



Annual Engagement Summit

19 July 2018

Report



Aims

**The Annual Engagement Summit was held on 19 July 2018.
The aims of the event were:**

- 1) To work together to decide priorities for health and social care for the next year.
- 2) To discuss what we have achieved over the past year.





What happened on the day?

- The event started out with lunch and an opportunity for guests to vote on their **top priorities** and for new members of the **Involvement Board**.
- We heard from leaders of health and social care in Barnet
- We also heard from people who have been involved over the past year and their experiences
- We had two workshops. In the first we discussed some big questions in health and social care and in the second we discussed the priority topics in more detail.





What happened on the day?

At the summit there were presentations from:

- Dr Debbie Frost (Chair of Barnet Clinical Commissioning Group)
- Dr Tamara Djuretic (Director of Public Health in Barnet)
- Jess Baines-Holmes (Assistant Director for Adults Joint Commissioning Unit)
- James Mass (Assistant Director, Adults and Communities)

We also had a chance to hear from a panel of People Bank members about their experiences of being involved with the community.



Workshop 1: Big questions in health and social care

We wanted to know **what's important, what works** and **what can be improved**

We came up with a few main points for the topics.

For each we will take away the information and think about how we can act on some of the ideas.

1. Staying well

How do we support people to look after their health and stay well, both mentally and physically?

- Environment – clear, safe and pleasant
- Public education and awareness
- Food, nutrition and physical exercise



2. Spreading the word

Sharing information and getting people involved– what role can residents and the community play?

- Wording; don't use government speak.
- Make sure there is good coverage of organisations
- Existing forms of information sharing could be used better



3. Independence

How do we make sure we focus on supporting people to maintain and build their independence?

- Information and advice
- Not being isolated/peer support
- Focus on empowering and enabling people



4. Access to technology

How do we make sure people can access digital information and are not excluded from technology?

- Inform people about ways to access technology
- Ensure there is support in the community so that no one is left behind
- Don't forget we are human and computers work algorithms



5. Loneliness and isolation

How can we tackle loneliness and isolation in Barnet?

- Identify the reason for loneliness/isolation and address them separately
- Conditions not being understood leading to bullying, being left out (individuals and families)
- We need to make sure people have the right resources for them, for as long as they need



Workshop 2: Priority Topics

For the second workshop we discussed the priority topics in more detail. Each of these will now become a working group throughout the year.

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

1) Difficult conversations with social care

What do people expect from social care staff, especially when there are difficult decisions to be made?

- Important to solve our problems, face our problems
- Be open and honest
- Listen to me



2) Autism



How can mainstream services and professionals be better at supporting people with autism?

How can we make sure there are opportunities in place to help people with autism avoid isolation?

- Social workers need to understand my needs
- Raising awareness
- Lack of funding. For example, individual personal budgets

3) Social isolation - access to community activities and local groups

What are the barriers for people getting involved in local activities? How can we tackle these?

- Getting information out there
- Transport
- Accessible sport activities e.g. for visually impaired
- Website – difficult to find way around the site, not accessible



4) Communication with the learning disability team

How can we improve the experience and responsiveness when people contact the learning disability service?

- Carers and support workers not focusing when the person they care for is at day care.
- Agency staff should be answerable to day care staff
- Providers need to communicate about changes e.g. different carers



5) Recruitment of social care staff

How do we involve service users in recruiting staff with the right values and in training/development of the workforce?



How do we make sure recruitment is effective?

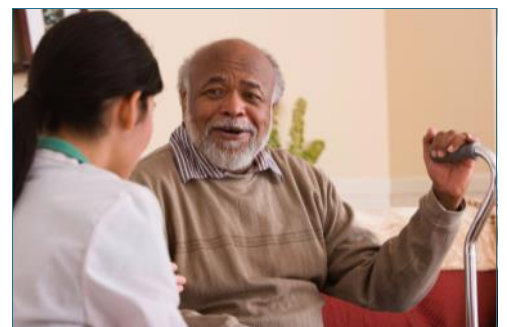
- Focus on ability to lead and be effective.
- What investment is needed in recruiting the right people?
- Draft up a process for recruitment and the activities involved / who should be involved.

6) Care provider workforce

What are the key areas that people expect care providers to deliver well?

How can we improve training/development of staff and encourage people to stay?

- Be clear on what a care provider is
- Clarity on who has right to work
- Health training



7) Employment of people with disabilities/mental health problems

How can we support more people into paid work, including the application process and support in a new job?

- What would help? – help to update CV, support with practising for interviews, specific job websites, completing applications
- Work experience in a variety of roles would be helpful
- Local authority could do more to engage with employers and support them



8) Self-care and prevention

How to can we support people to engage in their own health and take actions like screening and vaccinations?

- Important to look at diet and medication
- Look at different options e.g. pharmacists as well as GP's



9) Hearing people's views who use mental health services

How can mainstream services and professionals be better at supporting people with mental health issues? How can we make sure there are opportunities in place to help avoid isolation?

- Link physical and mental health
- Working groups on different changes
- More regular updates



10) Information about health options

How do people decide where to go for what health issues?

How can we get the information out there?

- *The working group will look into this topic in more detail*

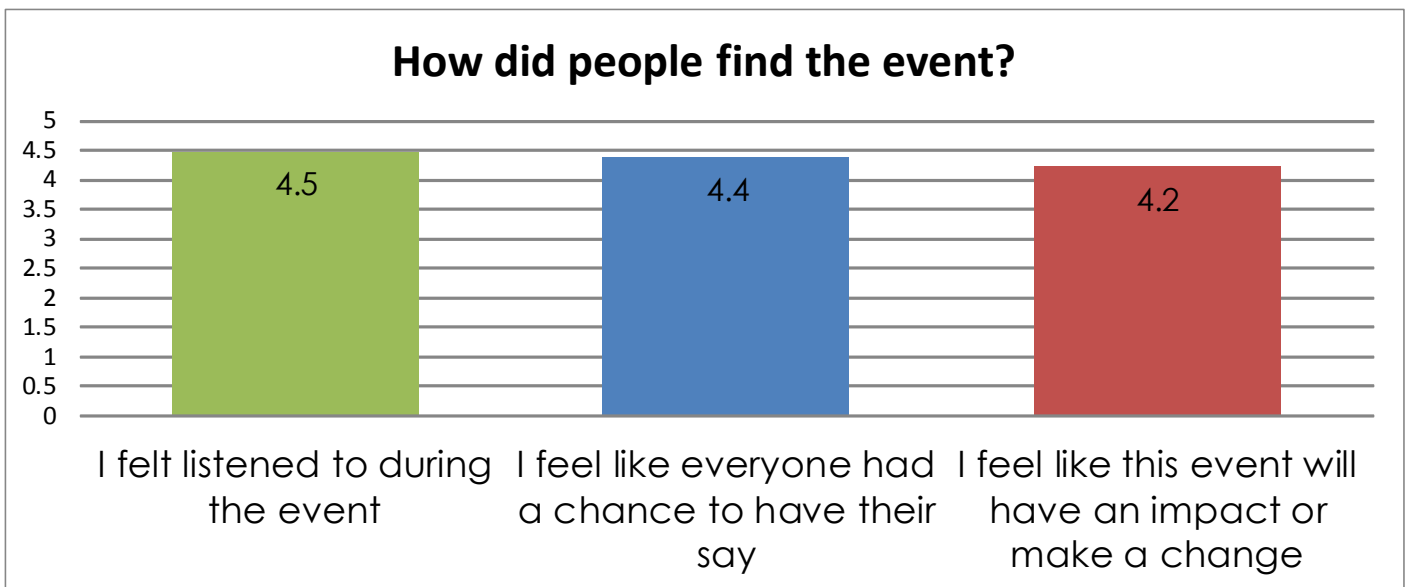


Feedback

How did people find the event?

At the end of the event we asked people to vote with a score between 1-5 on the feedback form, with 1 being bad and 5 good.

The results showing the average scores for each of the three questions are in the chart below.



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

“Sharing experiences”

“Meeting was educational, everything was informative”

“Good that we were being listened to, it is important for everyone to have their say”

And some were able to give us useful tips for the future, such as:

“Get service users to speak more”

And some recommendations on how we can get people from different groups more involved:

“Make people aware that you are there to help”

“Just be in the community and meet people”

What will happen next?

- Each of the 10 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 in the year and some will start later
- They will involve any interested members from the People Bank - we will send out the dates and invitations nearer the time.
- If you are interested in signing up to future working groups, get in touch on **engage.adults@barnet.gov.uk** or **020 8359 4712**