

Over A Brew Session

26 MARCH 2025

REFLECTING WITH THE COMMUNITY



**CURATORS
OF CHANGE**

directors of
adass
adult social services
eastern region

connecting innovating improving



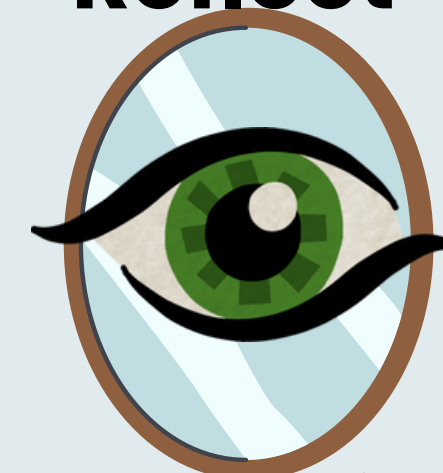
Guide

Grab a brew



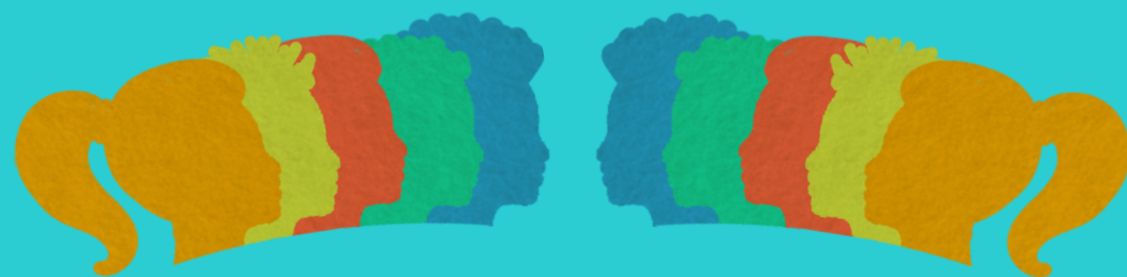
Once you have your brew, ask someone to be the timer

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 Over A Brew had a focus on..... How we put people at the heart of our reflective practice and processes. This included at an individual level, as well as at the level of CQC assurance, and everything in between.

Reflective practice and approaches themselves have become transactional, and the group explored what it might mean to move from place of transaction to trust, about the need for more natural, relational conversations about people's experiences that have the potential to help us all to better understand the experiences people have of care and support and how we can continue to improve their experiences.

Rachel from Central Beds shared insights from conversations she has been having as part of the Key Brew Indicators challenge. We are keen for more people to take on the KBI challenge across the region.

**Around 16 people
attended the
session to share
ideas, insights
and views... Over
a Brew**



THE KEY BREW INDICATOR CHALLENGE

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This is part of the ADASS Eastern Region #OverABrew approach to coproduction.

The kit includes:

Mug – or your choice of brew

Notebook – to record the things that stand out from your conversations

Coasters – to tick off each time you have a brew with someone new

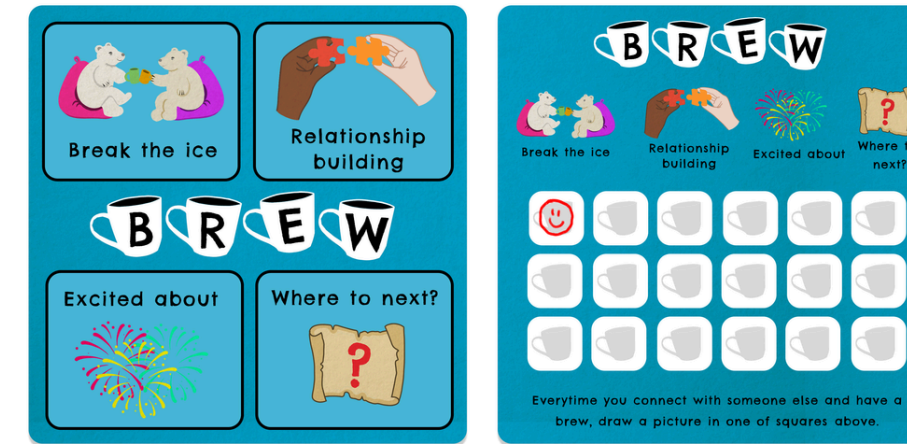
Tea bags and biscuits – please add more of your choice

To make use of your kit...

Connect with someone new; from a different department; service; someone who accesses care and support.

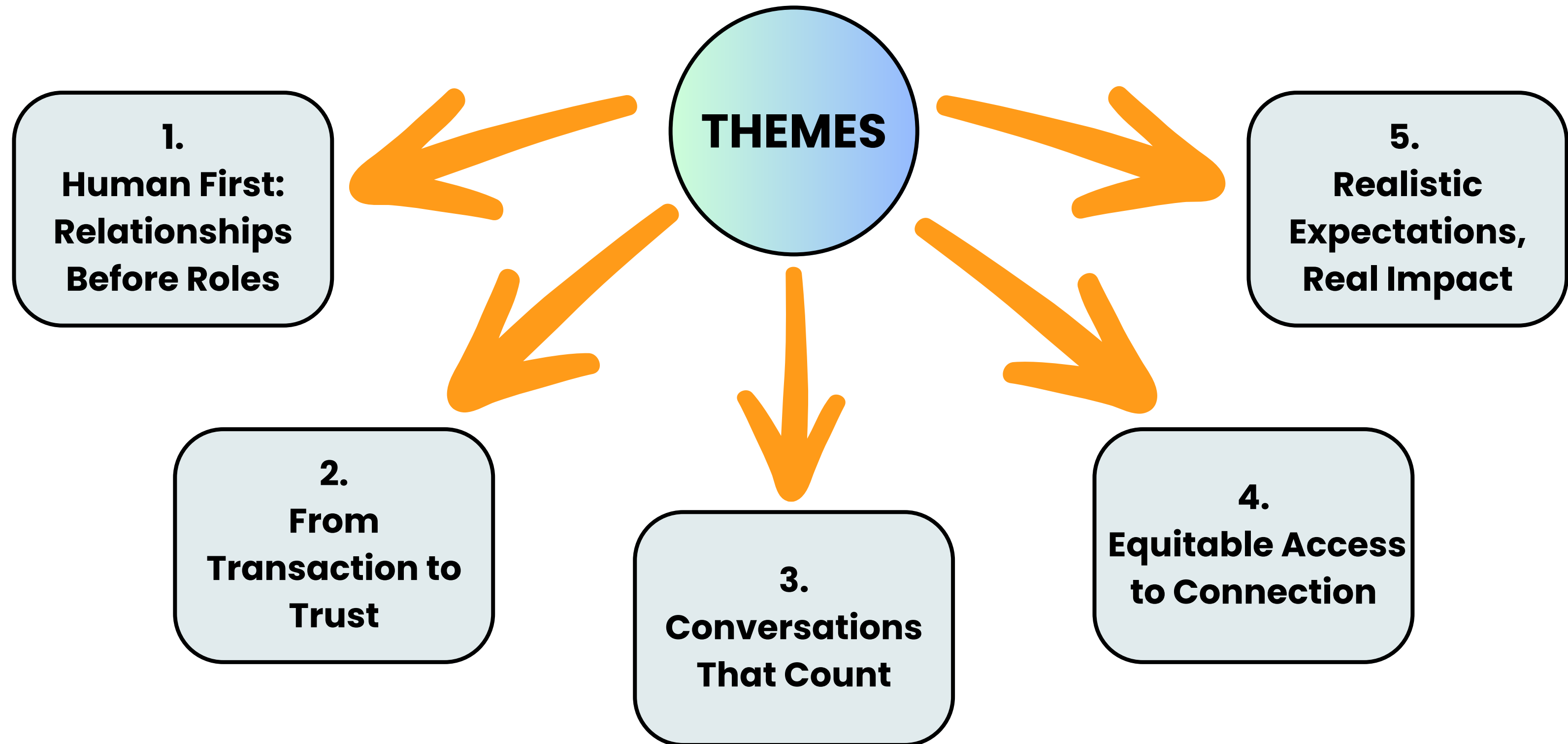
- Arrange to meet for a brew.
- Start a conversation.
 - What is your favourite biscuit (book, film, actor, food, snack etc)?
 - What has made you laugh or smile in the last week?
- As people relax, ask them about their experiences of care and support.
- It doesn't matter if they work in services or access services.
- Listen, be curious, allow people to simply talk, as it feels natural ask questions, share stories
- Note down anything that stands out; is surprising; interests you; challenges you etc in your notebook.
- See what patterns or themes emerge (if any)

**If you are interested in receiving a kit, please email us
Hello@CuratorsofChange.com**



One of the Over A Brew Crew would love to have a brew with you online, and record the conversation as part of our learning, and to share more widely the impact KBIs.

THEMES THAT EMERGED FROM THE SESSION



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1. Human First: Relationships Before Roles

- *We need to know that person, where do you come from, what's important to you.*
- *is there something you wish people would ask about you but they don't?*
- *Power shift, being equal is important.*
- *ask the group to make their own lanyard/badge reflecting their expertise.... It would reflect some amazing things*
- *Importance of putting people at the heart of what we do when "improving services"*
- *You will never be told off if you act from the heart!*
- *Some relationships have been lost and services pushed to one side - people's circumstances not being recognised and appears as not caring*
- *Don't want a them and us scenario*
- *How do you make all conversations human?*



THEMES THAT EMERGED FROM THE SESSION



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2. From Transaction to Trust

- *Not expecting people to come to us, removing barriers – a conversation without an agenda, language, accessibility – meeting locations*
- *Relationship Building*
- *Build trust but with permission*
- *We need to be alongside each other and care – get to the what next – there is likely to always be a what next/relationships don't end*
- *Stories and understanding matters – communication through stories of difference*
- *What do you need most right now, support, space, understanding or something else?*
- *Recognition that all carers have different responsibilities and timetable so one size and approach doesn't fit all.*



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THEMES THAT EMERGED FROM THE SESSION



3. Conversations That Count

- *The riding a bike to get to the shops a perfect example of "what's next"*
- *being brave to start conversation without an agenda*
- *How do we as a LA create space and opportunity for open conversations?*
- *Closing the feedback loop – are we meeting their expectations – being realistic with expectations about what we can provide*
- *Clarity about how sharing feedback leads to strategic development at ground level – same issues heard over time*
- *OABs helpful in working together to have a conversation*
- *Are we brave enough to have open conversations without an agenda?*
- *Is there something you wish people would ask about you but they don't?*



THEMES THAT EMERGED FROM THE SESSION



4. Equitable Access to Connection

- *Digital isolation – addressing opportunities to support those isolated in a digital world.*
- *Community support around the person and how this can fill gaps?*
- *We need open spaces for everyone to be curious*
- *Easy access to the information people are seeking*
- *Support in the community – human connection is key to wellbeing*



THEMES THAT EMERGED FROM THE SESSION

5. Realistic Expectations, Real Impact

- *Expectations on professionals to deliver outcomes due to time allowed/allocated.*
- *If we become busy and stressed – task orientated and not person centred.*
- *CQC Assurance focus on coproduction – Care Act a great way to enable and promote this*



FEEDBACK ON THE SESSION

***Great session, have
a lovely afternoon
every one***



***Thanks for a great
session- very
energising***



***Thank you so much for everybody's
time and sharing of their
experiences which I have really
appreciated***



***What an
intro to the
meeting***



***An absolute
privilege to be here
today to listen to
inspiring stories and
learn.***



***Lovely to meet everyone. Thank you for sharing your
experiences. I will be going off to find out more about
the Key Brew Indicators for sure***





Thank You!



**Please join us for the next session on 28th
May 2025... for the new season of Over a
Brews!**