Julian Legat	qualitative survey to continue
2008	Closer to Home			Transfer health resources from buildings based to community services
2008	Focus Groups		Julian Legat Nick Smith	Produced Commissioning Strategy
Sept 2008	5 Deliberative Forums "Green Paper" held around the County BIG Q with Age Concern		David Day Julian Legat	Obtained views on local commissioning strategy and wider policy. Submitted to Department of Health, MPs and Councilors invited to hear and contribute
Jan-March 2008	Commissioning for Extracare (JSNA)		Peter Woodhouse	
June 2007 to January 2009	Modernisation of Cumbria Care Six District Working Groups that were chaired by Age Concern <ul style="list-style-type: none"> • Cumbria Care Modernisation Project Board has community representatives (Age Concern, Impact HA, Private providers etc) • Shaping our Lives carried out service user consultation within 6 of our 		Peter Woodhouse	options and recommendations Plans for the modernisation of Cumbria Care continue

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	care homes Community consultation on proposals to redevelop 6 of our homes in partnership with health facilities			
Continuing	Readers Panel : a group of 30 or so members of the public who make their comments by post		Peter Knock	Invite comment on draft publications. Amend information and documents according to comments
	PDSI Strategy 2008-11		Tom Hendrie	
	OT Modernization Board - ongoing and involves Cumbria Disability Network		Tom Hendrie	
	Dual Sensory Loss Research 2007		Tom Hendrie	
	Sensory Impairment Strategy 2008-11		Tom Hendrie	
	Development of Personal budgets in Health and Social Care for People with Long-term Neurological Conditions with service users, carers, Parkinson's Society, MND Association, MS Society (2008/9)		Tom Hendrie	
	User involvement in staff appointments		Tom Hendrie	
	In Control user involvement network Consortium		Tom Hendrie	

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	Meet the PDSI Team events 2008		Tom Hendrie	
	Cumbria Disability Awareness Year 2009 between CCC/PCT and Cumbria Disability Network		Tom Hendrie	
	Development of User Led Cumbria Centre For Independent Living 2008/9		Tom Hendrie	
	Telecare survey- . 3 telecare groups running quarterly- wide variety of stakeholders.		Donna Storey	Increased offering and supply of services to accommodate the increase in demand leading to mainstreaming of telecare service
	To give information and to raise awareness With the Alzheimer's Society about Support Planning and IBs. Shared some draft forms with them and invited "service user" / "carer" feedback.	Request from the Parish Council to return and talk to them about IBs Positive feedback from Alzheimer's Society saying that the carers who attended were very positive about Support Planning and IBs following presentation.	Gordon Barwick	Enabled wider awareness. Contacts self-reported being better informed. Promoted offering and supply of service to accommodate the increase in demand as IBs are mainstreamed. Amended wording on the Short Assessment Questionnaire.
	In Control Total Awareness raising presentations shared at Forums	Comments invited and offered by attendees	Julian Legat	Revision of information contained in awareness-raising presentations. Emphasize support and option of full social-work

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				brokerage to those who do not wish to self-manage IBs
October 2008	Age Concern -Carlisle AGM.		Colin Pritchard	Information sharing
	Caraers met with Scrutiny task and Finish group	Minutes	Andy Woods	

Appendix 1

Examples of Engagement Activity Undertaken by contracted providers

Provider	Engagement Exercise	Output	Provider response
DISABILITY & MENTAL HEALTH			
Making Space Carer Support Worker	Service User satisfaction questionnaires	venue where 1:1 meetings are held needs to be changed	This has been has been carried out.
	Service User satisfaction questionnaires	carer group get together to be more informative	venue has now been changed and the group holds a planning meeting to decide and plan the year a heads activities to include a mixture of social activities and information sessions
	Service User satisfaction questionnaires	made re a 'Men's group' for the Carlisle area	this has been addressed by a referral process to the Men's Group at the Carlisle Carers Association
Mind in West Cumbria Advocacy	Service User satisfaction questionnaires	service user said that the complaints policy could be written in more	so we improved it with her help

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Growing Well Employment Style Day Care	Service User satisfaction questionnaires	accessible English	
		The renewed focus on moving-on from Growing Well within supervision has left me feeling anxious	Growing Well has altered its supervision procedure – making sure that there is an advice and guidance aspect to the supervision.
		I am worried about walking to the bus in the dark evenings	Growing Well has high-visibility jackets and torches to borrow, and has arranged for people to finish early where necessary
Croftlands Trust Durrhill Residential Home	Service User satisfaction questionnaires	I don't like the fact that the lunch room is cluttered with people's bags	We have built a cloakroom
		Residents asked for a suitable smoking shelter	we have provided this
		visits to the project before moving in were wanted,	residents are now shown around and if possible have an overnight visit to the project before moving in.
		Residents have expressed opinions about the cleanliness of the property	Cleaner has been employed and a room jobs rota has been adopted by residents with the support of staff.
		Residents asked that the grounds be kept tidy	a gardener was appointed
Residents requested that	this is now done		

Provider	Engagement Exercise	Output	Provider response
		sharp knives be kept in the office instead of the kitchens to minimize risk of harm	
		Residents said that it was unfair that non-smokers should have to clean up smoking areas	smokers agreed with this and now only smokers clean up these areas
Making Space Carers Breaks	Service User satisfaction questionnaires	Carers asked for a workshop on Working with Professionals	We developed one that has that name
		Carers asked for a workshop on self-esteem	which we now offer
		Carers asked for a different format of break	so we developed a 'retreat' type event offered at Ampleforth Abbey
Making Space Day Centre	Service User satisfaction questionnaires	the trips were the best aspect of our service	We have increased the frequency of day centre trips.
CAB South Lakes Advocacy	Service User satisfaction questionnaires	Increased weekly opening hours.	extended its Reception Service to cover both of its main offices 5 days per week
		Need for more telephone advice.	sought and gained funding to train additional advisers in telephone advice techniques so we now offer more telephone appointments

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Mind in West Cumbria Day Care	Service User satisfaction questionnaires	Maybe teach guitar	This service user is now a regular user who is offering guitar teaching.
		Longer hours, Drop-in	We are hoping to increase our opening hours once we secure additional funding next year
		More people	We promoted ourselves at our Open Day and as a result, we have had a steady increase in self/referrals over the last few months.
		Staff involvement	We have increased our volunteer admin support, which has freed up the Administrator to mix with service users. We are also inducting 6 new volunteers who will work closely with service users.
		More events and relaxing activities such as foot, head and hand massage.	We are currently inducting a volunteer service user who is a trained masseur to lead hand and foot massages one day a week. We have also engaged 3 individual complimentary therapists who have delivered free taster sessions in Reflexology, Indian Head Massage and Therapeutic Facials for Relaxation. We also set up a Relaxation Course with WEA, but this was postponed due to lack of engagement.
		Room for serious improvement. Activities for my participation or desire.	Have discussed this individual's ideas and are actively looking for appropriate training to set up a range of specific activities around cookery.
Workbase Employment Style Day Care	Service User satisfaction questionnaires	Would like more space	Initially we negotiated with landlord to access additional room in old building. Now we've moved to new premises in Kendal Business Park
		We need more work	In last 3 years we have increased the amount of work we have in at least 3 fold. We now have a kitchen & garden.
		Code of Conduct and structures need to be re-	We do emphasize consideration fairly regularly at morning meetings

Provider	Engagement Exercise	Output	Provider response
		emphasized on regular basis	
		Social Committee needs forming	Suggested that service users make a start and staff would support. Venture floundered.
South Lakeland Mind (Grange Over Sands) Day Care	Service User satisfaction questionnaires	spending too much time talking about Mind and what's happening, and not enough on them	We agreed and have cut it down.
		we hadn't been on an outing for a while	We took them to Lancaster recently and will attend the panto soon
South Lakes Society for the Blind Day Care	Service User satisfaction questionnaires	would like to be able to have a CCTV (electronic magnifier) available at the craft group so that they can use it to look at pictures, articles, etc	SLSB has now provided this facility and a CCTV is available for use by craft group members on a weekly basis
Mind in Furness	Food for Feedback Project	What we do well?	Progress towards becoming a truly "User-Led" organisation. Service users hold a majority vote on the Board of Trustees and the principles of user empowerment now permeate our culture.
	Post-it sessions	Quality, availability and accessibility of our service. A safe and supportive environment Offered by our Support Workers. Time and listening.	Encouraging member involvement and participation at every stage from consultation to delivery means that we are providing services that members really want and feel part of. We used this feedback to feed into discussion for the review of our Strategy and Business plan. This process involves setting our

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	Feasibility “brief”, in conjunction with our members, for the development of new or additional premises.	An open ended service there is no time limit on the services. Ability to embrace the Social Model of recovery.	<p>strategic objectives for the following year and the future.</p> <p>The feedback session generated debate about moving to different premises. For Mind to play a greater role in tackling social exclusion it may need to expand. There is a debate as to whether or not they are large enough to provide all the services we need to provide to the wider community.</p> <p>We are committed to examining this issue in detail and will fund a feasibility study for further explore this issue.</p> <p>The feedback session generated discussion around a desire for other physical exercise activities. We have got involved with walking to health, delivering Yoga classes and involvement with the delivery of the ‘Out There’ Project.</p>
	Monitoring and Evaluation	Support for general direction	Regular and ad hoc feedback Informs service planning

Older people are increasingly involved in scrutiny contributed to many reports -
Older people also influence and contribute through events such as celebrating age, the great Sunday lunch, and the various open events around the county which are part of a wider campaigning agenda.