

North Somerset Council

Report to the Health and Wellbeing Board

Date of Meeting: 14 February 2024

Subject of Report: Healthwatch Report: Time to think differently about Social Care

Town or Parish: All

Officer/Member Presenting: Georgie Bigg, Chair, Healthwatch Bristol, North Somerset and South Gloucestershire

Key Decision: No

Reason: It does not meet the criteria for a key decision.

Recommendations

That the Board review and feedback on the Healthwatch Report “Time to Think Differently about adult social care”.

1. Summary of Report

The report is attached at Appendix 1 and sets out feedback received from people not currently using social care services about what is important to them in seeking social care now, and in the future and draws a number of considerations to take forward. Feedback was collected via two focus groups and written feedback from participants living in the Weston, Worle & Villages, and Woodspring Locality partnership areas.

2. Policy

Healthwatch is the independent national champion for people who use health and social care services. There is a local Healthwatch in each area of England looking to find out what people like about services and what could be improved. Nationally and locally, Healthwatch has the power to ensure that those in charge of health and social care “hear people’s voices” as well as seeking the public’s views and encouraging health and social care services to involve people in decisions that affect them.

3. Details

Healthwatch North Somerset was commissioned by North Somerset Adult Social Care to collect qualitative feedback to help inform and design the commissioning of services by hearing from local residents. The aim was to:

- Connect with non-users of social care and those who are carers or potential service users of North Somerset Adult Social Care services.
- Identify participants in both the Woodspring, and Weston, Worle & Villages Locality Partnerships in North Somerset, and gather feedback from local communities.
- Agree group representation and size for each location and contact participants to manage their expectations, needs and ability to participate.

- Conduct focus groups and facilitate open conversations.
- Gauge interest in ongoing involvement and manage consent to be contacted by North Somerset Council in future.

4. Consultation

N/A

5. Financial Implications

N/A

6. Legal Powers and Implications

N/A

7. Climate Change and Environmental Implications

N/A

8. Risk Management

N/A

9. Equality Implications

N/A

10. Corporate Implications

N/A

11. Options Considered

N/A

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Appendices:

Appendix 1 Time to think differently about adult social services