



DARLINGTON
Borough Council

ADULT SOCIAL CARE

ENGAGEMENT AND CO-PRODUCTION

STRONGER TOGETHER STRATEGY

2024-2028



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1. **Introduction - Stronger Together - Our Commitment to engagement and co production.**

- 1.1. Darlington Borough Council is committed to effective engagement and working in co production with people including unpaid carers and families at the earliest stage as equal partners when we are designing, developing, or reviewing the quality of our services, processes, and practices with people.
- 1.2. We understand that our Adult Social Care does not work in isolation but by engaging and inviting people to be our equal partners. The aim of this **Adult Social Care Engagement and Co production Stronger Together Strategy 2024- 2028** is to give structure to the process and establish key objectives and aims. This document will be shared with partners to establish key actions on developing co-production.
- 1.3. By actively listening to people with experiences of care and support and those with future potential needs for support we want to better harness people’s views, aspirations and understand people’s insights and experiences to inform our service development and guides us to make changes where they are needed.
- 1.4. This enables us to deliver the right support, in the right place, in the right way at the right time by understanding the services and support which matters most to people.
- 1.5. Adult Social Care delivers strength-based practice approaches as its standard operating model which promotes building on people’s assets, talents and unique abilities which enables people to achieve their optimum health, independence, and wellbeing within tailored support in ways that work best for them.
- 1.6. We want people to tell us they were empowered to have a safer and improved quality of life through our support, which is reflected in increased positive quality-of-life survey results including unpaid carers (SACE – Survey of Carers in England) Adult Social Care Outcome Frameworks (ASCOF) performance indicators. Also, through service quality and practice performance reports and people’s feedback including compliments.
- 1.7. Adult Social Care strength-based practice approaches include our THRIVE model below (Figure 1) which underpins our commitment to keeping people’s voices and aspirations central and actively listening to what people say matters most to them. The ethos is to work alongside people **doing with NOT doing for.**



Figure 1



1.8. **The Adult Social Care Service Plan objectives 2023-24** included the priority objective of

“Engagement and co-production with people with lived in experience, staff and partners ensuring they are at the centre of planning their own support “

1.9. By engaging with people and unpaid carers, we want to hear that they feel more confident in sharing their experiences and hold services to account, with the assurance that their feedback matters and can influence service and practice improvements and shape future service change.

1.10. The Adult Social Care Engagement and Co production strategy objectives propose improved joined up approaches enabling positive engagement and co production with people. Any current or future service policy or strategy which may impact on people’s lives, especially for those who currently use our services should engage people at the design and development stage at the earliest practical opportunity.

1.11. Where there are identified barriers to success, we should jointly explore potential options and solutions on merit and if unresolved, agree escalation steps as required. We also must ensure any decisions proposed do not compromise or impact on the local authorities existing statutory, equality duties or key policies.

1.12. To enable effective communication, we must make reasonable adjustments and provide information and updates which are in an accessible format. We must be clear with people when and what we are engaging or consulting on and support people to the best



point when their contribution and active participation can be the most effective.

- 1.13. We must make support under our Equality duties available to enable people to attend planned service meetings including arranging times and venues which are easily accessible, including around people's work and caring commitments, and arrange independent advocates, signers, or interpreters etc as needed.
- 1.14. Working in co production with people with lived experience can support the local authority achieve better value for money through redirecting ineffective service spending and investing more in services that provide increased quality of outcomes for people.
- 1.15. **The Care Act 2014** statutory guidance provides the local authority with a duty to promote peoples. independence and wellbeing by engaging and working in co production when delivering our care and support duties which is reflected in our strength-based practice approaches.
- 1.16. **The Health and Social Care Act 2022 'People at the Heart of Care'** outlined a 10-year government ambition with underpinning themes for Adult Social Care with objectives that support this strategy including that:
 - *People can access outstanding quality and tailored care and support.*
 - *People find adult social care fair and accessible.*
 - *People have choice, control, and support to live independent lives.*
- 1.17. The Commission for Care Quality (CQC) under the Health and Social Care Act were given new duties to formally inspect how Adult Social Care deliver their duties under Part 1 of the Care Act 2014 issuing nine national quality statements aligned to the national Think Local, Act Personal I statement (figure 2).
- 1.18. **The TLAP 'We statements' in Appendix 3** summarise how Darlington Borough Council Adult Social Care will respond to what people want and will ensure these a joint review if we are delivering our commitments.



**Figure 2 Think Local, Act Personal (TLAP)
Making it Real I statement**



2. The Adult Social Care Engagement and Co production Stronger Together Strategy

The ASC Engagement and Co production strategy strengthens our ambition that more people report that they have an improved quality of life, remain safe at home for as long as possible and feel supported by skilled professionals who understand their personal care and support needs, views, wishes and cultural beliefs.

2.1 This Adult Social Care Engagement and Co production ‘**Stronger Together**’ strategy will be shared with experts by experience, Adult Social care teams, local community interest groups and unpaid carers to ensure that the local actions are co designed and jointly agreed.

2.2 The ASC Engagement and Co production strategy priorities include.

- Promoting engagement and co production with people so deliver improved strength-based practice approaches which place people central and in the driving seat throughout their assessment and support planning and review journey.
- We evidence effective engagement and co designed personalised care and support plans with the priorities that matter to people in the ways that matter to them demonstrating we are **doing with NOT for**.
- People with lived experience tell us that we treat them as our equal partners and involved them at the earliest practical stage when we are arranging to develop strategies, policy, protocols, and service commissioning which may affect them.



- We effectively communicate and provide accessible information to brief people to any planned services or policy changes, in formats that people need so kept informed and at the key points they can influence outcomes. We aim to always get 'the right people in the room' when making decisions.
- We will review best ways of engaging and working in co production with people with seldom heard voices linking to local communities of interest groups so embrace the rich diversity of the Darlington population. This includes engaging people in flexible ways using digital or telephony systems and other tailored approaches such as independent advocacy and translators.
- Joint engagement and co production action plans will jointly identify what success means for people capturing key issues and identifies, mitigates, and addresses risks and barriers describing how they will be managed and escalated, and we will provide feedback to next steps.
- We will actively publish our service engagement and co production approach and attend local networks and groups and develop listening forums so further improve our understanding of our local population needs including people with seldom heard voices opportunities.
- We will raise people's awareness of national and local themed celebrations, events and shared learning activities enabling our staff to be more involved in local events including egg Black History, Disability, Gypsy, Roma and Traveller and Autism awareness months.
- We will develop Service Champions for Engagement, Co production and Equalities and increase our staff themed Experts in practice training. This will develop teams' awareness of best engagement and co production practice and embed into daily professional practice.
- We will promote Equalities, Diversity, and Inclusion in all our professional practice and deliver the objectives of the Corporate Equality Plan 2024-2027 including delivering our public duty. This ensures we provide assurances that all staff have mandatory training and high-quality practice skills so better understand the needs of people with legal protective characteristics and reduce discriminatory barriers, anti-racist practice and social disadvantage.
- Full Implementation of the '*Capturing your feedback*' initiative embeddings the TLAP quality I statement within people's adult social care electronic case records throughout their social care journey from contact to care and support planning and unpaid carer assessments. Capturing people's *real time* feedback will enable us to capture themes to learn how we are doing and take any early remedial actions as needed. This delivers the ambition of '*Making Every Contact Count*'.



- We effectively use quality performance feedback from Capturing your feedback, case file audits, compliments, and reviews to inform service and practice improvement. The Adult Social Care '*Amazing Practice Library*' will collate evidence of people's feedback and highlights evidence of amazing practice and outcomes examples. By identifying and monitoring key themes, we can monitor how we are doing, what matters most to people and service improvements.
- We aim to develop innovative new engagement models to engage and work in co production with people including '*over a brew*' informal' community café' events with people seeking appropriate local community venues so we meet with people in the neighbourhoods where they live so meetings are not just convened at central Council buildings.
- People with lived experience should be enabled to have increased presence at key meetings, boards and are invited as equal interviewers at staff recruitment events and provided with appropriate training and support in advance. Meeting agendas should include inclusive items so people feel they can meaningfully contribute with advance tailored briefings and manage people's expectations.
- We want to '*hold the mirror up*' to ourselves and services from people who draw on our care and support and including unpaid carers and include reviewing the quality of commissioned services. This enables us to better capture people's lived experiences so shape our service improvement plans, commission high quality service specifications which provide better value for money.
- By valuing people's contribution, we want people to report that they feel they work with us as genuine equal partners and have support to develop self-advocacy roles and feel more motivated and empowered.

3. What do we mean by Engagement and Co-Production?

***Genuine Co production takes trust and time, and we should continually evaluate and be willing to change direction if any plans need revising'* (Social Care Institute of Excellence/ SCIE)**

Genuine engagement:

- is actively listening to what people want and building positive working relationships understanding what people want and need to attain their optimum health, wellbeing, and independence.
- is whereby building trust empowers people centrally to driving their care and support plan and drives our Strength Based Practice approaches and complies with the Care Act 2014 principles of engaging people in their assessments and care and support planning and reviews.



- making reasonable adjustments for people, especially for those with legal protected characteristics to ensure their full involvement and their needs considered during their care and support journey.

Co production means:

- actively involving people in co design of their personalised care and support plans and having opportunities to work with us as equal partners to improve the quality of services and when we are planning to implement new ways of working so better effective change management.
- Co-Production can be seen as value driven partnership approach and adopting the SCIE **Ethos of Co-Production** ensuring that we:
 - ✓ Value the meaningful use of feedback and information
 - ✓ Learn from people's experience of care and Co-Production
 - ✓ Positive participation with mutually beneficial contribution and joint working.
 - ✓ Develop Engagement and Co production Champions who promote this ethos.

4. Our approach to Engagement and Co production

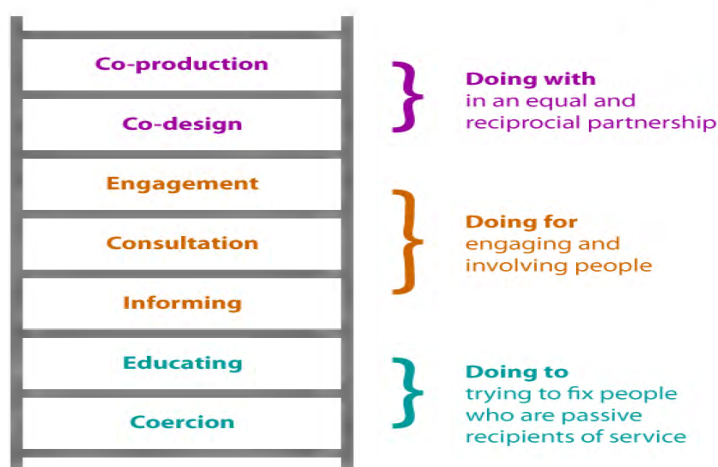
We will not make assumptions about what people need to improve their lives.

- 4.1 Adult Social Care proposes to adopt Roger Hart's **Ladder of Participation** model of co production (**Figure 3**) reaching the 'doing with' top rungs with people as equal partners driving forward mutual ambitions fostering an inclusive culture and understanding what we need to do to achieve this ambition.
- 4.2 We will adopt a *Whole Family Approach* by ensuring early engagement and consultation on key themes and decisions with unpaid carers and parents.
- 4.3 By working in partnership with people and learning from their lived-in experiences these produce more person-centred assessments and reviews so opportunities for people to build self-resilience strategies, have increased choice and control in their lives and opportunities to active participate in their community.
- 4.4 Effective Engagement and Co-Production should result in real service and best practice improvements and increased quality outcomes for people so attain their personal outcomes and aspirations. Personalised Care and Support Plans should be regularly reviewed so their plans and service offer remain appropriate, meaningful and match people's current and future needs and promotes their wellbeing.
- 4.5 Inviting people to be an equal partner in service development includes when planning to review of future commissioning of service models and the quality of current services. This enables discussions to widen people's tailored models of support and promotes opportunities for self-managed care including increasing access to Direct Payments, preventive services e.g short-term intensive support.



- 4.6 By engaging and working in co production with people we can jointly design and improve future service specifications through a better understanding of service demand and developing innovative models of support. This can increase social value and reduce inefficiencies e.g. decommissioning of any framework services where less access or need highlighted within our Market Position Statements.
- 4.7 Enabling service quality improvements through strength based person-centred approaches aims to optimise people 's health and wellbeing in partnership with the NHS, Housing and Public Health in co-production with people and collaboratively deliver more integrated and flexible Health and Wellbeing Plans and services and pathways to specialist care support.
- 4.8 Early engagement with unpaid carers including young carers and parent/ carers should be integral throughout Preparing for Adulthood pathways, co working with Children's Services, Educational providers and the NHS embedding a seamless continuity of care for Young People to Adult Social Care services.
- 4.9 Adult Social Care will provide assurance that all their staff have the necessary training and possess excellent professional skills, values and behaviours. This will ensure staff appropriately engage and work effectively with people to support them whether people are living in their own homes or in other community and short-term care settings.
- 4.10 We want people to report that Adult Social Care effectively engaged and worked in co production with them as equal partners at all stages of their care journey and their needs and wishes were reflected in their care and support plans when reviewed. This includes specialist support to people with complex Mental Health, Autism or a Learning Impairment so their needs are central to all we do.

Figure 3 Roger Hart's Ladder of Participation.





5. **Adult Social Care engagement principles**

- 5.1 Our principles and approach from staff when engaging with people include being:
- 5.2 Open, honest, and transparent with people regarding planning and decision making.
 - 5.2.1 Planned and focused practices and behaviours which support the overall strategic objectives for people and organisations.
 - 5.2.2 Two-way feedback is invited and are captured from people at every opportunity.
 - 5.2.3 Demonstrate that we are a listening and a learning organisation and value feedback.
 - 5.2.4 Sensitive, respectful, inclusive and make reasonable adjustments for people with legal protective characteristics so people can actively participate.
 - 5.2.5 Timely in our approach involving people in planned activities as soon as practically possible and keeping people informed if there are delays to services.
 - 5.2.6 Consistent clear and accessible communication, update and provide information in required formats.
- 5.3 We will engage with unpaid carers to deliver the *Darlington Commitment to Carers strategy 2023- 2028* as partners at the Carers Strategy Steering Group providing summary service practice guidance and an action plan linked to our Care Act 2014 duties.
- 5.4 We commit to positive partnerships and increased integration with Housing, NHS, Public Health, Voluntary Community and Enterprise organisations, Children and Education services and collaboratively work in co production with people to meet their joint health and social care needs.
- 5.5 We will use local population demographics to inform future service planning building on local knowledge tackling inequalities and barriers with increased preventive and self-help approaches.

6. **Delivering our Engagement and Co-Production Strategy - making it happen.**

- 6.1 Our approach to effective engagement and co production and action plans aims to maximise people’s health, wellbeing and independence and are underpinned by the following principles.
 - 6.1.1 Listening to people and their carers when they share their lived-in experience.



- 6.1.2 Encouraging and enabling people to active participate at key meetings and events.
- 6.1.3 Enabling co-production with their care and support plans so have more informed choices.
- 6.1.4 Empowering people to support us drive our continuous service improvement.
- 6.2 We promote people as equal partners and involve them when developing joint action plans adopting a “can do” approach as we know we are *Stronger Together* with co designed agreed actions and outcomes with stages timescales to monitor and review how we are delivering.
- 6.3 We ensure that Adult Social Care staff have Service Quality, Engagement and Co production champions who link to local engagement events and proactively seek opportunities to meet with local groups who are currently underrepresented in our engagement groups e.g. Asian Woman’s Exercise and Information Groups and Housing Tenancy links to the Darlington Gypsy Romany and Traveller (GRT) community.
- 6.4 We will explore communication and digital channels including public platforms, social media, Darlington Council websites, podcasts, telephony, Darlington Xtra and events with getting in touch contact details and share with partner agencies including Social Prescribers.
- 6.5 We seek to develop new innovative engagement models shaped with local people exploring regional initiatives e.g. ‘*over a brew*’ informal outreach meets at local community venues to build positive trust relationships and strong partnership with people in their neighbourhood places.
- 6.6 We aim to hold meaningful conversations with our key partners driven by the principles of asset building approaches to enable people to take control of their own lives. This includes improved and clearer support care and support pathways especially when people are leaving hospital.
- 6.7 We will work with people who want to be involved and provide them with the right support, training and coaching so feel are equal partners when attending engagement groups or events.
- 6.8 Accessible, timely communication formats will be provided to demonstrate transparency of meeting decisions and actions. Sharing of information will be with regards to Data Protection Acts and local information sharing protocols and confidentiality agreements.
- 6.9 When scheduling reviews to the effectiveness of the Engagement and Co production *Stronger Together strategy* we actively involve people, unpaid carers and families and



have robust feedback loops and opportunities from people to share their lived experiences.

- 6.10 Where needed the local authority will also commission independent surveys including the local Healthwatch and listen to feedback presented back from Voluntary and Community Social Enterprises.
- 6.11 By adopting strength based and a relational approach when we work with people to build on people's strengths and talents, capture real time feedback and commit to continuous service improvement.

7. Working together for Change – how we will know how we are doing

- 7.1 The model of '*Working Together for Change*' developed by the 'Lived Experience North Regional Network' suggests a co production model inform to build positively on feedback from people with lived experience and transform the quality of, deliver improved services, and offers. This includes how we commission person centred services that make a real difference to people's lives.
- 7.2 By embedding new ways of working, it provides a cultural shift embedding best practice in co production approaches with local people and delivers the TLAP quality statements using the following steps:
 - 7.2.1 **Prepare** – who needs to be involved and what format of information is needed.
 - 7.2.2 **Collect** – the right data, on the right systems and capture and from people's care and support reviews and capture how people are continuing to meet their outcomes and future aspirations.
 - 7.2.3 **Themed events**- inviting a range of stakeholders, staff, and people with lived experience at local accessible community venues with accessible, advance agendas.
 - 7.2.4 **Understand** – what is working well for people and their priorities for the future.
 - 7.2.5 **Identify success** – what does success look like for different people and capture themes.
 - 7.2.6 **Plans** – what steps are needed to develop the Engagement and Co production strategy action plan with agreed indicators of success.
 - 7.2.7 **Implement** – action the principles of engagement and co production and plans with accessible communication channels and briefings e.g. websites, social media platforms and visible staff.



- 7.2.8 **Review-** Evaluate progress against success criteria and communicate outcomes.
- 7.3 Adult Social Care report key performance achievements under the national Adult Social Care Outcome Framework (ASCOF) Performance indicators and Quality-of-Life survey reports including for unpaid carers so we will analyse trends and investigate variations.
- 7.4 Service quality audits and case file audits actively include people's feedback which enables us to listen to people's service experience and how able they are to meet their outcomes in ways that mattered to them. All quality activities are underpinned by the Adult Social Care Quality Assurance and Improvement Framework (QAIF).
- 7.5 We will publish reports to enable people can see how our performance is comparing with other local authorities and trend analysis.
- 7.6 The Adult Social Care Quality Assurance / Engagement and Co production Champions will raise the profile of best engagement and co production practice and support/ facilitate events. This will be led by the DBC Head of Quality and Practice and Principal Social Worker for Children and Adult Social Care.
- 7.7 The 'Capturing your feedback' initiative (Appendix 2) mobilises the TLAP quality statements recording people's feedback on how we are doing during their care journeys and embedded in their electronic case records so there is real time evidenced feedback and actions reported at Quality Performance meetings.
- 7.8 The Adult Social Care Occupational Therapy Service and our internal Reablement service have developed quality feedback measures in co production with people which report on people's independence and wellbeing outcomes and how person-centred interventions have made a difference to them.
- 7.9 The Engagement and Co production and strategy and actions will be regularly reviewed with local people and unpaid carers as part of our governance, monitoring, and scrutiny arrangements.
- 7.10 CQC new inspections from 2023 will scrutinise how Adult Social Care deliver Engagement and Co production as part of their duties under Part 1 of the Care Act 2014 using national quality statements and will consult with partners and people with care experience.

8. Shaping Lives- inclusive involvement matters

"Everyone plays a part in making Darlington a safe and caring community".

- 8.1 We support the regional NHS *Shaping Lives* initiative which highlight that ***Inclusive involvement matters***, and people want to be involved in shaping services and systems



that affect their lives sharing their experiences so making positive improvements through a **'My Voice Matters'** approach.

- 8.2 People who want to be engaged in co production as equal partners are enabled to be involved in focus groups, advisory and steering committees, and staff interviews.
- 8.3 When engaging with people we provide safe places for people to share their stories ensuring people access inclusive support and their voices are heard and acted on.
- 8.4 Being involved can produce health and wellbeing benefits for people as by contributing to the community can increase their network of friends, combat isolation and develop peer groups. By building people's confidence and feeling of self-worth can lead to people seeking volunteering or employment opportunities in the future.
- 8.5 We will show our value to people who share their lived experience and contribute to service development recognising their time and providing opportunities for their development, coaching and training.
- 8.6 Our strategy approaches and actions have regards to our statutory duties and commitment to equality, diversity and inclusion and we actively tackle any barriers that prevent people having opportunities to engage with us. We will identify and address any discriminatory practice, behaviours, or unconscious bias.
- 8.7 People with legal protected characteristics will be provided with reasonable adjustments, ensuring that everyone has equal access and support at meetings and events as and are provided with tailored communication formats and support.
- 8.8 We explore opportunities to engage with our community including linking to groups of seldom heard voices. The 2021 census highlighted that Darlington returns registered that 0.3% people identified as from Gypsy, Romany, and Travellers (GRT) community which is x3 the national census average.
- 8.9 We will deliver our actions with regards to Equality, Diversity and Inclusion in our action plan linked to the Darlington Council's Equality Policy 2023 – 2027 and Adult Social Care Equality Guidance priorities.
- 8.10 The Social Model of Disability underpins our service standard model of strength-based practice removing socially constructed barriers, putting people in the driving seat so better deliver person-centred services and provide tailored advice and information in formats that are needed.
- 8.11 We will schedule local and national health and wellbeing awareness weeks and events so more actively involved with community celebrations increasing opportunities to build networks with local groups and better understand people's needs. Raising our service



profile also aims to increase understanding and increased appropriate access to our services.

- 8.12 The Engagement and Co production' Stronger Together' strategy will be subject to an Equality Impact Assessment (EIA) in line with the current Darlington Borough Council Equality Policy.
- 8.13 We will ensure the ASC Engagement and Co production strategy is available in easy read and accessible formats and published on the Darlington Borough Council ASC internet and communication channels.

9. Governance and Review

- 9.1 The Adult Social Care Engagement and Co production *Stronger Together* strategy will be reviewed with local partners and engagement groups with plans to develop a Stronger Together strategy monitoring partnership group following initial consultation feedback and implementation.
- 9.2 Performance feedback, and feedback themes will be updated to Heads of Service / Assistant Director for Adult Social Care and Service Directors with the co-ordination of the strategy and aligned action plans will be monitored and reported on by the Head of Quality and Practice/ Principal Social Worker.
- 9.3 The Engagement and Co production strategy will be reviewed quarterly in the first year of implementation ensuring the agreed priority and ambitions are properly aligned and are delivering its aims and objectives.
- 9.4 The Adult Engagement and Co production Strategy will be then reviewed annually but will be subject to earlier review if are changes in national legislation or policy that requires us to review the strategy were affected as needed.



Appendix 1 Darlington Engagement and Co production Groups – not exhaustive

Group/ Network	Focus/ Representation	ASC attendance/ leads	Frequency of meetings	Partners
Carers Strategy Steering Group	Developing and delivering the Commitment to Carers 5-year strategy.	Commissioning. – Head of QP/ PSW - QAL	Bi-monthly – Tuesday am, with additional ad hoc meetings if required	<ul style="list-style-type: none"> • Carers and Parent Carers in Darlington • Age UK North Yorkshire and Darlington • Alzheimer’s Society • Arcus • CDDFT • Darlington Association on Disability (DAD) • Darlington Mind • Darlington Carers Support • Family Action Young Carers Service • Healthwatch Darlington • Macmillan Cancer Care • Primary Healthcare Darlington, including Living Well • St Teresa’s Hospice • TEWV • We are with you
Learning Improvement Network	Facilitation of Groups with themed meeting focus	Workforce development. / Senior Leadership /Teams	Monthly	DAD NHS / ICB LI self-advocates
ASC Listening Group	Themed co production meeting group	QAT	As needed-.	Facilitated by DAD – representatives from all groups
Housing Engagement Networks Tenants Panel.	Delivering DBC Housing Customer Engagement / Housing Strategy	Housing Communication and Engagement Co Ordinator,		Links to customerengagement@darlington.gov.uk
Parent Carer Group/ Facebook group	Peer support	– QAT link		Parent Carers
Develop Over a Brew engagement models	Community representation, faith groups	QAT Workforce development		New community initiatives to be developed including for seldom heard voices ‘café conversations’



Darlington Carers Carer Groups	Unpaid Carers Groups	Darlington Carers Lead	Monthly Mondays and Wednesdays.	Commissioned by DBC and inclusion at training sessions as 2 way listening events.
Asian Women's Health and Information Group	NHS led group	Social Prescriber lead	Meets weekly	
Darlington Organisations Together	Healthwatch Darlington co ordinated	Healthwatch Darlington RNIB	Monthly with all lead organisations	
Dementia Voice Darlington Cuckoo Club	Self-led by people living with dementia	Supported by the Alzheimer's Society	Fortnightly – Thursday morning	
Growing Old Together in Darlington (GOLD)	Community Group		Held at CAB office	Theme of Health Matters.
Motor Neurone Disease Group	People and Carers support group	MND Society	3 rd Monday monthly	Support Groups and access to grants.
Darlington Association on Disability (DAD) Listening Groups	Themed groups Independent Advocacy and Direct Payments Support Service	Tracey Roberts	As needed.	Commissioned by ASC who facilitate representative themed Listening Groups and advocacy.



Appendix 2 - Capturing Your Feedback Project – You said / we did.

This document highlights our commitment to work in partnership with people with lived in experience to share their feedback as part of Adult Social Care Quality assurance which enables continuous service improvement.

1. Aims and Objectives

- a. To ensure we receive regular feedback from people who use our service during the assessment, support planning and review process to understand if and how we have met their outcomes and act where improvement is needed.
- b. To embed the Think Local, Act Personal (TLAP) I quality statements and respond with commitments to meeting these aspirations and we record this on Liquid Logic evidencing strength-based practice and prevention of need.
- c. Evidencing that we have listened to people including carers as part of our Engagement and Co production strategy working in coproduction/ design with people, so they are in the centre of their care and support planning and review to achieve strength based and person-centred outcomes for people.
- d. Enabling practitioners to seek feedback to the effectiveness of their interventions using a consistent suite of questions as business-as-usual part of the assessment and review case process cycle on LL. This enables real time recorded feedback with the person, enabling their continued voice as part of the process.
- e. Deliver the priorities of Corporate and Adult Service Plan priority to increase our engagement and co production with people underpinned by the ASC Quality and Improvement Framework. Reviewing the Capturing your feedback questions and responses will be part of Case File audit scrutiny.

2. Adult Social Care Service Plan Priorities 2023-24 and performance actions

- a. Engagement and co-production with people with lived experience, staff, and partners; ensuring people are the centre of planning their own support.
- b. We ensure our professional practice promotes equality, cultural awareness which meets people's diverse needs throughout the assessment, care planning and review process and make reasonable adjustments, e.g. independent advocacy ensuring people can fully participate and contribute.
- c. Involve operational staff in the design, testing and focused training of Capturing your feedback so feel confident and competent to receive and act on feedback from people supported by LL processes in a new way of working.



- d. Analysis of performance reports from the Performance Team reports and the Quality Assurance Team sample analysis capturing people feedback, recording themes and evidencing amazing practice for our amazing practice library. This will be part of the QA Performance reporting.
- e. Provide opportunities for staff to record reported people achieving their outcomes working in partnership with people to get things right at the right time for people and increasing people's service satisfaction and improved quality of life indicators.
- f. Comply with the ambitions of the CQC key quality statements embedded in our strength-based practice linked to the evolving Adult Social Care Service and Transformation Plan priorities.



Appendix 3 The TLAP 'We statements'

1. Wellbeing and Independence	
<ul style="list-style-type: none"> ✓ We have conversations with people to discover what they want from life and the care, support and housing that will enable this. ✓ We work with people to make sure that their care and support person centred plans promote wellbeing and enable them to be as independent as possible. ✓ We work with people to manage risks by thinking creatively about options. 	<ul style="list-style-type: none"> ✓ We enable people to have information about self-directed using their personal budgets flexibly and creatively to meet their assessed outcomes, ✓ We look for ways to involve people in their communities where they feel included and valued for their unique contribution. ✓ We make sure people feel safe and comfortable in their own home, which is accessible, with appropriate aids, adaptations, technology, and equipment. ✓ We provide flexible and integrated care and support and joint hospital discharge pathways.
2. Information and Advice	
<ul style="list-style-type: none"> ✓ We provide key information and advice including people who arrange or fund their own support and care. ✓ We provide accurate and up-to-date information in formats that we tailor to individual need. ✓ We provide information and advice about health, social care and housing tailored to a person's situation without limiting their options and choices. ✓ We provide information and advice that reflects relevant law an 	<ul style="list-style-type: none"> ✓ We make sure people know their legal rights and responsibilities. ✓ We tell people about strength-based approaches to plan and manage their needs and ensure that they have the information, advice, and what will work best for them. ✓ We provide information about what is happening in their local community. ✓ We give people information on contacts and web-based information. ✓ We tell people about their rights to see records or how to make a compliment or complaint.
3. Active and Supportive Communities	
<ul style="list-style-type: none"> ✓ We will assist people to keep in touch with their family, friends, and community. ✓ We make sure that people have opportunities to build relationships with other people who share their interests, culture, and identity. 	<ul style="list-style-type: none"> ✓ We have a clear picture of all the community groups and resources in our area. ✓ We ensure care plans are co-produced and how can be active and involved as can. ✓ We work in partnership with others to create opportunities for people to work, both paid and voluntary, and to seek learning and education opportunities.
5. Flexible and Integrated Care and Support	



<ul style="list-style-type: none"> ✓ We work in partnership with others to make sure that all our services work from their perspective. ✓ We talk with people to find out what matters most to them, what they want to achieve and build these into their personalised care plans. ✓ We work with people as equal partners and combine our respective knowledge and experience to support joint decision-making. 	<ul style="list-style-type: none"> ✓ We tell people about their rights to advocacy and representation and make sure these services are available. ✓ We make sure that people can rely on and build relationships with the people who work with them and get consistent support at times that make sense for them. ✓ We work flexibly to meet people's fluctuating requirements for care and support, enabling the flexible use of personal budgets over time and with minimal restrictions. ✓ We review people's personalised care and support plans with them regularly.
<p>6. Staying in control when things need to change</p>	
<ul style="list-style-type: none"> ✓ We support people to plan for important life changes, so they can have enough time to make informed decisions about their future. ✓ We ensure that staff working in short-term settings or situations understand people's care, and support requirements and work in a person-centred way. 	<ul style="list-style-type: none"> ✓ We support people to have a contingency plan for emergencies and everyone involved with their support knows what to do and who to contact in a health or social care emergency. ✓ We make sure that any people or animals that depend on the person are looked after and supported properly.
<p><u>6. The People who support me-</u></p>	<p>Workforce</p>
<ul style="list-style-type: none"> ✓ We do not make assumptions about what people can or cannot do and do not limit or restrict people's options. ✓ We see people as individuals with unique strengths, abilities, aspirations and requirements and value people's unique backgrounds and cultures. 	<ul style="list-style-type: none"> ✓ We know how to have conversations with people that explore what matters most to them – how they can achieve their goals, where and how they live, and how they can manage their health, keep safe and be part of the local community. ✓ We have a 'can do' approach which focuses on what matters to people, and we think and act creatively to make things happen.