

Action Group meeting 15 12 21 - community ways of working

Jon, Veronika, Graham, Sue, Clare, Danielle, Tracy, Jan

Resources from Torbay about basic principles and ways of working + impact

<https://drive.google.com/drive/folders/1k5ChoVRMntH7OBP6k528p8-SEJpINZSa>

- There are several things in the folder
- 2 documents that are the most interesting to start with are: community building & social prescribing
- These two documents talk about innovative ways of creating opportunities, ripple effect of activities & evaluating this

We have considered and discussed quite a few things...

Are we only interested in engaging our membership only or are we interested in doing community work more widely?

Torbay ABCD model is exciting - bigger model - that will mean we are community wellbeing organisation rather than 'just' care organisation - that would mean different group of people we're supporting - that would mean that we will be working with people who are on the 'trajectory' to needing regulated care - our work would mean that we're supporting people to stay well longer before needing the care we offer now.

Torbay have evidence that their work reduced demand on local services - if we can show that, then local authority would be able to fund this work. This is something that we could aim for in the longer term.

The current set up doesn't allow such support.

If we are looking at wider community activity we will need to have resources for that.

We already have invested in getting closer to this but it so far has not worked that well.

Where are we in 5 years time?

The service we're doing now will be one of the broader range of services - the current service will be a smaller part of the overall business.

Preventative social care

Meeting people's needs before people need social care - e.g. doing care plans before needed

Being partners of people in getting better/staying well - having more of the conversations around this (being alongside people sooner) - right now we are supporting people to stay stable/safe.

It feels like we are currently supporting those who need regulated care - people who contact us and we work with are sort of 'past' the point of engaging in wellbeing activities...

We would need to be really creative - other organisations want to show impact in prevention already.

Maybe we need to work out what is already happening and see what is happening on the ground and how we fit into that.

Social prescribing is part of this.

(Mostly) our current user members have not been interested in an offer of additional activities/things to do.

Personal experiences show us that doing 'additional' things with people around the person who need support really helps and make lives better.

So how do we engage with people who are not there yet and who will engage in a wider pool of activities and support?

How do we support people to stay well and then support them to get regulated care when they need it?

That would mean people would be on a journey with us through getting different type of support throughout the engagement.

This would be/is an excellent unique selling point: there aren't many social care organisations who are regulated by CQC who would be doing both of those things together.

Ways forward?

- either start smaller and outwards
- or small locality/geography
- Could we do both of those? We have a group of people in one area and try/test that. And see what the connections are and how that would work...

We have come up with the following rough plan

- We will engage with a specific group of our members to explore membership and what it means to them and how it would work for people - what they would like/expect/how they can contribute - membership experience
- We have a group of different types of members who live in Golcar/Longwood area.
- We want to be involved in the community and figure out how people are connected and how this works for us and others. We don't want to just bounce in and be isolated/ cooperation is essential.
- We will create a map of the connections and links where our user members, staff members, volunteers, investor members and their families will be at the centre.
- And we will see what will come from that

Alongside we'll

- remember that this is about the community and not about the organisation - we are enablers/connectors not doers for, we will support the people to connect and see what is possible...thinking about our activity as barrier removing rather than service/support delivery
- work with Simon to get feedback and explore thinking so that we are able to start thinking about what we're doing differently - this will be really interesting in terms of culture/regulation/measuring which is connected to regulated care - exploring the 'meeting points' of the two and can each benefit
- continue to employ Fair Care principles and work on power/relationship - this feels very much in line

What difference are we trying to make and to who?

Enabling better lives for people in Golcar/Longwood area.

Core group

- Veronika, Clare, Danielle, Steph
- Sue and Veronika - once a month and Sue to feed into local authority
- Steph in the role of membership secretary: work with the group to start bringing together what is needed (systems/steps) to have effective ways to join, be part of things, be in the know
- Graham to support tech solutions for membership systems development
- Everyone to kept in the loop through usual comms channels

To explore

- funding for preventative social care

- advanced care planning - needs to be part of how we're working and this could be narrow/broad / 'good life planning' that would be broader - we could look at this practically as part of the work and look at language as well...something like a life plan which has care included...(how do we ask these questions actually?); this needs to be flexible/developing responses...

Longer term

- we could involve online gaming community and it could include people who might not be that well physically and are based online
- Online playing supports the mental health of the gamers who might get support through role playing - what they might wish for in real life.