Adults and Communities
Involvement Board: Working Groups update
June 2017

Theme	Subject	Discussion from Annual Summit 2016 – what could improve?	Summary of working groups • *What was the focus?* • *What recommendations were made?* • *What changes took place?* • *How will it be sustained?*	Status
Guide to good engagement	Co-producing a guide for professionals to developing good engagement	• Getting **information** before meetings, in the correct, accessible format • **Networking** opportunities • **Involving** the right people • **Avoiding jargon** or using a glossary • Getting **feedback** on what has been done	• Working group met between Oct 2016 and Jan 2017 • **Co-produced a guide for use throughout Barnet on how to deliver good engagement on health and social care services** • Included the recommendations from the Annual Summit • Shared with community groups and Council colleagues • We will continue to use and promote	**Complete**
Information	Adult Social Care website pages refresh	• Communication between different services • Information for people to look up services for themselves • An **online directory** of preferred services • 'Condition Champions' – staff who are experts in certain areas • When using **online everything should be in one place** so information can be easily pulled or	• Focus was on the information available online • Working groups and user testing from Oct 2016 to Feb 2017 • **Carers' web pages designed collaboratively**, with pages continuously updated from user feedback and recommendations • Approach was very successful and Council looking to use it as part of wider web development. Ongoing	**Complete**

		printed off.	opportunities to be involved in website design.	

Dementia services	Improving dementia information and engagement in Barnet	• Bringing together providers to **improve knowledge and information** about dementia
		• Better support for families and carers after diagnosis
		• **Earlier education** and information to identify symptoms
		• Opportunities for financing dementia services
			• Working group met in January and February 2017, looking at
			  o Information needed by residents
			  o When this information is needed
			  o Where the information can be best accessed
			  o The format in which information is needed
			• **The group put together an action plan** that will be implemented through the Barnet Dementia Manifesto Project Group to improve dementia information in the borough.
			• Follow up meeting scheduled for May 2017 to look at wider issues.
				Complete

Crisis Intervention and early intervention	Designing the new Crash Pad service for people with learning disabilities / autism	• Information about what to do in a crisis, including clear point of contact
		• There should be **better facilities** in a crisis, for example a crash pad.
		• There should be **better communication** between crisis intervention service and other services
		• Crisis plans should become **more personalised**
			• Group focus was on the Crash Pad service for Learning Disabilities / Autism
			• Series of recommendations for how the service should run, including:
			  o Suggesting a new name for the service
			  o Suggestions for how it should work alongside other services (e.g. carers emergency plan, day centres and transport)
			  o Feedback on the proposed model for the service, including different approaches within family homes or supported living
				Complete

			○ Feedback on Pen Picture templates - Has been fed into service design meetings with the new providers and the **majority of recommendations** taken on - A few issues are still to be decided – further feedback in July *Follow up session in 3 months*	
Community equipment and telecare	Designing improvements for telecare services	- There should be a **better up take** of telecare - There should be **better information** or access to information about community equipment and telecare - There should be more conversation surrounding community equipment and telecare; we should be '**spreading the word'**	Sessions complete between April – June with new care technology provider, Argenti. The group worked on: - How the service should be **promoted**, what staff should know, **what information a user would need**. This will be part of the promotional materials and plan. **Barriers** to people accessing technology and giving guidance on how this can be overcome - Reviewing **leaflets and materials** – which will be built into the design - Ideas on how users can be involved in designing and testing new technology	**Complete**
Employment	Improving employment of people who use health and social care services	- Employers are not employing enough residents with Mental Health, Learning Difficulties or Sensory Impairment needs. - How we get feedback from employers who are receiving	Two strands to this group: One focusing on barriers for people with Learning Disabilities to get employment. It will look at how providers can influence employers on the main issues	**In progress**

		residents from employment support services	• One focusing on barriers for people with Mental Health problems to get employment	
Making services accessible to everyone	Ensuring new services have accessibility embedded	• Understanding budget implications for services requiring accessibility adaptations • There needs to be a clear way that residents can make recommendations to change processes.	2 out of 3 sessions complete. Work currently in progress: • Putting together a **set of guidelines** for providers who want to provide health/social care services for Barnet residents • **Reviewing the questions** that are used during the Procurement process to make sure accessibility is being fully considered • Looking at ways to **report poor accessibility**	**In progress**
End of life care	Improving End of Life care for carers and those who are cared for	• **Better information** on this topic, tailored to different groups • **Better training** for staff in care homes • Keeping the **end of life care registers** up to date • Better use of **personal health budgets**	• First two sessions set for Friday 30 June and Friday 21 July • To be scoped in more detail during the first session with working group members	**In progress**
Hospital discharge	Improving the experience of hospital discharge	• Better **communication** during the process, for example people with English as a second language and/or hearing impairments • Early identification of **carers** and young carers. Regular feedback about carers experience	• To be scoped in more detail during the first session • First session will be mid July – Council working with CCG and Royal Free Trust	**In progress**

		• Better liaison between different trusts • Better use of current resources e.g. **voluntary groups**, including for communication support • Opportunities to share **good experiences** with CCG		
Autism	Reviewing the autism strategy and action plan	• Look at **diagnostic pathway** for autism • Opportunity to set up **groups** that develop confidence and social skills. • Opportunity to set up **peer support**	• To start in late July/August – awaiting findings from Autism Self-Assessment Framework • To be scoped in more detail during first session, based on those findings	**In progress**