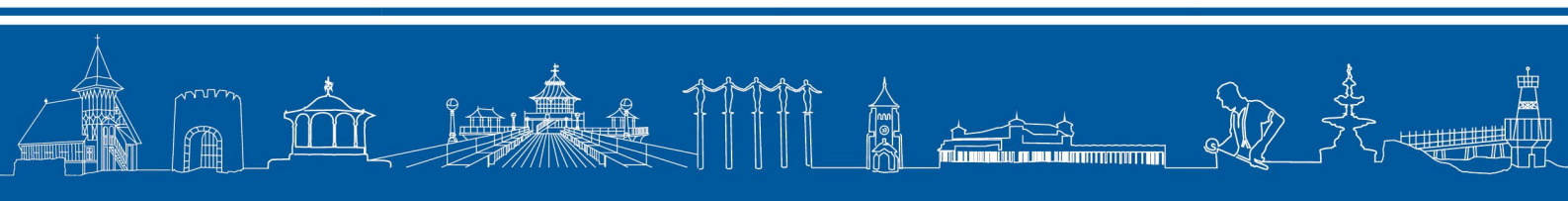


Conversation pack for Adult Social Services

Thank you for your interest in running your own discussion to feedback to North Somerset Council, Adult Social Services. This toolkit has been written to help groups hold their own local conversations. It can be used at any group, whether it be a local coffee morning, regular meeting, craft session or anything in between. The pack will help you guide a conversation within your group and feedback your thoughts, experiences and ideas to Adult Social Services

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1. A brief guide to Adult Social Services

Adult Social Services covers a wide range of support to help people who are older or living with a disability or physical or mental illness to live independently and stay well and safe.

Living independently means many things to different people, from care in your own home to living well in a care home.

We want to support people to achieve the outcomes that matter in their life and promote wellbeing and we want to hear from you about how we do this.

At all stages of life we may need help to manage daily living tasks, for some people this might be a short term need following a period of ill health or as we get older; for others the need for support is longer. You can often make small changes, or access support from family or other organisations to help you maintain your wellbeing and reduce the need for formal care and support. When it is needed the local authority can support you to make decisions about care and support needs and where those needs are best met,

Some of the services and support Adult Social Services offer includes:

- Support for people with physical or learning disabilities, autism, serious mental health issues and sensory loss
- Assessments for care and support needs
- Access to assistive technology and equipment
- Support for people who need at home care, support for carers and families
- Independent and supported living schemes, care and nursing homes
- Help with urgent unplanned care needs
- Support to regain daily living skills after illness
- Information, signposting and advice about living costs including help with financial hardship and budgeting

- Safeguarding
- Support with immigration advice, modern slavery, human trafficking and forced marriage

Some people are eligible for financial support towards care costs, and some have to pay a contribution towards support. How much you pay and how much you receive depends on how much money you have in savings and capital.

You can find out more about paying for care on our website: <https://n-somerset.gov.uk/my-services/adult-social-care-health/adults-older-people/help-make-decision-about-care/paying-care>

2. How to get involved

We know there are conversations happening all over North Somerset and we want to know what you are talking about so we can tailor our vision and the way we work. You can help us by holding your own discussion involving your group, organisation or community and finding out what ideas local people in your area have.

How you run your own local discussion is totally up to you. You might want to:

- Have one to one conversations with friends or family.
- Run a group discussion, for example, putting a discussion on the agenda of a meeting or event that you have already planned.
- Have a conversation at a social group you are involved with.

You can use the suggested approaches to help create conversations and capture the feedback. This will help us collate everyone's views.

Some tips for your conversation:

- Make sure that you are familiar with the materials before starting the conversation.

- During the discussions use clear and accessible language - do not use complicated words, abbreviations, or jargon.
- Make sure that everyone understands what is being discussed.
- Summarise key points from time to time to make sure everyone understands.
- Have a time allocated to each question
- Let people know that their name will not be referenced or passed on without consent.

3. Questions and conversation prompts

We will be creating a new vision for Adult Social Services. The vision is the overall plan for the future direction of Adult Social Services. We want people to share with us what is important to them so we can tailor our vision to the goals and wishes of people in North Somerset. All these conversations will be collated and fed into the development of our new vision for Adult Social Services.

Our current vision is:

To promote wellbeing by helping people in North Somerset be as independent as possible for as long possible.

These questions and prompts will aid your discussion and allow you to feedback information about what important to people. Everything will be collated and fed into the new vision for Adult Social Services.

a. What is important to you as an individual now and in the future?

- What aspects of your independence are most important to you?
- How important is prevention when talking about adult social care?
- Have you ever thought about preventing ill health in your own life?
- What does 'good' care and support look like?
- When should you start thinking about care and support?

b. What would you like to see in your community/area?

- What's already going on that's good?
- Are there any community resources which are missing?
- What resources are important to you in your community?
- What would make your community/area safer, more supported or more connected?

c. Is there anything else you would like to say?

- What should Adult Social Services focus on improving?
- Have you had experiences for Adult Social Services, good or bad?

4. Capturing your Conversations

Once you have held your discussion, please feedback the main points of your conversations either, by:

- Summarising the main points, thoughts and issues and email North Somerset Council at asshsstrategyandpolicyteam@n-somerset.gov.uk
- Completing the feedback form (feel free to continue on an extra sheet of paper if there is not enough room in the boxes), and then scanning or taking photographs of the sheets so you can email to asshsstrategyandpolicyteam@n-somerset.gov.uk
- Posting the feedback form with a stamp to:
Strategy and Policy Team
North Somerset Council
Castlewood,
Tickenham Road,
Clevedon,
BS21 6FW

Thank you for contributing. Please use this template to record what you discussed. We want to know what is important to you as an organisation, as a group and/or as an individual.

- Please complete one feedback form for each group discussion.
- Make a note of points where there was agreement in the group, and where there were differences of opinion.

5. Feedback form

Organiser contact details:

Name of group:

About your discussion

1. When was the conversation held?
2. How many people took part?
3. Where did the conversation take place?
4. Who did you involve in your discussion? For example, local people, members of your organisation etc

Question 1 - What is important to you as an individual now and in the future?

Question 2 - What is important to you in your community/area?

Question 3 - Is there anything else you would like to say?

What will happen once we have your views?

We want to use your feedback to shape our vision for Adult Social Services. We are really interested in hearing what you have to tell us about your experiences and what you think care in North Somerset should look like in the future.

All the information collected will be anonymised before being used.