



Adult Social Care Forum shared priorities action plan 2021-22 final report

The Adult Social Care Forum



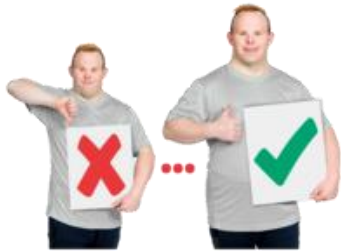
- The **Adult Social Care Forum** is a group that talks about health and social care issues in Cambridgeshire and Peterborough.
- The Forum looks at key themes raised by the Partnership Boards and expert by experience groups and uses this information to help make local services better.
- The Forum agrees actions to help this to happen.
- The Forum is chaired by the Head of Adults Commissioning, CCC/PCC and has members from:
 - The five Adult Social Care Partnership Boards
 - SUN Network
 - Counting Every Adult co-production group
 - Healthwatch Cambridgeshire and Peterborough
 - Cambridgeshire County Council and Peterborough City Council
 - Health organisations

Adult Social Care Forum shared priorities



- The Forum had three shared annual priorities for 2021-22:
 - 1) Concerns around digital inclusion/exclusion and the impact this has on people's ability to know where to go for information, advice, and signposting help.
 - 2) Transitions.
 - 3) Support to embed co-production into council and health activities.
- The Forum has had a shared action plan to carry out work on these priorities.

Priority 1: Digital inclusion/exclusion



- This priority had two aims:
 - 1) To provide a wider variety of communication channels for the public to use in order to improve access to information and advice for those who do not have access to the internet.
 - 2) To improve access to the internet for individuals and communities and raise awareness of the community support available to help with this.

Priority 1: You said, we did...

We have:

- Gathered feedback from Partnership Boards/experts by experience and providers on their experiences.
- Met with the council's Communications Team to discuss findings.
- Carried out two Adult Social Care information surveys:
 - 1) Survey on Adult Social Care pages of both council websites.
 - 2) Survey for Partnership Board members/experts by experience asking for their feedback about looking for Adult Social Care information.
- Set up expert by experience reader groups to help with the production of public-facing council care and support information.



Priority 1: You said, we did...

We have:

- Started work on changing the Adult Services webforms on both council websites.
- Promoted funding available for digital inclusion projects, including the Innovate & Cultivate Fund.
- Worked with the council's Think Communities team on raising awareness of the digital skills training and support available in the community.
- Agreed with the council's Adults Commissioning Team that they would look at digital support requirements in council contracts with providers.



Priority 2: Transitions



- This priority had two aims:
 - 1) To improve the experience of individuals and/or their family/carers in the transition from children's services into adult services. This could be for social care or health services.
 - 2) To improve the support available to individuals with experience of multiple disadvantages as they transition into and out of support, such as when individuals move into housing services.

Priority 2: You said, we did...

We have:

- Linked with the council's Adults Positive Challenge Preparing for Adulthood workstream.
- New webpages have been created on support, advice and information for Parent Carers and Carers for CCC and PCC. These pages have been co-produced with Caring Together, Pinpoint Cambridgeshire and Family Voice Peterborough.
- Met with the council's Communications Team regarding information on relevant services for those experiencing multiple disadvantages.



Priority 3: Co-production



Co-production means a way of working where everyone works together as equals to do something. For example, this could be designing a leaflet or a council service. It takes place from the start of doing something to the finish.

- This priority had three aims:
 - 1) To raise awareness and understanding of co-production amongst council and health staff.
 - 2) Training on co-production to be provided to council and health staff so that they are confident to use co-production in their work.
 - 3) Service users, carers and experts by experience are involved in the design, delivery and evaluation of the local services they use.



Priority 3: You said, we did...

We have:

- Agreed the SUN Network Co-production and Involvement Best Practice Guidance as the basis of our co-production approach (July 2021).
- Linked with the following groups to develop a joint approach to co-production:
 - Cambridgeshire and Peterborough Personalised Care Working Group.
 - Cambridgeshire and Peterborough All Age Mental Health Co-production Collaborative.
- Adopted the SUN Network co-production training which was tested by the council's Adults Commissioning Team.



Priority 3: You said, we did...

We have:

- Set up two task and finish groups:
 - Group One – To agree how to apply the SUN Network Co-production and Involvement Best Practice Guidance in everyday practice within Adults and Safeguarding.
 - Group Two – To agree how to apply the SUN Network Co-production and Involvement Best Practice Guidance within the local health and social care system, related to commissioning practice and system development.



Priority 3: You said, we did...

These groups discussed:

- What was in scope for co-production.
- What support would be required to make this happen.
- How we would monitor that the agreed co-production approach is happening.
- How we would show our shared commitment to making co-production happen.
- How we would report back on our progress.
- Who would need to endorse our agreed process.
- Research undertaken into co-production training, guidance, and reimbursement/recognition for activities carried out by experts by experience.



Priority 3: You said, we did...

We have:

- Produced a Cambridgeshire and Peterborough Shared Commitment to Co-production document.
- Produced a Co-production Standards Checklist document, using the SUN Network Co-production and Involvement Best Practice Guidance '*Steps to Success: A Commissioner and Services Co-production Plan for Achieving Success*'.
- Had research carried out into co-production training, guidance, and reimbursement/recognition for activities carried out by experts by experience.



Priority 3: You said, we did...

We have:

- Agreed 'I' and 'We' statements describing the outcomes that individuals would like to happen related to:
 - The Adult Social Care needs assessment / Care and Support planning / Adult Social Care review processes
 - Information and Advice
- Agreed areas of Adult Social Care practice which could be co-produced. These included:
 - Adult Social Care feedback forms.
 - Adult Social Care standard letters.
 - Adult Social Care information for the public (such as care and support information factsheets).
 - Guidance on how meetings are run.
- Agreed that follow-up task and finish group work would take place to take forward co-production for these areas.



Next steps



- The recommended shared approach to co-production will be taken to a range of internal and external health and social care groups for their agreement and endorsement.
- Further task and finish group co-production work will take place on the Adult Social Care practice areas highlighted.
- The shared approach to co-production will be used by council and health partners across Cambridgeshire and Peterborough.

This page is intentionally left blank