



Annual Engagement Summit

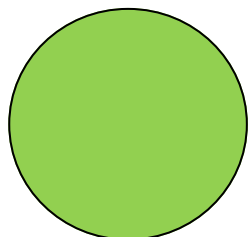
6 July 2017

Report

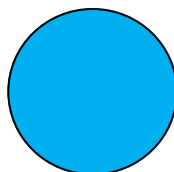
The Annual Engagement Summit was held on 6 July 2017. The aims of the event were:

- to celebrate the work of the past year
- to work together to decide priorities for health and social care for next year

Who was there?



40 people who use services or are carers



26 people who work for Barnet Council, Clinical Commissioning Group (CCG) and other organisations like Mencap and Age UK



3 local Councillors



How did we plan the event and choose the priority topics?

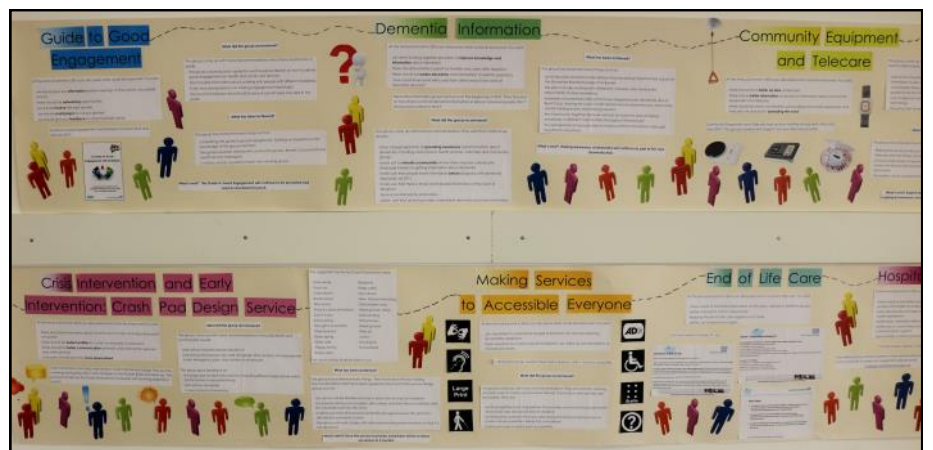
We planned the Annual Summit with help from a steering group of resident representatives from the Involvement Board

The Involvement Board chose and prioritised the list of topics for the Annual Summit. Some of these came from Barnet Council and CCG priorities

We also gave people who were planning to come a chance to suggest topics.



- The event started with lunch, networking, and a chance for people to vote on their top priorities
- There was information about how the working groups from last year have progressed
- There was a creative area for people to express what they thought great health and social care looks like
- There was a chance to find out information about the website, Healthwatch Barnet and the Clinical Commissioning Group.



- There were presentations from:
 - Councillor Helena Hart (Chair of Health and Wellbeing Board)
 - Mathew Kendall (Director, Adults and Communities, Barnet Council)
 - Dr Aashish Bansal (Barnet Clinical Commissioning Group Governing Body GP Board Member)
 - James Mass (Assistant Director, Adults and Communities)
- The Involvement Board had put together a video which we showed at the event – they talked about why they get involved, what has gone well over the year and what could be improved. You will be able to see this video on the Barnet Council website.



The priority topics:

- People who came the event were asked to **choose and vote** on their most important topics
- When we counted the votes there were **11 topics** that people chose as their priorities
- The rest of the afternoon was a chance to **discuss these topics** and what we want to change in each of these areas.



The next 4 pages show the eleven topics and **3 main points** from each that will form the starting point of the working groups

If you would like more detailed notes from the discussions, please contact **020 8359 4712** or **engage.adults@barnet.gov.uk**



1. Quality in care homes

How can care home residents and carers be more involved in improving quality in care homes?

1. Look at best practice and how to promote this
2. Look at ways for residents and carers to be more involved
3. Look at how to improve communication and involvement from care homes.



2. How do we know if we are doing a good job in social care?

How can we measure and monitor performance and services in social care? How can users have a stronger voice in this?

1. Look at different ways to measure good quality care from providers
2. Look at ways to get more regular feedback from social care clients
3. Look at how we measure and monitor (to improve) the experience for carers.



3. Carers support

How can social care and health staff best support carers and improve outcomes for carers?

Looking at ways to meet the different needs of carers, including:

1. More flexible support
2. More support where people come with the person they care for
3. More support for neurological conditions



4. Prevention services

Barnet Council have contracts with different organisations to provide good information and advice and community activities that help people stay independent.

How can residents identify what is missing and whether these services meeting the needs of the community?

1. Look at impact of whether these services are having to meet more complex needs
2. How support is provided (face to face / phone)
3. How to streamline the commissioning of these services.

5. Learning Disability services



How satisfied are people with a learning disability with the services they receive? What can we do to improve overall satisfaction?

1. Better support for people with autism
2. Being seen as an individual and not my diagnosis / needs
3. More tailored opportunities for people of different ages—including access to paid employment



6. Mental Health service changes

Investigate the impact of the changes made to local mental health services in 2016/2017.

1. More and better communication needed about the changes
2. Focus on personalised care and support plans
3. More options in the community



7. Keeping safe in the community

How can we support people to stay safe from current worries such as internet safety, social media, fear of crime, hate crime?

1. Look at how to educate and inform people about risks and how to prevent issues
2. Look at how to support people when something does happen
3. How we can use technology to keep safe.



8. Keeping people up to date with community activities

There are lots of activities that help people improve their health and independence.

How can residents, the council and the voluntary sector work together to keep people up to date with what is happening, including those who cannot or do not use modern technology?

1. Making sure that information is consistent in different places
2. Better information in health settings like hospitals
3. Central place for information about aids and equipment



9. Respite services

How can we improve respite services and support for people with Learning Disabilities to have a holiday?

1. Understanding if there are commissioning gaps for respite
2. Ensuring that there is good information and advice on how to get a break
3. Make sure there is an effective pathway for carers to access a break.



10. Joining up health and social care

How can we improve people's experience of integrated health and social care? How can these services communicate better?

1. Better communication between health and social care staff on the ground
2. More joint assessments
3. Continuity of service and not needing to tell your story again.



11. Supporting people with multiple needs

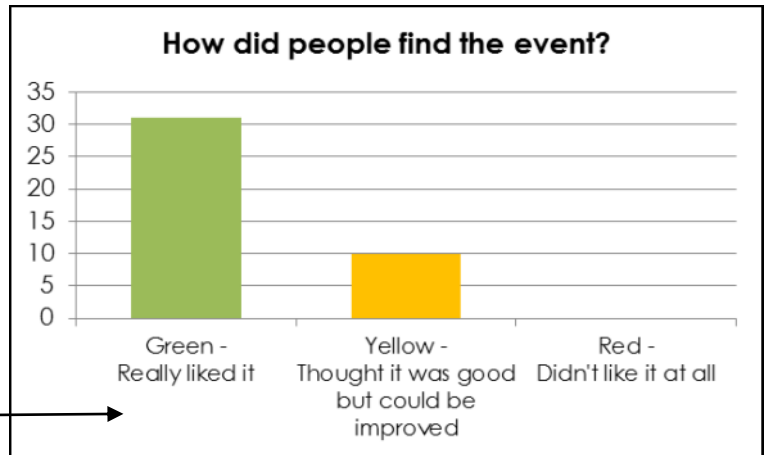
How can physical disability and sensory impairment teams better support people with learning disabilities who have a motor sensory delay?

1. Helping people to understand their conditions
2. Ensuring person-centred assessments
3. Support for carers for people with multiple needs.

How did people find the event?

At the end of the event we asked people to vote with coloured counters: **green** if they really liked it, **yellow** if they thought it was good but could be improved, and **red** if they really didn't like it.

The results are in the chart



We also asked for people's feedback. Most people said positive things like:

“It was great to get my views across”

“I enjoyed being able to vote”

“Well done – good hospitality”

Some people gave use useful tips for the future, like:

“If you make any more videos suggest you add subtitles – so they'll work without sound and better for hard of hearing”

What happens next?

- Each of the 11 topics will become a working group that will meet to make some of the changes that we discussed
- They will take place over the year until next Summer – some will start earlier and some will start later
- They will involve any interested members from the People Bank - we will send out the dates and invitations.