

Time To Think Differently about adult social care



<https://www.healthwatchnorthsomerset.co.uk/report/2024-01-17/report-time-think-differently-about-adult-social-care>

- Collected via two focus groups and in written feedback from 24 participants living in the Weston, Worle & Villages, and Woodspring Locality partnership areas.
- The participants were not service-users but many had disabilities or long-term conditions that made them think for the first time about their future care needs.
- feedback revealed that participants knew little about North Somerset Council social care provision.

Their principles of best practice were;

- Being listened to
- Good communication between staff and service users
- A timely and responsive service
- A flexible service tailored for individual needs
- A service that promotes independent living
- A compassionate service
- An accessible service
- Peer support
- A care assessment
- Accessible information on websites (N-SOD)

Time To Think Differently - recommendations

- Have a single point of access for the information on social care
- Use clearer signposting about access points for information on social care
- Give explicit information on care processes, how people are assessed and the potential outcomes of care assessments for example, in the form of a flow chart – using ‘social care journey maps’
- Provide easily accessible information available
- Provide information people can access independently
- Provide guidance and opportunities for people to consider social care planning to address their potential future needs
- Provide information on social prescribing and eligibility for referral
- Provide information on advocacy services and eligibility for these
- Provide accessible information on financial planning in relation to social care
- Use accessible language in all social care documents and on the North Somerset Council social care online site (<https://n-somerset.gov.uk/my-services/adult-social-care-health>)

