

Summary of feedback

Dates: 23rd July 2014 and 3rd November 2014

Feedback/Query

What you said...

Focus on outcomes

Shared learning around providing outcome-focused support for service users

Working with service users

- We introduced a person centred assessment which includes support network.
- We have person centred and outcome focused activities for personal needs
- Empowerment model of intervention to support users to better manage their needs
- Evaluation questionnaires to obtain feedback
- Community based services – discuss wants vs need.
- Provided internal consultations to inform service delivery
- Talk to service users to identify needs
- Multimedia eg. Visual videos to demonstrate choice
- Reassurance for service users i.e. dignity
- Use of advocates
- Consideration of mental capacity in planning

Focus on Prevention

How could your organisation help with promoting prevention for people and carers? (By prevention, we mean providing services, facilities and resources that stop people from developing needs for care and support, slow down the escalation of those needs or minimise the effect of those needs).

Working with service users

- Focusing on people's skills, what they can do and keeping them involved in their care – including and involving families with this.
- Look into how we can empower SU's to reduce the need for care hours
- Have parents/carers/relatives forum to increase understanding support
- Life stories help person centred activities
- Sharing information and give choices to service user
- pre-admission assessment is vital to obtain information re needs/wishes etc.

Working with carers

- Early intervention, supporting carers as well as the person, we are caring for.
- Focusing on people's skills, what they can do and keeping them involved in their care – including and involving families with this.
- Improve awareness of what a carer is with families
- Empowering carers to get into employment