

Thinking about how teams and services can Make It Real - Facilitation guidance

1. There are two key things to remember about making it real I and we statements
 - a. They are aspirational, something to work towards
 - b. They are experiential and people need to have the experience they (the statements) describe in order to identify positively with them

2. In order to ensure more people identify positively with I and we statements that relate to your team or service, you will need to know what people think both now (baselining) and on an ongoing basis (monitoring, feedback loops checking the same thing), so you can track and demonstrate improvement.
 - a. What natural mechanisms do you currently have for establishing this? Could you use or adapt these?
 - i. For commissioners, how about service specifications and contract monitoring?
 - ii. For social work, could you get social workers to consistently check this out as part of assessments and reviews?
 - iii. For services delivering care and support, there are lots of opportunities to have individual conversations to check out 'satisfaction' levels, you probably already have surveys/questionnaires you use at the start/end of interventions.
 - iv. For support functions, think about the impact of the way your service operates on peoples lives. It may not be obvious to you, how are you going to find out about that. You may need to work with staff that interact directly with people (like social workers, care delivery staff) to find that out.
 - b. If you don't have any, how are you going to go about finding out in routine ways?

3. CQC will ask people directly what their experience is, focused on I and we statements. Think about what people would say now:
 - a. How do you know for certain that's the case (your view when thinking about it)
 - b. What would your most difficult customer/resident say
 - c. What's going to change their view (the I/we statements aren't going to change, they're rooted in policy/the law). Most difficult scenario, which might not change.
 - d. But how might you shift the vast majority's view.

4. We think the best way to go about all of this is working co-productively with people
 - a. Where do you think you are on the ladder of co-production?
 - b. How can you move towards full co-design and co-production?

5. In order to think about this we've picked some I and we statements we think relate to the work your team/service does.
 - a. I feel welcome and safe in my local community and can join in community life and activities that are important to me
 - b. We make sure that people can keep in touch and meet up with their family, friends and people in the community who are important to them
 - c. I have care and support that is co-ordinated and everyone works well together and with me.

- d. We make sure that people can rely on and build relationships with the people who work with them and get consistent support at times that make sense for them.
6. Reflect on these statements, use them in this short time and decide your view about what people would say is their experience, whether they would positively or negatively associate with the statements.
7. Have a conversation with colleagues in the breakout room to get their sense and perspective.
 - a. You're not alone in this work. Is there anything you could do together working with your colleagues to better understand what people's perspectives are.
 - b. How might you begin to work with people co-productively to have the conversations needed to better understand and begin to shift people's experiences.
8. None of this should be a surprise to you. Your team/service improvement plan will probably express things that are priorities in 'service speak', but having thought about the I and we statements above you'll probably begin to see the read across.
9. We promote the I and we statements as conversation starters. The conversation is one with the people who use your service about how things can be improved, Making It Real is the lens to look through to have the conversation together.
10. Thinking about it this way, your priorities will describe the action needed, I and we statements will describe the outcome of the action. You can use your baselining and monitoring to do the measuring of success in delivering the action.
11. You might find having gone through this process, and having triangulated your own view about people's experiences with their actual views, that you might need to tweak or even change completely the action/priority you'd identified.
12. Our picks above are just our thoughts to get you started. We think it's good practice to get co-production going using Making It Real I and We statements to have conversations focused on improving services.
13. A good place to start is to decide together which I and we statements would be best to use to focus down on improvements and work on them together.
14. This might be a helpful way of shifting the way you work and will prepare you well for the next service improvement planning cycle. Having done this, you will be embedding Making It Real into your way of working. When CQC ask the 'so what' question, you will be ready with evidence of how doing what you are doing is making a positive difference to people's lives.