

Over a Brew Workshop Notes 28 April 2023

Good Experience of being assessed - How did it make you feel?

- Chance to reflect on strengths
- Seen/Heard/Appreciated
- Heard and understood
- Feedback after interviews can be helpful
- Informed
- More confident
- Chance to reflect on strengths
- Relieved
- Listened to, understood, validated, (I'm not going mad)
- Liberated
- Gives me confidence when questions where relevant
- Reaffirmed what I knew I knew but also drew out and appreciated experience or knowledge that my brain had filed away. Made me appreciate what I had to offer

What contributed to you feeling that way?

- I felt they understood
- If people use active listening and recount what I have said
- Seen as an individual
- They listened and were people centered
- Positive comments make you feel good
- They met where I wanted to
- It was relaxed, no forms
- Compassion/Empathy
- Able to put across what was important to me
- Insightful, people had understood me
- I was listened to and 'heard'
- Being listened to
- The person doing the assessment drew it out of me, so therefore it felt like we had shared values and this made me share more
- The HCP repeated back to me what I had said but in her own words and she explained why I might be feeling like that - gave medical reasons/scenarios

Bad experience of being assessed - how did that make you feel?

- Brushed off
- Upset and angry
- Judged
- Belittled and frustrated
- Ashamed
- I feel my contribution has to be justified as if it weren't obvious
- Processes deliberately difficult and complicated to work against people
- Angry, dismissed, ignored
- Unimportant
- Inadequate, not believed - made me doubt myself; guilty, a burden, ashamed
- Angry

What contributes to you feeling that way?

- The person assessing was a jobsworth
- Limited time meaning I was treated as a process not an individual
- They asked me irrelevant questions
- Not getting any follow up
- Wasting time
- Too many questions
- I was told that how I felt was 'not normal'
- Assessor not getting that I want to focus on improving my health through the care I was going to get
- Had to wait 20 minutes to be seen; locum prescribed antidepressants or beta-blockers without listening to my concerns of why I wasn't sure either was appropriate; could also taste their urgency for wanting me to leave so they could see the next person and try to get back onto their time schedule

Listen to the stories and note down; how it makes you feel, what resonates and any learnings

- Sad and frustrated
- No reasonable adjustments
- Give people choices
- They have never seen me before, they don't know me
- Sad but motivated to change the system
- I will never phone social services for fear of having support taken away
- We have hit targets but lost/missed the point
- If you do not fit, you are the problem
- Are you in the right/best job for you?
- More constant conversations at all levels
- Find ways to push back, eg, blogs that lead to training
- How can we change hearts, minds and structures that hold things in place (wrongly)

Notes from Over a Brew - After the Final Breakout Session

28 April 2023

*Action Point from Tash CofC to tweet about this work so that the credit is given

Summary of what each group discussed:

- Shared views/tips and things changing positively for the future
- Touched by the video and talked about the disempowerment this can bring
- Barriers sitting at the top of government -Want to tip the pyramid upside down
- 'Our' and 'us' - conversations about our lives, our homes
- Numb is the most valuable word
- Sending recommendations to directors of local councils – feel more listened to that way because of being persistent
- Ripple effect – starting with a small stone is the best way to making a change
- People have been impacted in a negative way
- No positive emotion linked with the video
- Have people with lived experience to work with social workers and powers that be to make change for the better.
- Feel like the power is one way at the moment
- Difficult video to watch
- Been the same story for over 30-40 years
- Too much focus on the processes now, not enough focus on people
- Videos could be used for programme practitioners as learning tools
- What do local authorities do to change the balance?
- How do we change what social workers are doing? Most people don't like social workers and so many then end up leaving because the job is not what they thought. They originally come into the work because they like people.