

The Care Act Event - 14th May 2015



The Care Act represents the most significant changes to Adult Social Care legislation in over 60 years. New responsibilities and obligations fall to the Council from the 1st April 2015.

Healthwatch Halton in partnership with Halton Disability Partnership and Halton Borough Council agreed to hold a public event to look at some key areas of the Act with a view to raising individual awareness of the new Act

The event was held at the Select Security Stadium, Widnes on 14th May. Over 80 people came along to the stadium to find out a bit more about the Care Act and how it may affect them.

By the end of the day it was hoped that everyone would have increased their knowledge of the Act, allowing them to have a better idea of the important contribution they could make, when discussing individual needs for meaningful care and support.

The first part of the day consisted of a number of presentations as follows:

Gary Cleland, Principal Policy Officer, Halton Borough Council, gave an overview of the Care Act. This was followed by a presentation from Halton Carers' Centre on

the key issues for Carers. The third and final presentation of the morning session was from Tom Baker, Chair of the Halton Disability Partnership. Tom's presentation gave a user's perspective on the new act.

During the afternoon session people had the opportunity to take part in a number of 'bite size' workshops that looked at issues such as;

- Assessment & Eligibility
- Finance
- Prevention
- Information
- Complaints
- Advocacy
- Safeguarding

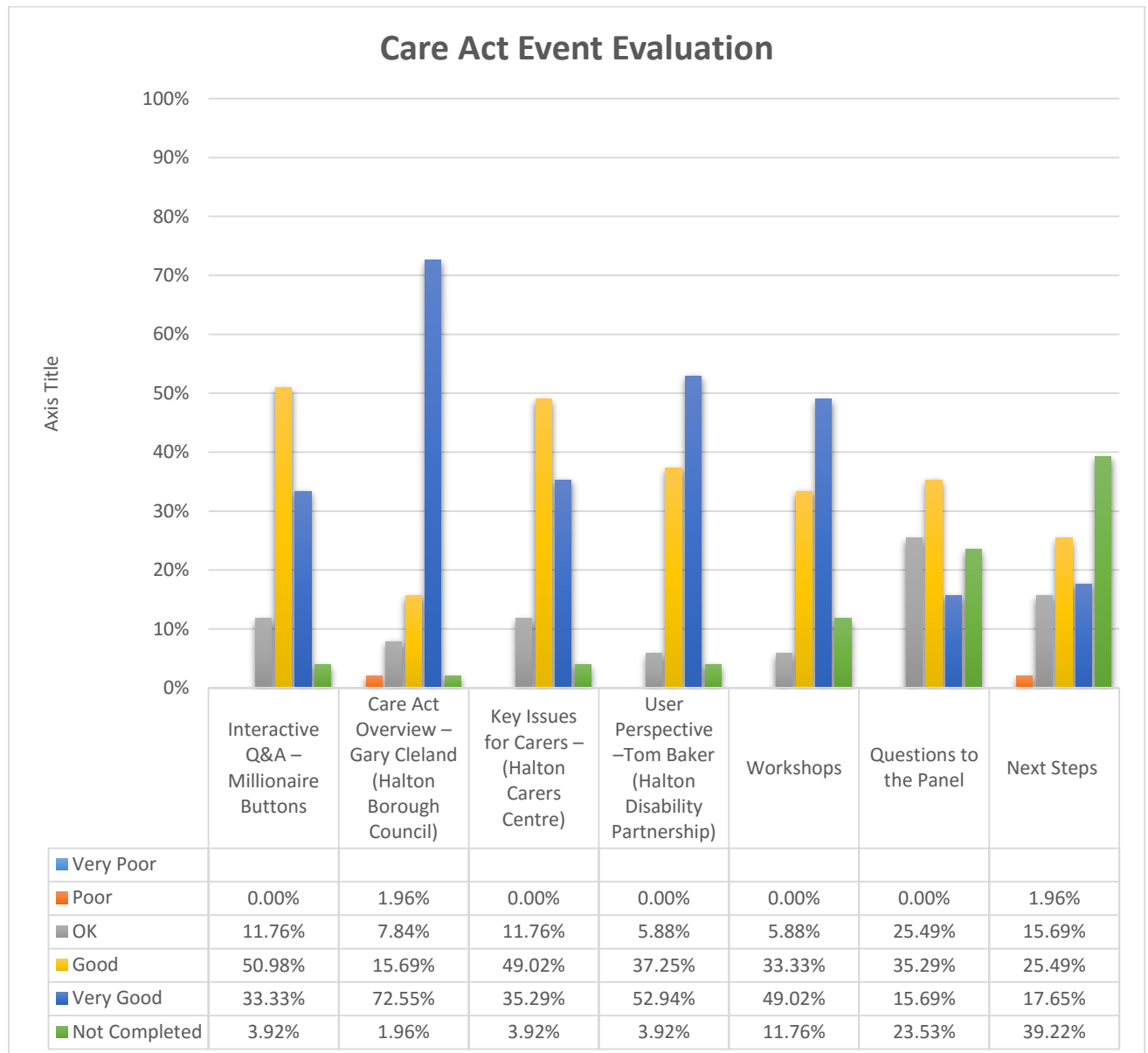
The theme of each workshop had been briefly covered in the initial introduction to the Care Act during the morning session. The workshops enabled people to ask questions and develop a greater understanding of just how the Act may relate to their particular circumstances or those of a family member, neighbour or friend.

Copies of the presentations given on the day are available to download from the Healthwatch Halton website - <http://www.healthwatchhalton.co.uk/about-us/documents/>, look under the 'Other Documents'.



Evaluation Form feedback

51 of the attendees completed the evaluation form & the findings/comments are listed below.



Workshop Topics

Assessment and Eligibility - Adults and Carers (Debbie O'Connor and Steve Eastwood)

This workshop explained how the assessment and eligibility process works from the point of first contact.

Finance - (Tina Longworth)

This workshop worked through the financial assessment process with examples showing how it works and explain why we need the information we do.

Prevention 1 - Intermediate Care and Rehabilitation (Jackie Johnson)

This workshop explained how preventative approaches could help stop or delay a person being hospitalised or going into a care home and how this is central to the Care Act.

Prevention 2 - Daycare Services (Stiofan O'Suillibhan)

This workshop explained the range of Daycare Services on offer across the borough.

Safeguarding (Paula Gandy)

This workshop gave information on how, under the Care Act, the Local Authority's safeguarding duty has been revised and formalised and how this affects the way it operates.

Advocacy (Tom Baker)

This workshop explored the duty to appoint an independent advocate and examined how to work effectively to meet the needs of the individual.

Complaints Process (Gary Cleland)

This workshop covered the complaints process and the formal procedures in place to discuss what went wrong and how best to resolve any difficulty. It explained about the independent review process and the options for involving the ombudsman.

Information and Advice (Gary Cleland)

Under the Care Act, Halton Borough Council has a duty to provide information and advice which can involve directing people to local and national services. This workshop explained the variety of ways that this duty can be carried out.



Feedback from 'Bite-Size' Workshops

Information Workshop

People commented on the need for information to be more accessible and available in a range of different formats. The need to map out what information and services were already available locally was raised. This was seen as important to avoid duplication and to ensure that information was appropriate and up to date. People also expressed a desire to see an information hub set up as a single point of access. To provide a service that would offer more than just a telephone number.

There was a realisation that to be successful it would need to be appropriately funded, well maintained and co-ordinated by a single organisation with each information provider committing to update their own information.

Prevention Workshops

Discussions included how Day Care services in Halton have developed from the traditional dependency model to a more independent and personalised model of service delivery, providing work based opportunities across the borough for people diagnosed with a learning disability. The aim of the service as discussed by participants was to enable individuals to learn pre-employment skills in order to access the work place. Therefore instead of passively receiving traditional Day Centre services and activities, users of the service now have opportunities to contribute to the day to day running of a business, that promotes increased levels of independence, confidence and self-esteem.

Complaints & Advocacy

Discussions centered around people's awareness or lack of it on how to raise complaints. It was suggested that a leaflet or article on how to give feedback or raise a complaint could be included in the Local Authority 'Inside Halton' magazine. It was also felt that it was important to get information on complaints & advocacy to relatives and carers, not just service users.

The importance of advocacy services was also discussed. It was commented that there was a pressure on the voluntary sector to meet the demand for advocacy.

A request was made for a list of advocacy services covering Halton to be made readily available. There were also concerns raised over the funding for advocacy services and who pays for training for advocates.



Evaluation Sheet Feedback Comments:

Anything you liked about the event?



- I thought the event and workshops were excellent. Very informative and explained well. All of the workshops were interesting and delivered well.
- All speakers were good and I could understand them clearly. 10/10
- Well run and interesting.
- Very useful information from most speakers. Well organised and run.
- Gained a lot of information relevant to my circumstances.
- Was a productive event and very well organised.
- Everything! x2
- Care Act overview - excellent! Organisation of event - very good. Workshops - learnt a lot.
- It was very well organised and informative.
- Very informative overall and learnt about services I didn't know about!
- Open arena to discuss the implementation of the Care Act.
- I thought the whole day was very interesting and very informative. Really enjoyed it. Excellent event!
- Found out a lot about areas of work I wasn't previously familiar with.



- 👉 Lots of information - very well explained. Workshops interactive and very informative.
- 👉 It was a good day for people with disability.
- 👉 The buttons were better than asking for hands up.
- 👉 All speakers were good - I could understand them.
- 👉 The variation between presentations, Q & A and workshops. The speakers were all competent.
- 👉 Clear and easy to follow presentation about the Care Act 2014 from Gary Cleland. Understand now how this will support those who need the services of the LA. Knowing how well carers are supported by the Carers Halton Centre. Excellent update from Cathy Harper about training available to carers. Great factsheets.
- 👉 The workshops were useful and informative. The pre-event information and organisation was excellent!!
- 👉 The way it was presented. Good speakers.
- 👉 Like venue. Well organised. Workshops very interesting.
- 👉 Yes. The whole event was most enjoyable and interesting.
- 👉 Time to hear from others attending.
- 👉 Very informative x 3
- 👉 Clarified a lot.
- 👉 A very good event x 2
- 👉 Gary Cleland and his relating tales to the subject being explained.
- 👉 Whole day was excellent and interesting. Presentation was very good. Response card system was very good.
- 👉 Overview in the morning. Engaging small workshops. Variety of people attending - not dominated by Health and LA. Enjoyed using the 'button controls' and getting the instant results.
- 👉 Whole event was very good.
- 👉 Great speakers. Good chance to meet people and network.
- 👉 Useful information although slides assume everyone is able to focus on printed information.
- 👉 Inspirational speakers.
- 👉 Friendly and relaxed.
- 👉 Safeguarding workshop. Excellent/well informed. Relevant examples.
- 👉 Tom Baker was brilliant.
- 👉 Gary Cleland is an ace speaker.
- 👉 Very interesting speakers. Most informative subjects. Excellent workshops.
- 👉 I thought it was excellent - I cannot think of anything negative.



Anything you disliked or that could have been improved?

- No (x11)
- Lost it with one of the speakers - too much on his own past life.
- Some speakers deviated into their own past too much and I lost interest in his delivery.
- The chairs! Could not move off the carpet!!
- Clearer instruction on activities.
- More time on workshops.
- The introduction to the workshops was late. Some had started and a few people were wondering what to do. Speakers need to be reminded that some people who have hearing difficulties cannot hear speakers who do not use a microphone, but will not admit it.
- PowerPoint slides from Halton Carers Centre - font size too small, difficult for people to read who have good vision and without spectacles being needed. Having fruit and/or biscuits at break and lunch would have been most welcome and would have been nice to have after lunch.
- Room crowded and hot.
- Toilet facilities need upgrading. Lack of fruit option at lunchtime and more wholemeal bread needs to be provided.
- No microphones - have difficulty in hearing.
- More handouts would be helpful.
- Some handouts and some presentations too small to read.
- Debbie O'Connor - this session was good. Finding out information of how to access her department needs to be communicated with Joe Public.
- Would have liked to have had more time to visit all the other workshops to find out what is available. Maybe a little too much information to take in all at once.
- Quite longwinded slides - lost focus at times in first half.
- No salad/healthy options available on buffet. Too many carbs! Although interesting sandwich options!
- Day was very informative but 2 hours and of being talked at with no dialogue or questions was not good as by afternoon session people tired and/or forgotten their questions.



Any other comments?

- Can we have some more events about the Care Act or focus groups?
- Food was good - also the event. I will come again. 10/10
- Very well organised.
- Encouraging and enjoyable. Would like to see a follow up event or report.
- The food was good but sandwiches dry. Pitta's were excellent and the chips. Thank you.
- More of these please.
- Maybe it would be good to have another event in the future to see where things are up to etc. in regard to Halton's response to the Care Act!
- Re-visit the Care Act Assessments and how Halton are doing.
- Excellent event.
- Very well attended event with a good range of professionals and public.
- It was a good day for people with disabilities.
- Not as accessible as would have been appreciated.
- Please ask caterers to separate veg and fish butties!
- Food was great. Would come again.
- The event provided answers to a complex area of Government legislation and on health and social care.
- Excellent 'user perspective' from Tom Baker. Participation by users is key in determining service users' needs and we all need to be optimistic. The 10 points noted really do apply to us all. We can all assist to make improvements for the better. Good interactive workshops. Prevention - excellent services available but need more publicity to public about them. Do a follow up event in 6 months' time and set up focus groups.
- All the workshops looked good, pity that it was not possible to join in them all!
- Some handouts print was too small to read properly. Workshops too close together making it hard to hear speakers in some cases.
- Question time better managed than last time. Questioners treated with greater respect.
- The Care Act is excellent, if it works.
- Excellent information supplied. Workshops useful exchanges - good leaders. Good to be able to attend three.
- Well planned event. Good speakers.
- Good venue. No chips available at dinner time.
- A follow up event to see how things are progressing.
- May have been more integrative if questions could be put to speakers after each presentation. Workshops were great and informative.
- Interactive buttons were excellent however I marked as 'ok' on the evaluation form as not accessible if to blind and partially sighted audience.
- need to continue - consultations and reviews. Steering Groups related to Act 2014.

Next Steps

There are plans to hold another event to during the next 12 months to review how the implementation of the care act is affecting local people.

Details of this will be published once a date has been set and the agenda planned.



The Care Act Event Evaluation Form






Select Security Stadium - May 14th 2015

Please ✓ relevant box

| Please rate the following aspects of today's event | Very Poor  | Poor | OK  | Good | Very good  |
|--|--|------|---|------|--|
| Interactive Q&A - Millionaire Buttons | | | | | |
| Care Act Overview - Gary Cleland (Halton Borough Council) | | | | | |
| Key Issues for Carers - Carl Harris (Halton Carers Centre) | | | | | |
| User Perspective - Tom Baker (Halton Disability Partnership) | | | | | |
| Workshops | | | | | |
| Questions to the Panel | | | | | |
| Next Steps | | | | | |



PLEASE TURN OVER 

| | |
|--|--|
| <p>Anything you liked about the event?</p>  | |
| <p>Anything you disliked or that could have been improved?</p>  | |
| <p>Any other comments?</p>  | |

I would be interested in taking part in a future workshop looking at the Information aspect of the Care Act. Yes / No

(If yes please supply contact details below)

Name: _____ Address: _____

Post Code _____ Telephone or email contact: _____

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your **voice** counts

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Opticians, Social Care Services
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