

Wiltshire Council

Health Select Committee

20 November 2024

Service User Engagement Contract

Purpose of report

1. To update the Committee with details of the Service User Engagement contracts commissioned by Adults Commissioning and Wiltshire ICB, detailing projects conducted through 2024.

Background

2. In January 2024, the contracts for Service User Engagement were jointly commissioned by Wiltshire Council and Wiltshire ICB.
3. Service User Engagement (5-18) was awarded to Wiltshire Centre for Independent Living.
4. Service User Engagement (18+) was awarded to Voice It Hear It, a consortium of Voluntary Sector Organisations, Community First, AGE UK Wiltshire, Wiltshire Service Users Network, Alzheimer's Support, Wessex Community Action and Celebrating Age Wiltshire.
5. Each contract notes the importance of ensuring Wiltshire Communities are consulted and engaged with new innovations or changes to services provided by Wiltshire Council.
6. The providers of these contract are expected to undertake duties to facilitate coproduction enabling people using health and social care service to have input in every stage of the Commissioning cycle.

Main considerations for the committee

7. Since the awarding of the contracts the providers award have supported Wiltshire Council teams and Wiltshire ICB with many engagement projects to help officers understand resident's experiences of services in Wiltshire.
8. The contract notes that continuous engagement should include the following groups of people:
 - Learning disabilities and difficulties
 - Physical impairments
 - Sensory impairments
 - Mental health needs
 - Autism spectrum conditions
 - Older adults with conditions such as frailty and cognitive impairment
 - Social, emotional, and behavioural needs
 - Speech, language, and communication needs
 - Substance use disorder

- Any other factors impacting on a child, adult or family's ability to achieve positive outcomes and for which service are provided (e.g trauma, domestic abuse, exploitation, etc)

The following engagement projects have been completed and/or are being completed this year:

Adult Social Care and Commissioning:

Prevention strategy

Understanding how Wiltshire residents believe the Prevention Strategy will affect them as users of social care, the provider is also supporting Wiltshire Council with creating videos and easy to understand documentation to make the strategy more accessible.

Accommodation strategy (Adults)

Presentation of the strategy detailing the approach to housing and support services for communities in Wiltshire. Due to an increase in current population of adults 65+ in Wiltshire by 22%. Provider will support people to communicate how they would like to have choice and control in their own home and remaining independent.

Technology Enabled Care (TEC) engagement

Provider will support young people aged 18-25 using social care services to engage with Commissioner on what technology enabled care they use to remain or support with independence, enabling the Commissioner to understand any new innovations.

Your Care Your Support Website

Provider to engage with users of the Your Care Your Support Adult Social Care website to advise the web team how easy the website is to use and what is relevant to the residents of Wiltshire.

Wiltshire homecare tender

Wiltshire Council completing a review of the current frameworks that cover care at home, keen to gain feedback of commissioned care, understanding experiences and what people want from care at home.

Independent Living strategy

Presentation of the draft strategic aims to ensure Commissioners understanding of what they mean for adults and their Unpaid Carers affected by this strategy.

Community equipment review

Provider to gain experience of people that have used the service of delivering and returning equipment as well as what Wiltshire residents would like out of the service in the future due to potential retender.

Children's Social Care, SEND and Commissioning:

The provider works in close collaboration with Wiltshire Council Youth Voice and Participation teams to ensure a joined-up approach to delivering engagement activity.

Short breaks scheme

Provider to support the Commissioner to understand from parents, carers and guardians how to support the future offer of short breaks to gain uptake.

SEND strategy

Provider to support creation of events and workshops with children and young people, including their parents, guardians and carers to understand what the priorities are of provision and support under the strategy.

Community And Mental Health Services (CAMHS) review

Understanding the service and experiences of people that have used these services, including partners that have referred young people to be supported. Engagement with the established participation group of young people.

Public Health:

Learning disabilities life expectancy

Engagement groups with people using The Medley services as a pilot project to understand how to support adults with a learning disability and their Unpaid Carers to complete their health checks due to current health inequalities data.

Dental care access

Understanding the barriers and experiences of people using health and social care services to access dental care services, especially interested in Care Home residents and the general understanding of oral hygiene.

Survivors of domestic abuse

Survey in association with libraires to support people who are experiencing or have experienced domestic abuse and how this has affected them, this is to understand the services needed to support in Wiltshire.

Other considerations of engagement:

Healthwatch Wiltshire

An addition contract was awarded on 1st January 2024 of The Care Forum trading as Healthwatch Wiltshire.

Healthwatch Wiltshire is a statutory organisation acting as champions of Wiltshire communities to report health issues and feedback to Wiltshire ICB, Wiltshire Council and CQC.

Healthwatch Wiltshire are currently supporting Wiltshire Council on:

- Engagement of Fijian and Nepalese military families
- Wiltshire's understanding of childhood vaccines

As well as understanding eating disorders and services supporting residents requested by Wiltshire AWP.

Each year Healthwatch Wiltshire set their priorities, 23/24 priorities are:

- Issues waiting for prescriptions at pharmacies, the availability of medication, and accessing the service outside of 'normal' hours.
- Concerns about how pharmacies would cope with the introduction of the new Pharmacy First scheme were also raised.
- Mental health and wellbeing support for young people is difficult to access.
- The need to join up health and social care and improve communication between the two.

- Better support for unpaid carers, particularly those who support people with conditions such as dementia.
- Challenges in accessing support for specific conditions such as Autism, and for those for whom English is not their first language.
- People also mentioned feeling the impact of the cost-of-living crisis, such as having to decide which medication to collect due to prescription charges and having to seek private dental treatment as no NHS appointments are available.
- The issues of living in a rural county, where getting around can be difficult due to poor transport links, triggering loneliness and isolation for some

Wiltshire Pioneers

Wiltshire Pioneers are a group of residents in Wiltshire with experience of Adult Social Care services who are working alongside Innovators (Wiltshire Council staff) to develop Adult Social Care services. The Pioneers are paid for their time and have been actively supporting the Transforming Adult Social Care (TASC) programme. The Pioneers project is run the Wiltshire Centre for Independent Living (WCIL) and they are a very important partner for the Council in gaining the voice of those people who use their services. *Post meeting note – the inclusion of the paragraph above was omitted from the report and agreed at the meeting of the Health Select Committee on 20 November 2024 that it should now be included in the report.*

Since going live in February 2024, the Pioneers have been involved in the following projects:

Review and coproduction of the Financial Benefits assessment form

Following engagement with people who have used this process, which also includes some of the Pioneers themselves. It was concluded that the Pioneers and Innovators would work together to re-write the assessment form to become more user-friendly. Subsequently a guide has also been produced to support people when completing the form.

Social care staff induction

The Pioneers and Innovators now support a segment of the Adult Social Care induction for new staff, explaining the importance of coproduction and engagement of people in their role. This is to ensure that the ethos of TASC is understood widely across Adult Social Care.

As part of this work, they are also including quarterly Disability ally training to all staff.

Experiences of Adult Social Care

The Pioneers have also been supporting Adult Social Care with the assessments process, after experience of this process the Pioneers coproduced communications expectation material that social care staff can leave at the home following an assessment.

The Pioneers have also supported Wiltshire residents to understand Adult Social Care more by creating positive content shared on social media, to breakdown the service and provide clarification of processes following a survey of Wiltshire residents that have used Adult Social Care services.

The Pioneers and Innovators work is set to continuously evolve setting out good practice such as:

- Trusted relationships between staff and residents of Wiltshire
- Advice and success sharing between staff and residents of Wiltshire.
- Involving other organisations supporting people in Wiltshire.
- Create a wider remit of Pioneers including young people.

As well as working with the University of the West of England to evaluate the project.

Conclusion

Wiltshire Council and Wiltshire ICB now have a greater understanding of experiences of using Health and Social Care services by Wiltshire residents. Both Wiltshire Council and Wiltshire ICB will be continuing this work throughout 2025.

Officers requesting engagement are committed to present the evidence of voice through 'you said we did' documentation 6 months after report created by Voice It Hear It has been finalised.

Recommendation to the committee for 6-month update of projects above and new projects started.

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