

Over A Brew Session

23 February 2024

The Freedom to Support



**CURATORS
OF CHANGE**

directors of
adass
adult social services
eastern region

connecting innovating improving



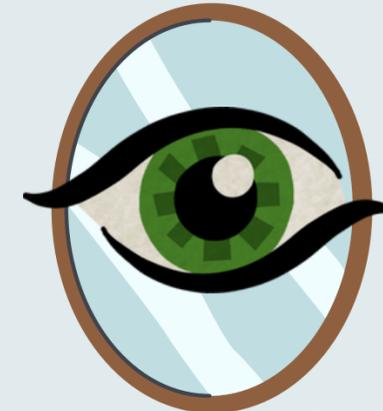
Guide

Grab a brew



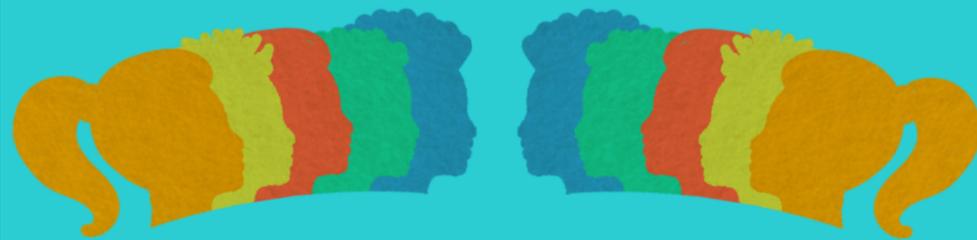
Once you have your brew,
ask someone to be the timer

Reflect



Each person has time to think
about the questions for ONE
minute

Have your say



Each take it in turns to say
your response
(TWO mins each)



Use the rest of the time to
reflect on what's been said
(no fixing)

Still got some time?



Talk about:
What's not been said?
What are your lasting thoughts?

INFUSED WITH THE CAMERADOS PRINCIPLES

MIX WITH PEOPLE WHO
ARE NOT LIKE YOU



ASK SOMEONE WHO IS
STRUGGLING TO HELP YOU



NO FIXING - JUST BE
ALONGSIDE ONE ANOTHER



IT'S OK TO DISAGREE
RESPECTFULLY



IT'S OKAY TO BE A BIT
RUBBISH SOMETIMES



TO BE SILLY IS TO
BE HUMAN



INTRODUCTION

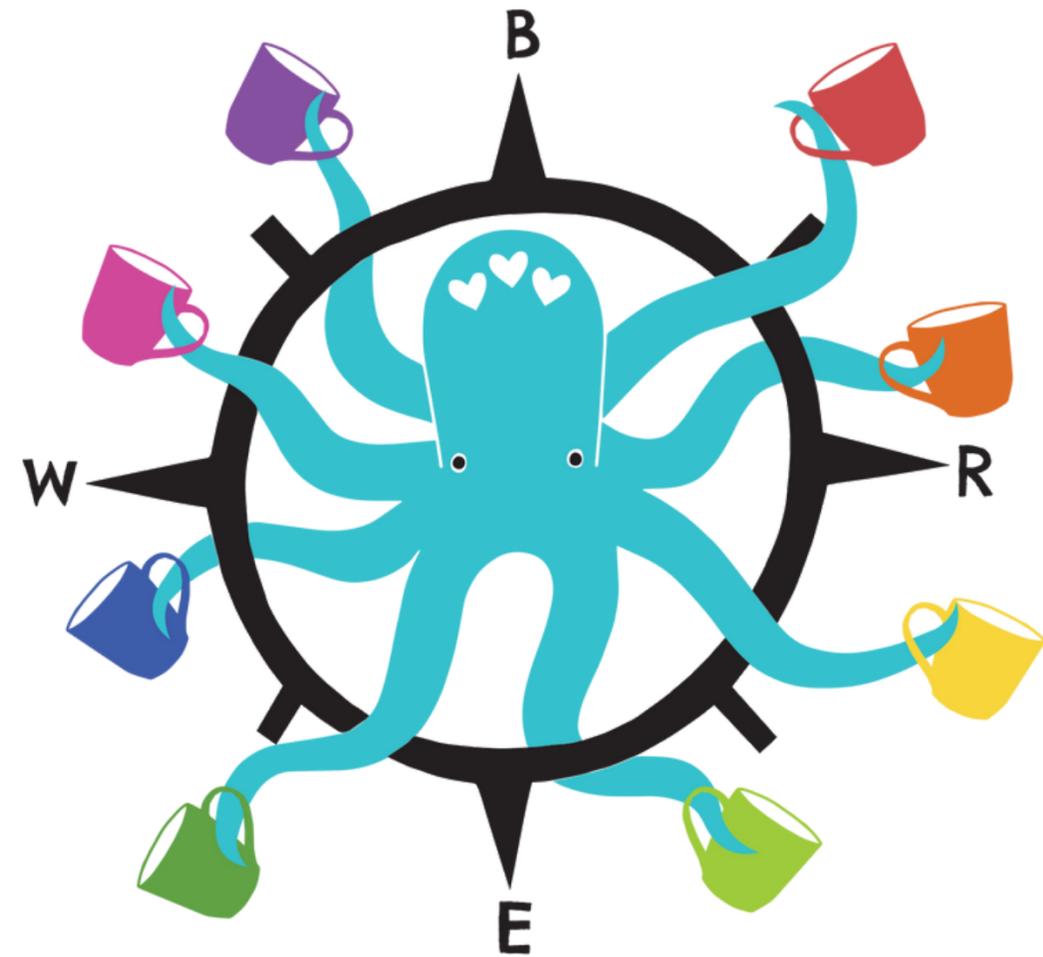
The subject for today's Over a Brew was **'the freedom to support'**.

The story was from a support worker, who shared their experiences of how it feels when the organisation doesn't communicate well or value their contribution, and the impact of this on the people they support.

The conversation included exploring our thoughts and feelings around this, and how constrained support workers are by the bureaucracy they face.

Once again the conversation came back to a point of people, human connection, behaviours, attitudes and values. People who are supported by or work in the care system will flourish in an environment of trust and creativity.

We ended the session feeling hopeful that we can take responsibility for making the difference we talk about seeing. This will be carried into the Putting People at the Heart of Care and Support gathering on the 12th March, where we will review the commitments made in September and 'ripple map' the impact of the Over A Brew sessions to date.



When listening to today's story, we asked the group a number of questions and a variety of themes emerged.

27 people attended the session to share ideas, insights and views... Over a Brew



1
How did the story make people feel?

2
Themes that connect to the system

3
Where was the power held in the story?

4
What struck people in the story?

5
What can we change?

HOW DID THE STORY MAKE PEOPLE FEEL?

It's a Familiar story

A sense of Insecurity

Despondent

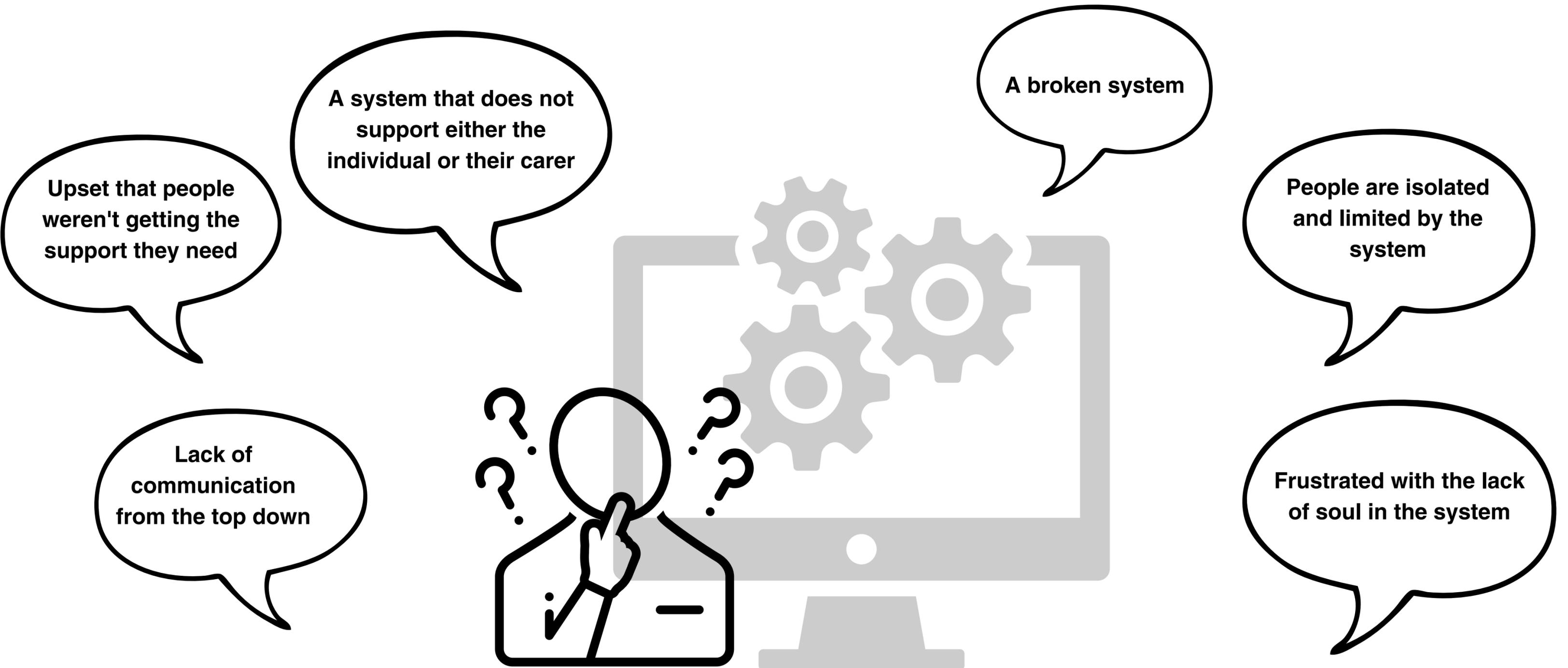
Disappointed and frustrated

Forcing myself to think positively, good to hear a person and their PA being so simpatico



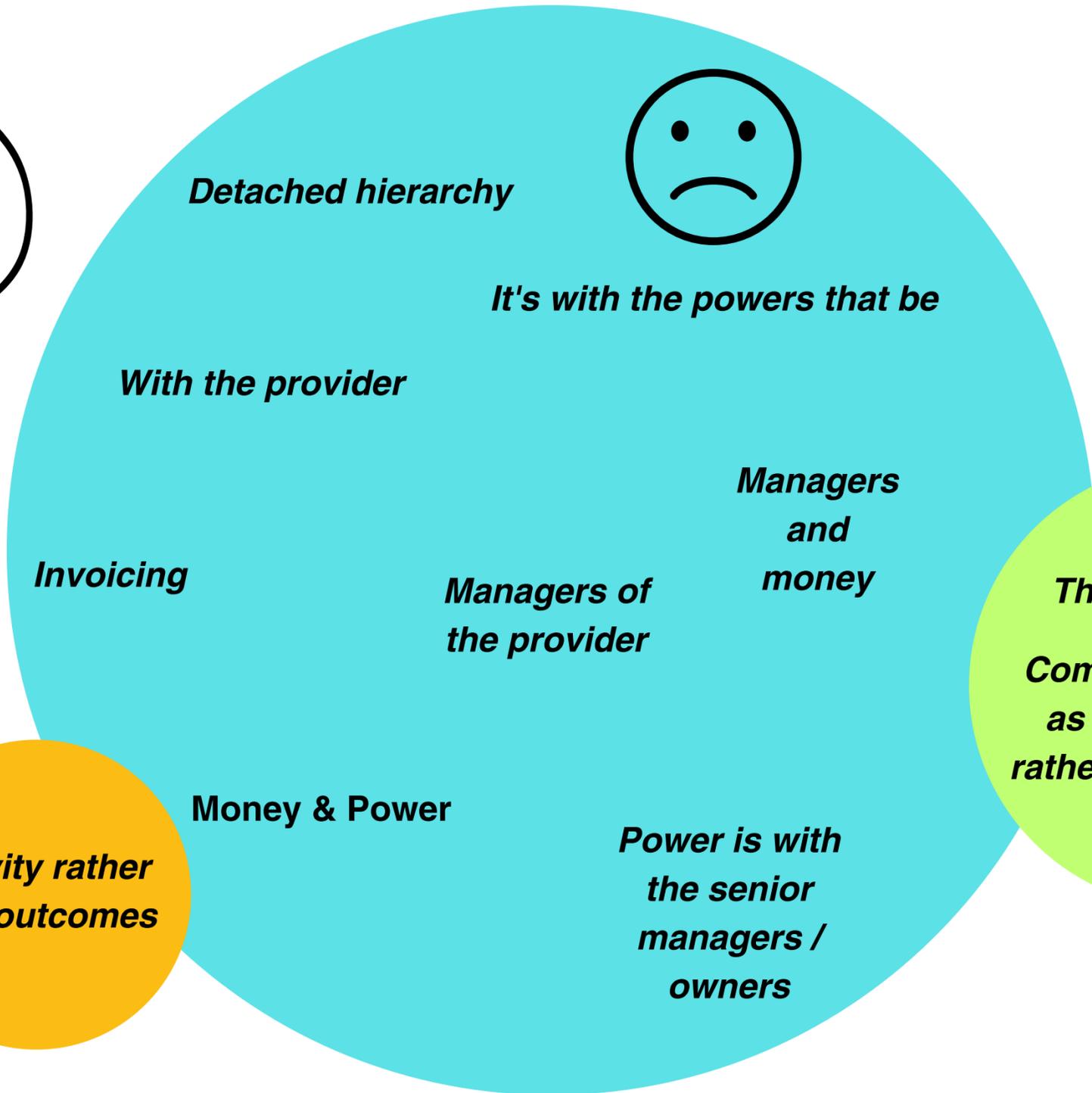
Upset people aren't getting the support they need

Lots of people mentioned themes of disappointment, sadness, frustration



WHEN WE ASKED WHERE THE POWER IN THE STORY WAS HELD, WE HEARD:

Power is held elsewhere; might as well be unicorns



From people being asked open questions and having the ability to share

Nowhere

Activity rather than outcomes

*The care worker!
Community workers as administrators rather than advocates*

Lack of trust in the system

4A WHAT STRUCK PEOPLE IN THE STORY?



Being a cash cow

Can't even buy a bed

Making sure there is understanding about the person's needs and wishes - not a priority!

People are not important in this

Barriers, barriers, barriers

1. Money and rules motivated

Who makes up the rules?? Can only bank hours for 3 months??!!

Banking the hours - what about what Kyle wants to do?

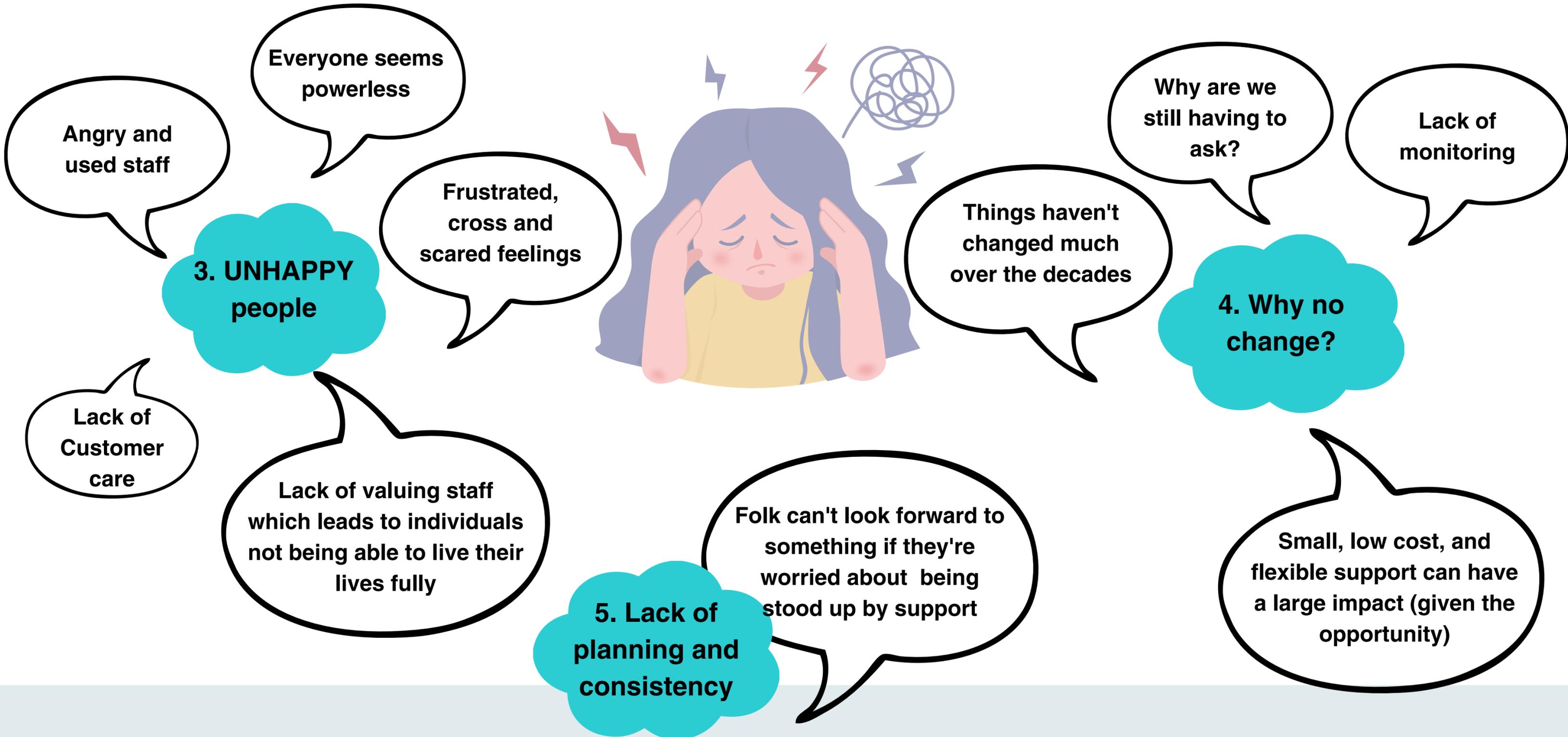
Lack of social inclusion & activities

2. Lack of person centred planning

The story reminded us that change is needed at different but connected points. The changes are not surprising but what is clear is that quality monitoring and processes are often not picking up what they need ...

Artists create great art by observation and curiosity NOT by looking at a spreadsheet.

4B WHAT STRUCK PEOPLE IN THE STORY?



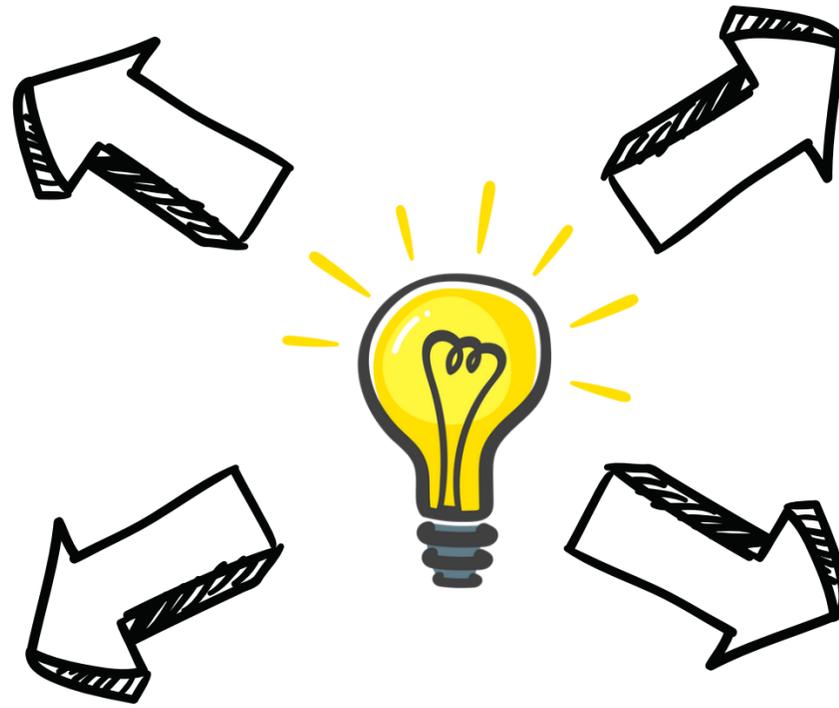
5 WHAT CAN WE CHANGE?

Practical System Issues need tackling

'Capturing invisible issues in quality monitoring processes.'

Attitudes, mindsets, behaviours

'Social care is a public sector service - based around humans, by humans, for humans - yet the understanding within and outside of what this is seems lost.'



More Brave Spaces

'Co-production is a healing process'

Make use of examples of 'good stuff'

'Sensory services are much better at providing paperwork and support plans in more accessible ways for people.'
'There is lots of good practice advice for organisations on valuing your staff from all sorts of sectors, I think some of the issue is the low pay and low status of support staff.'

FINAL REFLECTIONS

This session and previous OAB's purposefully focus on **hearing about feelings** as well as reflections and ideas. Sadly we rarely hear positive feelings aroused by the work of the 'social care system'. We do hear about individuals and specific services that help create a sense of hope and care through behaviours that demonstrate empathy and kindness.

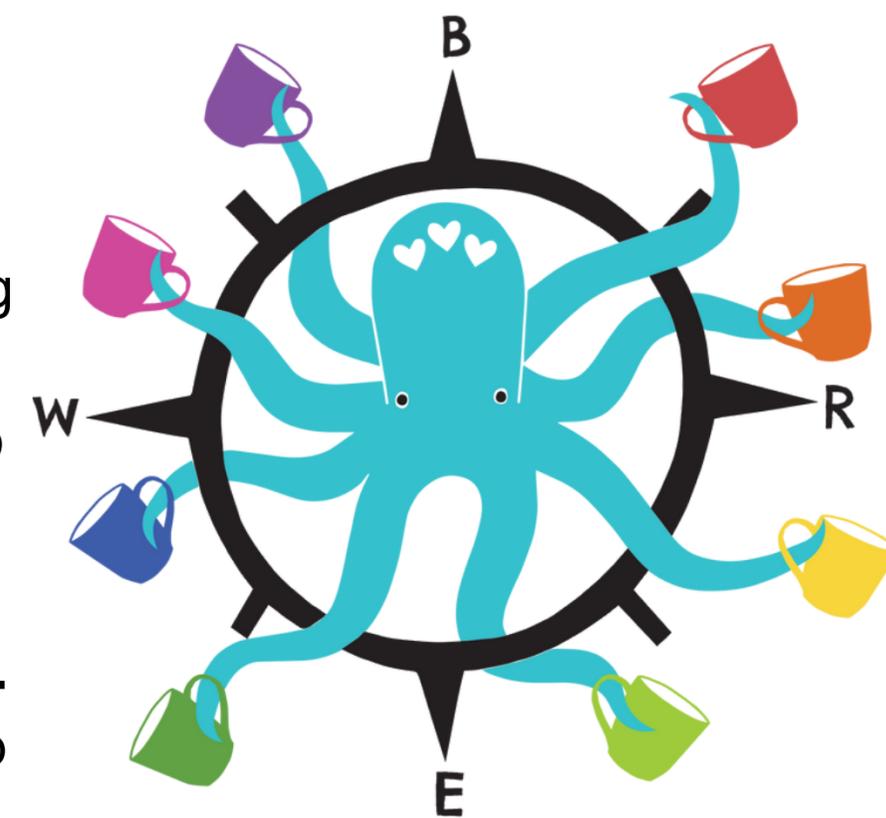
How can we reimagine a world where a social care system woven is into communities and aimed at helping more people to **feel** differently...? 'Cared for' 'hopeful' 'curious' 'excited' 'a sense of adventure' 'trusted' 'understood' 'heard' 'valued'.

This could start by investing less work/time in quantifying and costing up 'needs' and noticing how witty, wise, kind, fun, sarcastic, informed, relaxing, and interesting people are. Bringing more attention to the things people offer, starts a journey of developing trust and relationship in a much more human way.

Next time you meet someone new - why not try this lovely little conversation starter ...

Hi my name's (add your name here) - nice to meet you - tell me how often do you need to go to the toilet?*

(Please don't try this at home, it is *satire!)





**Thank
You!**



Please join us for Season 3... Over a Brew!