

Over A Brew Session

30 October 2024

Transitions



**CURATORS
OF CHANGE**



directors of
adass
adult social services
eastern region
connecting innovating improving



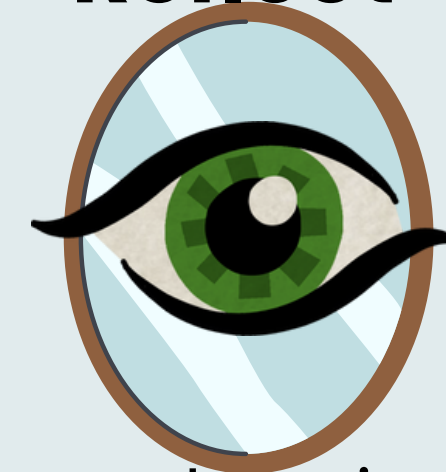
Guide

Grab a brew



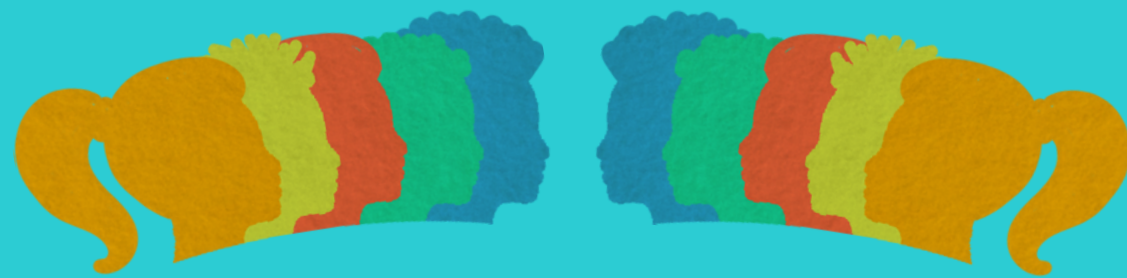
Once you have your brew, ask someone to be the timer

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

This OAB was all about transitions. Although some people mentioned that there are lots of transitions in services (adult to older people's services, hospital to home, home to residential care etc) we focused on transition from childhood to adulthood, or from children's to adult services. As people said, transition is not something people do, it's a system thing!

We started by listening to a brilliant poem by Abdullah on his experience of transition. It said it all! Everyone working on transition should read this poem!

We watched some videos of different experiences of transition before working in break-out rooms to understand some of the challenges and think of how to make transition work better for our young people and their families. So much changes – different social worker, different law, different opportunities and activities – yet the young person remains the same person, just growing up! Transition has to be more person-centred, more human.

Someone said, in the chat: 'We've been talking about good transitions for decades; it's the same poor planning and preparation, time and time again. It would be great to share good practice, good stories, and learn how children's services can work better with adult services.'

Around 35 people attended the session to share ideas, insights and views... Over a Brew



Abdullah's Rollercoaster: a poem on transitions



The letter came like a slap in the face,
"You're turning 18, it's time to replace
The care you've known, the faces, the names,
Adult services now. It's a different game."

I remember my first case worker, small office, cold,
Coffee-stained desk, with stories untold.
A smile that could crack if you pressed hard enough,
But it wasn't all kindness, this life was rough.

Social services—they called it "support,"
But support felt like standing in a crumbling fort.
The walls were too high, the floors too thin,
I had to patch holes just to keep something in.

They said it was help, but some days it felt cruel,
Like I was drowning, no lifeboat, just rules.
Forms to fill, deadlines to meet,
Like a puzzle with pieces lost under your feet.

They promised the transition would make it all right—
"Don't worry, Abdullah, we'll guide you, hold tight."
But tight felt like suffocating, hands on my throat,
Pulled into a system that barely could float.

I thought when I turned 18, I'd be free,
But freedom, I learned, comes with no guarantee.
Adult services—the next stage in this mess,
A fresh kind of chaos, a brand new distress.

No one tells you it's not just a new start—
It's a cliff you're thrown off with fear in your heart.
One worker's gone, a new face appears,
But they don't know my story, my life or my tears.

Ups and downs, more downs than up,
Sometimes I'd scream, sometimes I'd erupt.
The support's there on paper, sure, I can see—
But paper can't hug you when you just need to breathe

Ups and downs, more downs than up,
Sometimes I'd scream, sometimes I'd erupt.
The support's there on paper, sure, I can see—
But paper can't hug you when you just need to breathe.

Meetings and panels, assessments and grades,
They tick off your struggles, then push you away.
I was passed round like a parcel, nobody stayed,
My future just numbers, decisions delayed.

And I wonder sometimes, will it ever be done?
Or is this the help I get, now I've just begun?
They say I'm an adult, I'm meant to be strong,
But what if the system's been broken all along?



Responses from the group when hearing the poem

Abdullah's poem is incredible, these words give a real insight to the transition journey being a "process" what about the person? How are they included and prioritised?

Very heart touching poem

Said with much emotion Jacqui - someone who understands

Very impactful

A very powerful poem with many important messages

It's so sad, and honest, that the author had so much fear of the change to adult services. Entirely respect that feeling. There are important things there about systems and people.

I don't know whether to cry or applaud.

That was lovely, very insightful

Powerful and impactful. As a parent to a 15 year old, this is terrifying but also not surprising.



Transitions; what comes to mind?

We asked the group to describe what comes to mind when they think of transitions and how it makes them feel. The following themes emerged:

1.
**Thoughts of change.
opportunity and Risk**



- *Transitions brings to mind change, opportunity, and risk of things going wrong (in honesty).*
- *Transitions - I think of change and movement from one way of being to another.*
- *Transitions, change unsettled*
- *Transitions - reduced support. Help!*
- *Transitions- a process of change or transformation*
- *How can anybody be prepared for such changes?*

Transitions; what comes to mind?

2. Depersonalisation / Language

- *Transition - moving from one place to another - not a great name for care and support - Transition.*
- *For me, transition is about services, not people. We don't 'transition' as human beings...*



3. Movement from the know to the unknown - uncertainty

- *Transitions - often a difficult time as you move from the familiar to the unfamiliar or uncertain.*
- *Transitions: changing from a familiar space to an unknown one.*
- *Transition isn't just for the child - as a parent, I'll need support too.*

Transitions; what comes to mind?



“

4.
Life changing events

- *Transitions to be are at different times e.g. transitions of the young person to adulthood and transitions of the parents or caregivers or transitions from being in hospital to being cared for back in the community etc.*
- *Transition for me is people moving from one stage of their life to another and how we can help with that.*
- *Transitions is starting new relationships all over again.*

”



Listening to stories on transitions

Workshop participants listened to a lived experience story on transitions and answered the following prompts

- How do these Stories make you FEEL?
- What are the key themes in these Stories?
- What do you relate to? (personally or professionally)

The ideo on transitions can be found here:

<https://adasseast.org.uk/co-production/over-a-brew-virtual-coffee-sessions>

Themes that emerged from the stories

GAPS IN KNOWLEDGE AND UNDERSTANDING

- This group highlights issues around insufficient understanding of individual needs, leading to missed opportunities for early support and tension between service providers and advocates.

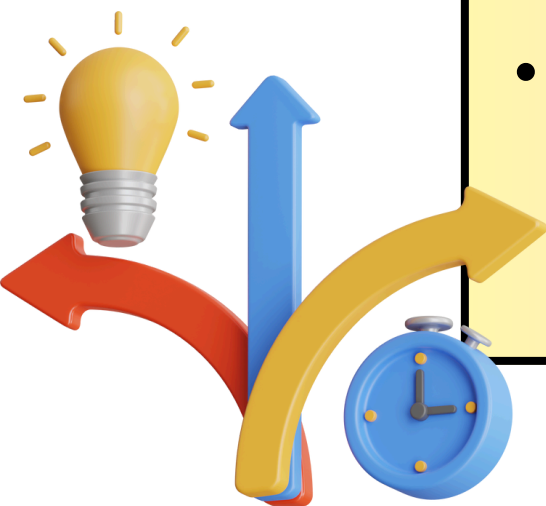
- *Lack of early intervention - right support, right time*
- *Not recognising who is the expert between person with lived experience and workers*
- *Lack of knowledge of need of the individual*
- *Needs not understood, causes combative communication between advocates and service reps*
- *Unwillingness to recognise people in transition (approaching age break)*



INDIVIDUALISED FLEXIBLE SUPPORT

- These statements call for a flexible, person-centred approach to transitions, where family input and creative, individualised solutions are valued.

- *One size doesn't fit all*
- *Support needs to be flexible and person-centred*
- *Shared Decision-Making - Providers, Person and carer (Triangle of Care)*
- *Multidisciplinary Team including person and family (360-degree feedback)*
- *Ideas should be encouraged and acted upon*
- *Listen to creative ideas from the families' point of view*



Themes that emerged from the stories

EMPATHY AND AGENCY IN CARE

- These statements call for a flexible, person-centred approach to transitions, where family input and creative, individualised solutions are valued.

- *Cold/ no empathy*
- *No agency for young adult or family*
- *Utterly heartbroken for my child's next stage*
- *Avoidance of 'bad' news regarding loss of support*
- *Families need to be involved and input respected*
- *Not listening to young adult or family*
- *Told what to do and what's possible without listening to the person*
- *Not person led*
- *Unrealistic goals - not being listened to*

POLICY AND LEGISLATIVE INCONSISTENCIES

- These points focus on the challenges caused by differences in laws and policies between child and adult services, questioning the rationale behind certain age-based transitions.

- Change in legislation from Children's to Adults
- Why can't EHCP support be life long?
- People just grow up. Transition is about handover from one service to another, governed by different laws?
- Children's safeguarding and adult safeguarding - should there be such differences?
- CareLeavers (Young People no longer under care)



Themes that emerged from the stories



CO-ORDINATION, CONTINUITY AND COMMUNICATION

- These points underline the importance of having clear communication services that collaborate effectively and a dedicated coordinator to oversee transitions, ensuring continuity and accountability across different stages of care.

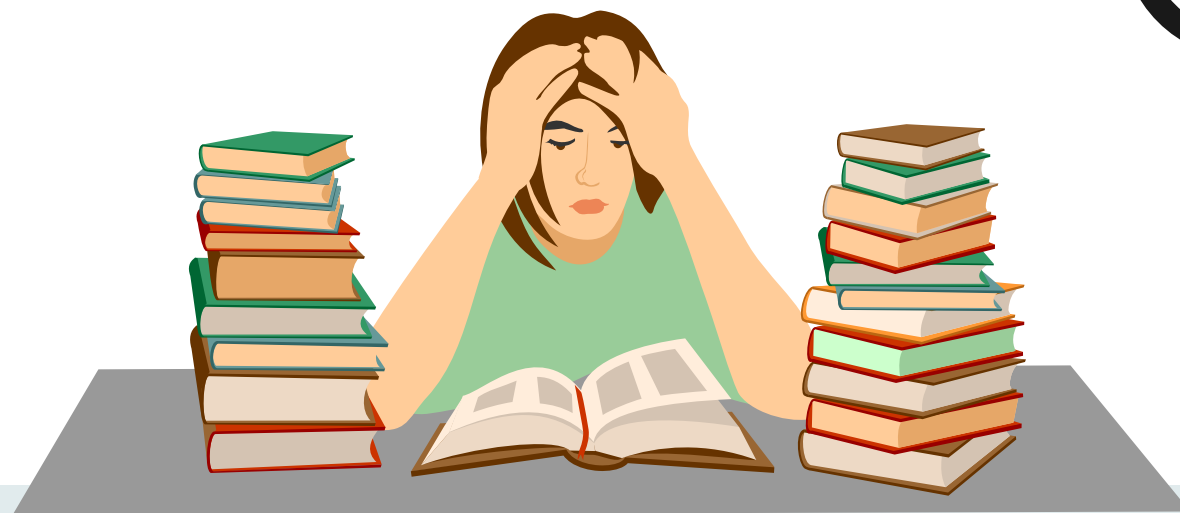
- *1-year transition post - person to support/make sure things tie up - great idea*
- *The need for one person to coordinate someone's transition and be responsible for chasing up actions etc.*
- *Transition from adult to older people's services Transitions = Transfer of Care (Discharge)*
- *Not having the support through the whole transition. Would be great to have that one consistent person for a year to guide an individual through the transition.*
- *Scheme where there is a care transitions worker that fights the barriers in the system rather than the family having to do this.*
- *Lack of early communication*
- *Not listening to families*
- *Information in a way each person understands*
- *Services not talking to each other*
- *CSC and ASC not aligning, now become even more separate in my LA with 0-25 now becoming 0-18 and Transitions Teams*
- *Separate budgets between Adults and Childrens, different teams, no continuity, consideration, planning*
- *"Cut off points not natural" continuity needed between Children Services and Adult Services*

Themes that emerged from the stories

SYSTEMATIC INEFFECTIVENESS AND INACTION

- This reflects frustration over systemic failures, where established guidelines are overlooked, resulting in wasted resources and unmet needs.

- “
- *Lack of learning by the 'systems' - clear guidelines & legislation not followed at a basic level*
 - *Money wasted on tribunals could be spent on supporting people*
 - *Lack of follow up to full transitioning*
 - *Transition planning starts too late*
 - *Lack of realistic goals*
 - *Overwhelming goals*
 - *Lack of person-centred thinking and planning - realistic small step goals towards aspirations needed*
 - *I thought transition planning was meant to start at age 14?*
 - *Lack of autism support*
 - *Transitions for the cared for and the caregiver*
 - *No obvious support for carer (the opposite)*
- ”



Recommendations for Transitions

INDEPENDANCE AND ADVOCACY

- Advocacy services should empower young people to voice their needs and aspirations, reducing reliance on family support for independence. Families should not be solely responsible for fostering independence

- “
- *Independence – use advocacy services to support the young person to use their voice*
 - *Support for independence*
- ”

SHARED DECISION MAKING

- Utilise models like the Triangle of Care and shared decision-making to involve young people and families in decisions, reinforcing the principle “nothing about me without me.”

- “
- *Use/try the triangle of care/ shared decision making model*
 - *Voice – nothing about me without me... need someone to guide – key person*
 - *Voices – ask them, goals, how want to move forward in their life*
- ”



Recommendations for transitions



COMMUNICATION AND RECORD KEEPING

- Improve communication channels across services, with better case documentation in children's services and continuity into adult records. Clarity around roles and open, reflective communication are essential.

- *Communication /collaboration between children's and adults – different priorities and budgets – cliff edge between workers and teams as well*
- *Communication is poor or non-existent*
- *Learn – communication channels across services need to improve, better case records in children's rather than adults'*
- *Clarity of roles, listening not dictating*

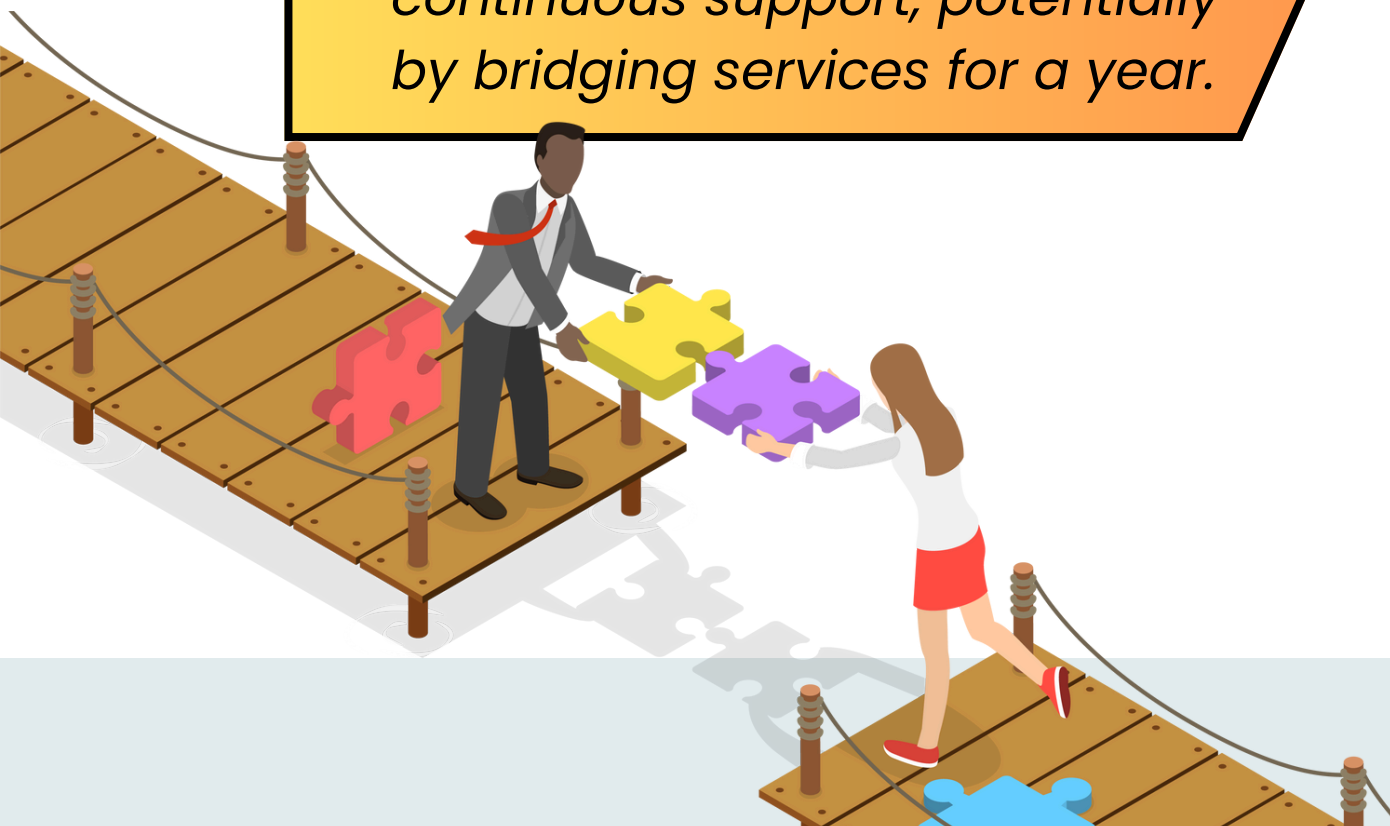


Recommendations for transitions

CO-ORDINATION AND CONSISTENCY

- A dedicated coordinator or key person should guide the young person through the process, ensuring consistent and continuous support, potentially by bridging services for a year.

- Different priorities and budgets
- Not necessarily up to families to support independence, Need a coordinator
- Consistency
- Suggestion of bridging gap for a year – ensure transfer from one service to another would give continuity
- Social workers from Children's and Adults should talk to each other about the young person's background and then meet with the young person and their family – what's working well/not well, their hopes for the future



Recommendations for Transitions

UNDERSTANDING RIGHTS AND LAWS

- Both families and young people need clear information about their rights, entitlements, and relevant legal frameworks to feel empowered and informed.



“

- *Understand children’s and adult laws so you know the background. Learn from CQC and OFSTED report – holistic approach, all age*
- *People and family need to know the law, their rights and entitlements*

”

FUTURE OUTLOOK

- Adult services should emphasise future planning and a positive outlook, similar to what is standard in children’s services.

“

- *Need a better future outlook – always there in children’s but not in adults – they don’t see you have a future*

”



Recommendations for transitions



HOLISTIC AND PERSONALISED SUPPORT

- Support should be tailored to each individual, considering the young person's needs from all angles ("360 approach"). The transition from children's to adult services should be gradual, with a focus on maintaining wraparound care.

- *Not enough happening before the change happens*
- *Starting from scratch is huge*
- *Children are used to wraparound support at school – this is a strict change, rather than gradual reduction or understanding*
- *In Children's services there are lots of activities, but there's little to do when you become an adult.*
- *Need to look at the young person 360 - what services people have and what good looks like, Support has to be personalised*
- *Safeguarding – vulnerable is vulnerable – the person doesn't change as they reach adulthood*
- *Bridging the gap between what's delivered and what people want.*
- *Not having support through whole of transition – need one worker to guide people through and break down barriers for the child and family*
- *Children's and Adults' are completely different services – gap rather than fusion, lack of continuity of support – so hard for both families and professionals*
- *Different thresholds – 14 plus, 16 plus, – should look at when the young person is ready not the system*
- *Support package – vary from children's to adults – no bridge from one service to another*

REFLECTION AND CO-PRODUCTION

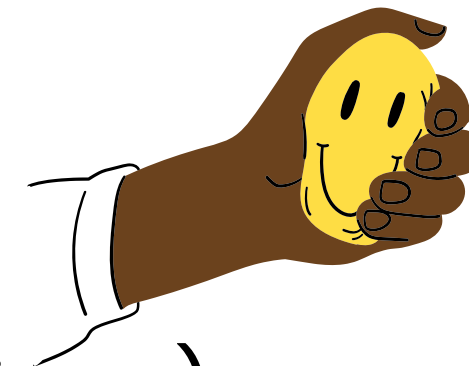
- A reflective approach, including feedback from young people and families, is needed to ensure services evolve based on real experiences and needs.

- *Policies and guidance that recognise people's expertise*
- *More reflection about the journey*
- *Co-production*
- *Importance of co-production*
- *People don't transition, services do – asking people how they feel about the experience and where they sit in it*
- *How can Parent Carer Forums be involved e.g. in informing people about their rights and how to navigate the system?*



**The group was asked for useful 'transition' gift ideas.
People suggested practical and symbolic gifts**

- Parachute
- Suit of armour
- Stress ball
- Box of things they like (fidget toys, adult colouring...)
- Interactive game for all family



Transitions in social care are marked by complex challenges, primarily due to the shift in language, eligibility criteria, and support focus between Children's Services and Adult Social Care. This change can feel confusing and alienating, especially for individuals with specific needs, such as autism. Families and individuals report feeling "passed around" and express a need for clearer communication, personalised support, and better-prepared staff to address the emotional impact of these transitions.

A collaborative approach that encourages shared decision-making, values family input, and establishes a single point of contact throughout the transition can alleviate much of the current strain. Practical recommendations include a bridge position for continuity, early engagement before crisis points, and advocacy support to ensure people's voices are central. Symbolic "welcome box" items like boxing gloves and parachutes underscore the need for emotional and practical resilience as individuals navigate this critical period.

Ultimately, these insights point to a need for reform that prioritises a person-centred approach, clarity, and continuity to create a more supportive, less fragmented social care system.

Takeaways from the session



Go away and find out what children's services are doing for transition!

Keep transition around the person, from the timing they and their family need to the systems and funding around them.

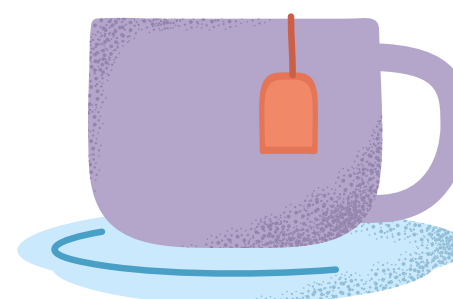
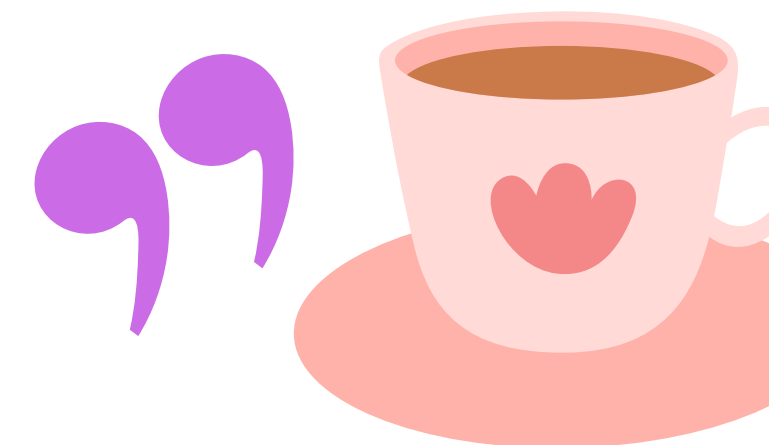
Its challenge to reconcile the range of different, all valid, wishes. Having the same worker vs the worker was not good and the risk of being stuck with them. Balancing those different perspectives is an ongoing challenge.

Supporting people to be as independent/interdependent at every stage of life.

It was really powerful to watch the videos already shared. I wonder if one showing someone's good experiences would also be helpful in drawing out what made things go right and can be learned by others?

People don't transition, services do, we need to explore transitioning including a continuation of support from CYP to ASC until the person is fully transitioned, putting people at the heart of care through personalisation.

I need to learn more about the children's services and laws that are in place. Also find out what we in Adult Social Care can learn from Children's services!



Feedback on the session



Thank you, this session has been great

The team and everyone who has joined has been extremely helpful. Well chaired. Thank you.



Thank you for creating this space for conversation

Great session, I will be feeding back to my colleagues



Thank you for the great session. It was very good to discuss this and hear others' experiences and view the video and poem were fantastic too and your hosting. Thank you

Very well chaired meeting and so informative. Thank you!

Definitely coming to your next one. Thanks for creating this space.



Really interesting and informative session - thanks everyone

Thanks for a brilliant session. My first - really informative.





**Thank
You!**



**Please join us for the next session on 27
November 2024... to talk about Online Self
Assessments, Over a Brew!**