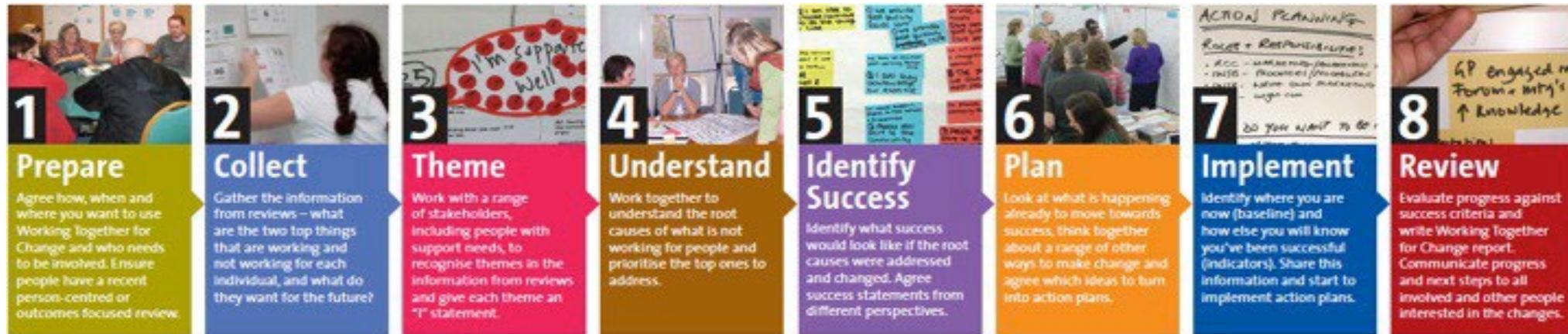


# Working Together for Change programme

## June 2023 Update

### with special Guest speaker

## Catherine Farrell from MacIntyre





# Outline Agenda

- 10.00 Check in and welcome
- 10.10 Recap of the Working Together for Change programme
- 10.20 Learning from Central Bedfordshire with Claire Blankenship
- 10.45 Learning from MacIntyre with Catherine Farrell
- 11.10 Milton Keynes and Suffolk say hello
- 11.25 Toolkit update and upcoming lunch and learn sessions
- 11.45 Closing round
- 11.55 Finish

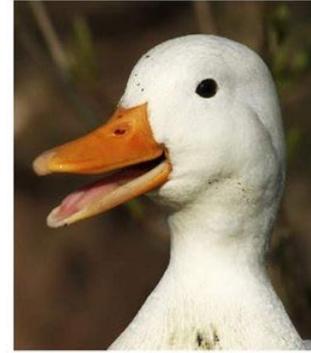
# What duck do you feel like today?



1



2



3



4



5



6



7

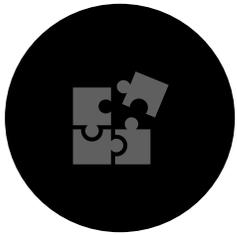


8



9

# Overview of the 2023/24 Regional programme



SIX SITES-  
MILTON KEYNES  
SUFFOLK  
ESSEX  
HERTFORDSHIRE  
CENTRAL BEDFORDSHIRE  
SOUTHEND



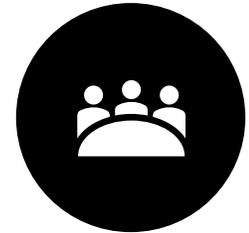
OPEN LEARNING  
ENVIRONMENT



WEBINARS

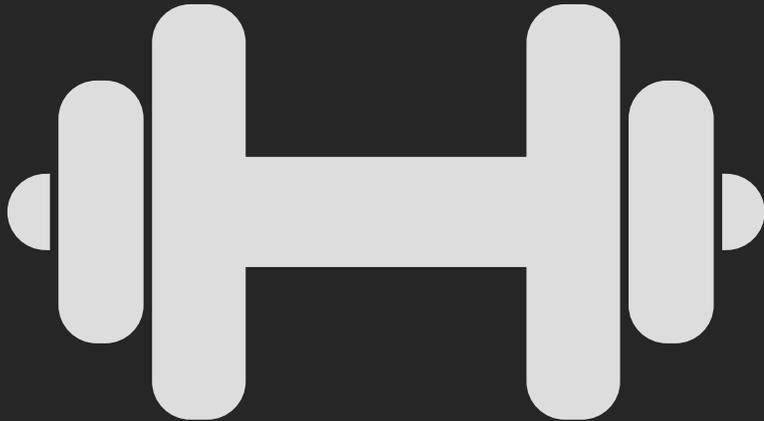


ONLINE RESOURCE PACK



COMMUNITY OF PRACTICE

Building our  
coproduction muscle



## Assessment framework for local authority assurance

### Quality statement

We focus on continuous learning, innovation and improvement across our organisation and the local system. We encourage creative ways of delivering equality of experience, outcome and quality of life for people. We actively contribute to safe, effective practice and research.

### Summary

- Learning from people's feedback about their experiences of care and support, and feedback from staff and partners is embedded throughout the local authority's work and it informs strategy, improvement activity and decision making at all levels. Coproduction is embedded throughout the local authority's work.
- There is an inclusive and positive culture of continuous learning and improvement and this is shared by all leaders and staff across the organisation and with their partners.

Carers Strategy

Ageing Well Strategy

Home Care review

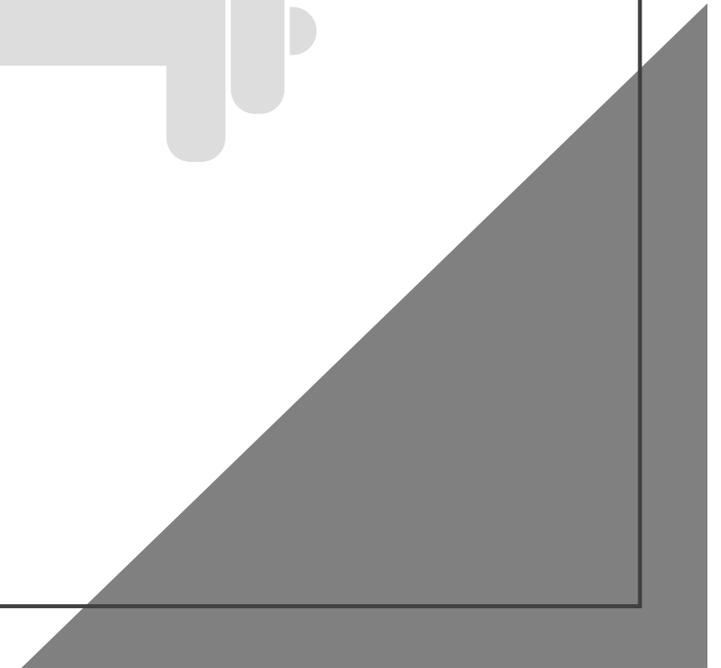
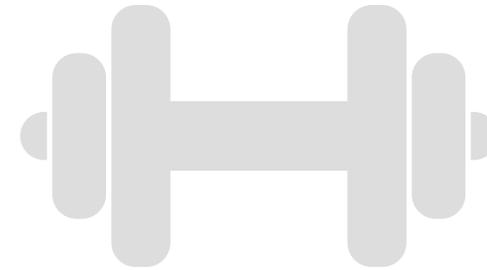
Sensory services Review

All age Autism strategy

Improving first contact / gateway to services

Dementia strategy

Mental Health Supported Accommodation





Raw data

**DATA**

**VALUE**

“Working”

Planning what it would take to spread best practice

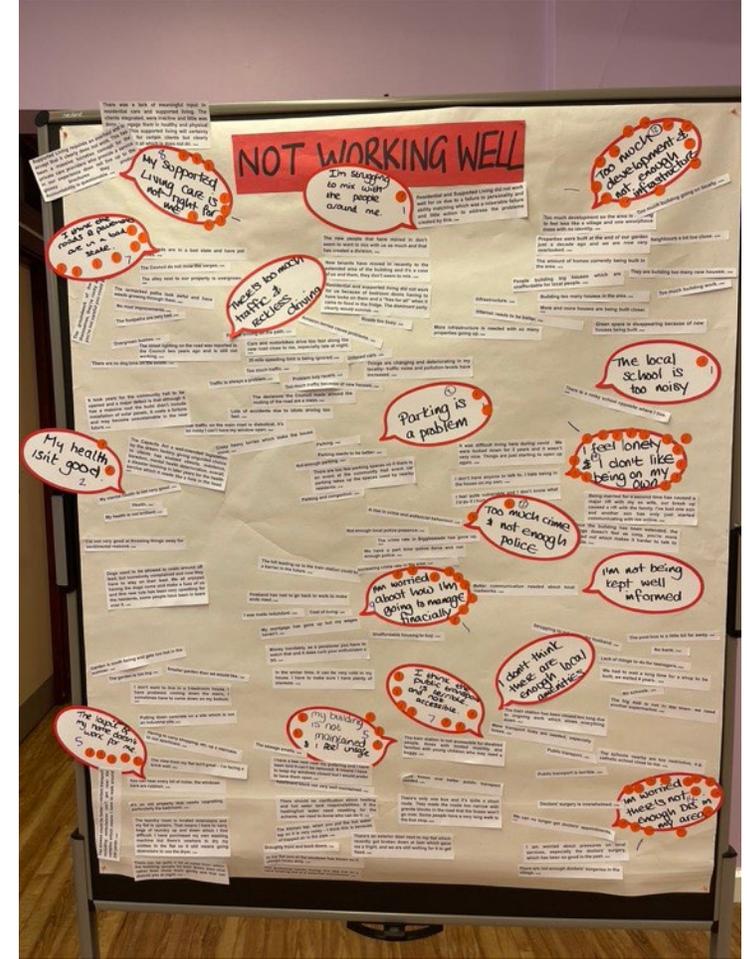
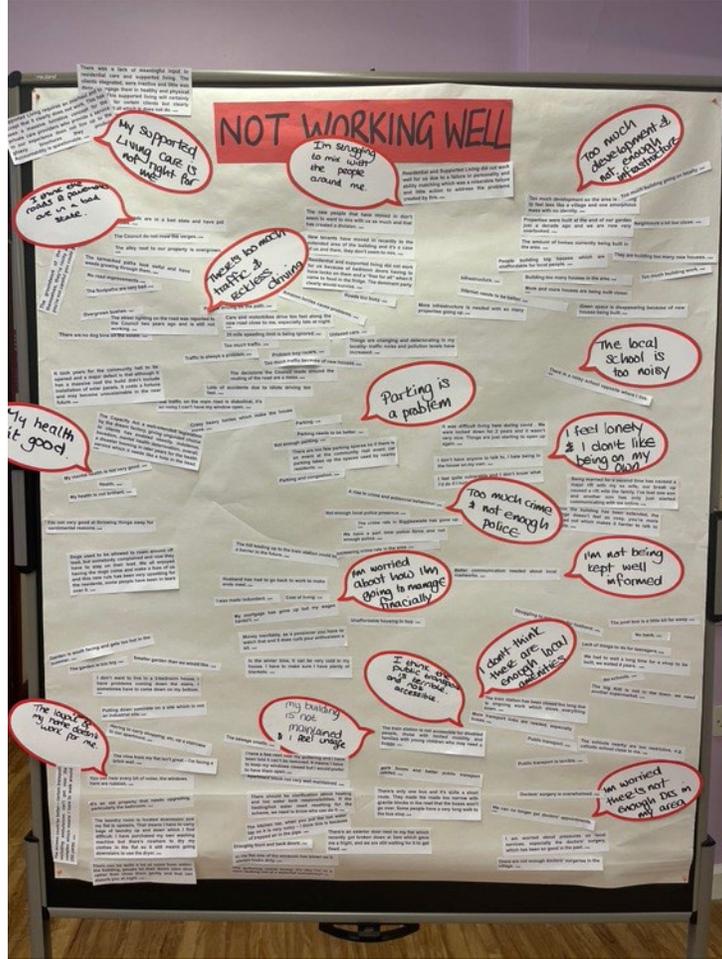
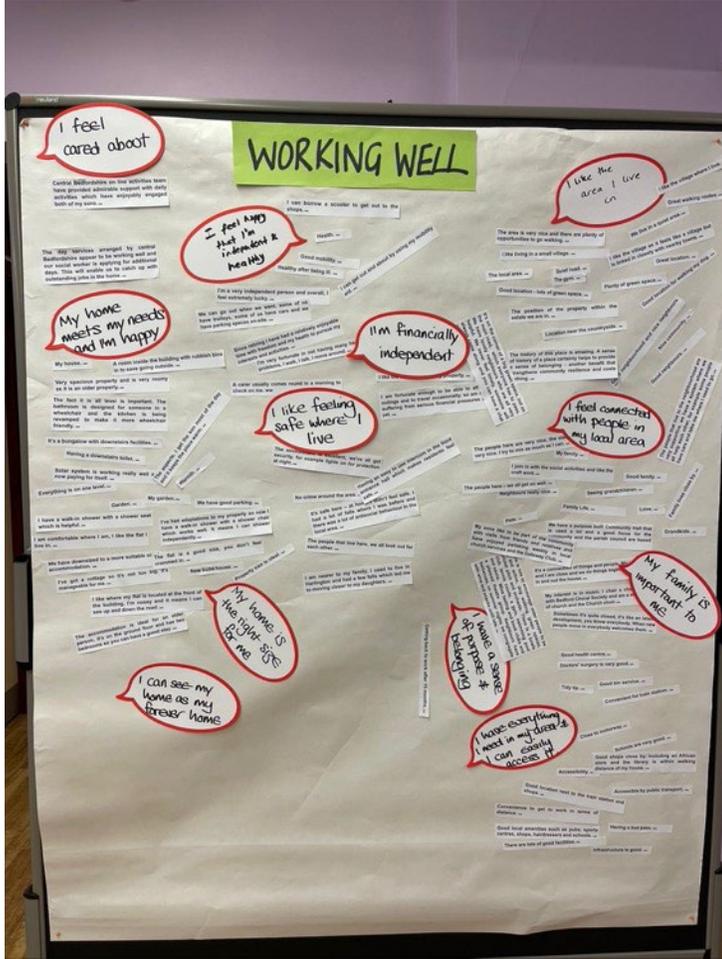
“Not working”

Planning what it would take to make changes at operational and strategic level

“Important for the future”

Focusing on aspirations – captures things which may not yet be part of people’s lives

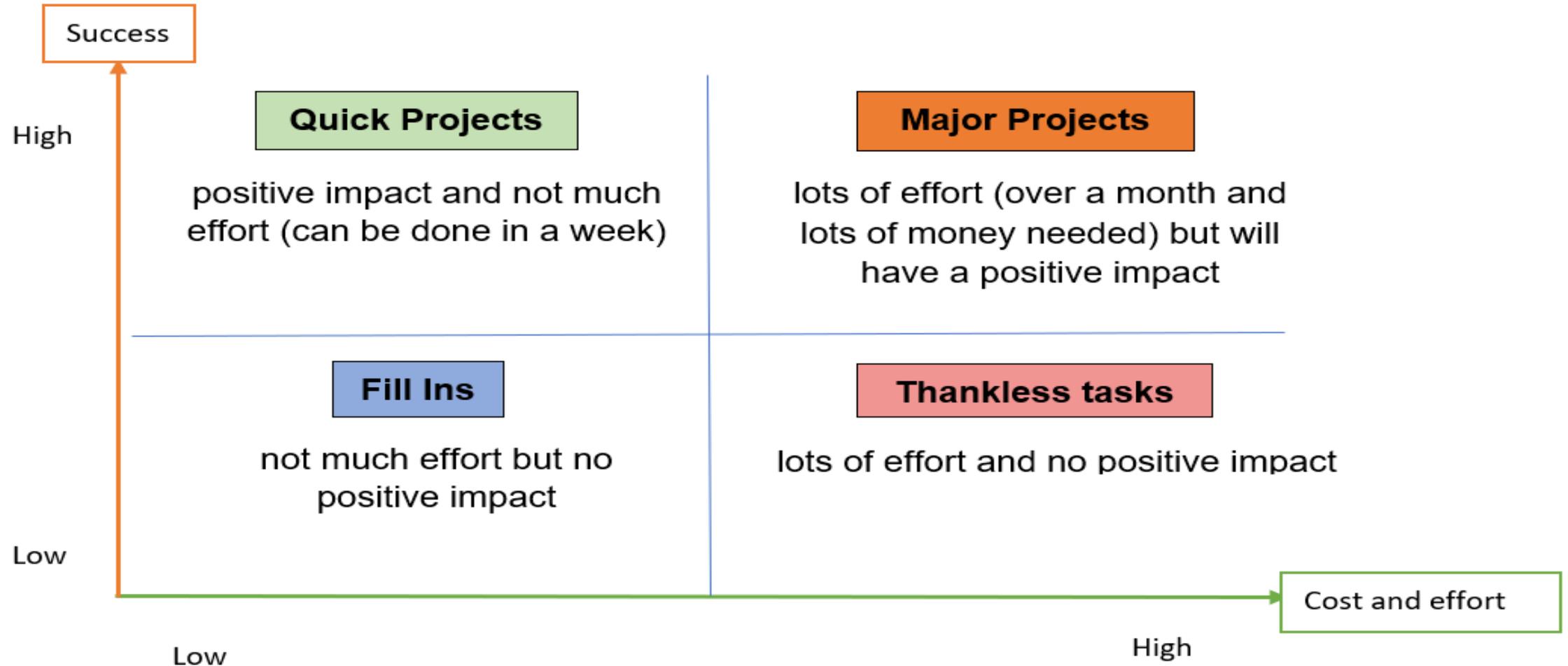






# Mapping possibilities

Grouping ideas for effort required and likely impact





**PEOPLE + FAMILIES**

Feel left out by the digital world

People can't access the internet, or online services don't work well

Information is increasingly online

WHAT PLACE

It's opened up my world! I can get information more quickly and easily

PEOPLE WHO BUY SERVICES

We buy services that meet people's needs in different ways

PEOPLE WHO PROVIDE SERVICES

We train our staff to help people. We respond to people's needs

TRADITIONAL

More of what we're already doing

Leaflets, notice boards, digital champions, letters, info packs

COMMUNITY

RADICAL

Ambush people where they are - supermarkets, cafes

Signpost to information

People who can't leave home - HILs, fire, insurance, spare through their existing connections

Tenancy services

Some services printed information

② Lead? Marie  
Health - GP's champions  
Voluntary sector  
Adult Care Services  
Community Navigators  
Sports + Education

③ Get a core group together

④ More people using services that didn't directly come through a digital route

⑤ More people using services Survey (paper!)

**PEOPLE + FAMILIES**

I CAN'T MANAGE FINANCIALLY!

I feel confident & capable to manage my finances, identify the things I'm good at, set up a budget, know when to ask for help, know when to ask for help, know when to ask for help

IS IN PLACE ALREADY?

Advice Bureau

MAU

HA

Disability Benefits APPRAISAL SERVICE

+ BP - Direct Payment

Personal Health Budget

PASSPORTING Benefits

ICNS -

- Internet
- Money Advice service
- range of circumstances employed to BMS
- er -> decreased management



[Video Explaining the process](#)

# Healthwatch Headlines from Suffolk dementia strategy

## Key learning for systems and leaders

### 1. Pre-diagnosis

- Provide information so people know what to look for.
- Make it easier to find early help, and include people without a diagnosis.

### 2. Diagnosis

- Listen when carers ask for help.
- Be responsive to individual needs.
- Improve cross-service communication.
- Ensure diagnosis is communicated with compassion.

### 3. Post-diagnosis support

- Guide people through health and care systems.
- Provide emotional and practical support.
- Support people to find digital solutions that help.
- Customise support for those with early onset dementia.
- Make referral to dementia support services easier.
- Help people to know how to access support.
- Be clear about what services offer.

### 4. Support from health professionals

- Carry out annual dementia reviews.
- Make adjustments to meet people's needs.
- Direct people to further support.

### 5. Social care support

- Tell people how social care can help.
- Ensure people who can fund care also feel supported.
- Trust and continuity of care really matters.
- Make sure people know how to raise concerns.
- Help people with the transition into care.
- Make sure staff are trained to care for people with dementia.

### 6. Hospital care

- Enhance admission avoidance and step down support.
- Train staff in hospitals so that they know how to care for, and communicate with, people with dementia.
- Prevent people from losing vital skills whilst in hospital.
- Improve discharge planning with families.
- Listen to carers.

### 7. Services working together

- Prevent 'bouncing between services'.
- Support families to participate in meetings.
- Improve communication between services.



Watch Peter & Teresa talk about their experiences.

**healthwatch**  
Suffolk

**“A roundabout with no signposts.”**

What people told us could help people to live with dementia in Suffolk.



Explore our research...

**“Carers need someone knowledgeable who will walk them through the maze...”**