

Co-production in Action -Putting People at the Heart of Care and Support

WITH A FOCUS ON PEOPLE WITH A LEARNING DISABILITY AND AUTISTIC PEOPLE

Organised jointly with East of England and West Midlands ADASS





Webinar housekeeping

- If you are in the audience please go on mute and turn your camera off, we will take questions at the end
- The slides will be circulated after the event
- This webinar is being recorded





The Local Government Association and Association of Directors of Adult Social Services are Partners in Care and Health (PCH) working with well-respected organisations.

PCH helps councils to improve the way they deliver adult social care and public health services and helps Government understand the challenges faced by the sector.

The programme is a trusted network for developing and sharing best practice, developing tools and techniques, providing support and building connections.

It is funded by Government and offered to councils without charge.

www.local.gov.uk/PCH





Programme

Introduction

Co-chairs

1. Regional co-production

2. Co-production in local councils

3. A Social Care Provider perspective





Kirstie Haines, Principal Advisor, <u>Partners in Care and</u> <u>Health Learning Disability and Autistic People</u>

Isaac Samuel and Jez Harris, Experts by Experience

ADASS East of England and Curators of Change The Over a Brew initiative West Midlands ADASS The mentoring programme

ADASS East of England, Southend Council and Simon Stockton from Working Together for Change

ADASS West Midlands and Sue Deeley Director <u>Gettalife</u> a perspective from a West Midlands outstanding provider

Question & Answer Session



Introduction

Kirstie Haines, Principal Advisor, Partners in Care and Health Learning Disability and Autistic People





Regional perspectives

East of England ADASS and West Midlands ADASS with Curators of Change







adult social services eastern region

connecting innovating improving

The "Over a Brew" co-production initiative in the East of England

Isaac Samuels and David Rolph, Curators of Change co-producers



15th November 2023

What is "Over a Brew"?

- Came about through involving people who access care and support in market shaping work
- Commenced September 2022
- Virtual coffee sessions on last Friday of each month
- 1.5 hours facilitated and run by Curators of Change (community interest company)
- Non-mandatory people can come to as many or as few as they wish
- Open to anyone with an interest in improving adult social care across the East of England
- Getting alongside each other
- Share and test out ideas to improve people's experiences of requesting and/or receiving care and support
- Open, honest space
- Themes based on network concerns and what we are hearing from people who we speak with



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

Grab a brew

Once you have your

brew, ask someone to

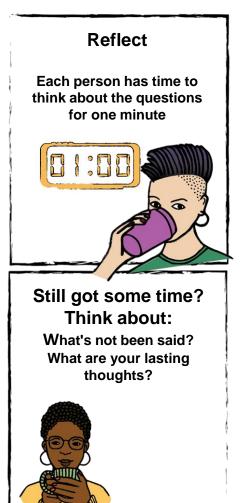
be the timer

Try the Camerados principles

iples 🥑

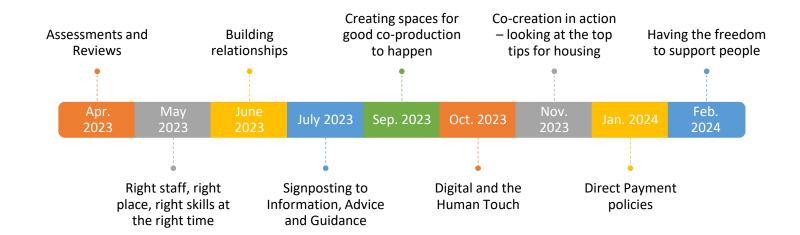
PRINCIPLE #) If we see someone struggling...we ask them to help us.* PRINCIPLE #2 No fixing each other's lives...we are just alongside each other. PRINCIPLE #3 It's ok to be a bit rubbish...we share our failures without worrying. PRINCIPLE #4 We mix with people...who don't look and think like us. PRINCIPLE #5 Remember to have fun...it keeps things human. PRINCIPLE #6 When we disagree...level with each other respectfully.

* Creates purpose, self-worth and gets people out of their own worries.



Themes





David's story

David is one of the co-producers for Curators of Change with 15 years of experience in the field of health and social care and is a recipient of a personal budget and direct payment. David previously resided in Essex but has recently relocated to Havering but is still very much part of the delivery of "Over a Brew" coproduction work in the East region and offers his experience to help to improve care and support.

David has faced challenges relating to mental illness, specifically complex PTSD, as well as physical disabilities and autism. David's aim, as an expert co-producer is always to challenge individuals to think differently and work towards changing the prevailing stereotypes in our society. David believes in fostering a world of co-production that embraces true diversity.

David's experience of "Over a Brew"

- I'm more confident
- I'm able to challenge what's not working so well through conversations and blogs
- I am able to recognise and congratulate good practice
- I can challenge stereotypical behaviours
- I feel as though I'm alongside like minded people and feel part of a team
- I feel listened to and get a sense that people are willing to stick their necks out to make positive change
- I feel people are willing to listen
- Together we are able to influence adult social care delivery

Two examples

"raised concerns with one council that the words Neurodiversity were not used" "spoke with a network lead about self-assessment and what wasn't working so well and the need for people with autism to have time to digest information"



Why would you like to see "Over a Brew" operating in other councils areas and regions?

• Some of David and Isaac's reflections



Resources

To learn more about "Over a Brew", the experiences of people including videos and how to book: <u>Over a Brew</u>

We will be at NCASC, please come and visit us if you are there (we have goodies and a challenge for you): <u>NCASC Programme</u>



Regional perspectives 2

West Midlands ADASS mentoring scheme



Keymn Whervin

West Midlands Regional co production cochair and Lived Experience Facilitator

15 November 23

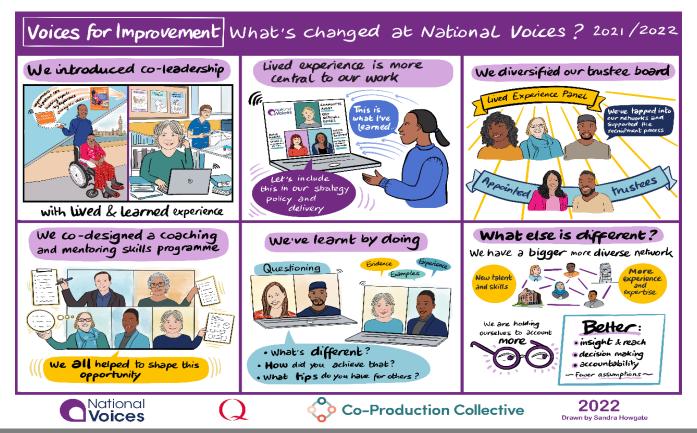








Voices For Improvement







How it works

- Matching of a Lived Experience Partner with a system leader
- 30-minute 1-1 introductory session
- 3x full 1-hour 1-1 coaching sessions
- Evaluate





Benefits

- 4 X Directors of Adult Social Care and senior leader coached by a Lived Experience Partner
- 4 X West Mids Regional co production Lived Experience members took part in 2-day training
- 4 X Lived Experience members will be coached to support their leadership skills and development
- Co production group demonstrates co leadership



Co-production in local councils

ADASS East of England with Southend on Sea City Council and Working Together for Change



Coproduction in local Councils Using 'Working Together for Change' to coproduce how we commission



What we will cover

- The Regional Programme context
- How the process works
- A participant's view
- Learning from the process in Southend



https://adasseast.org.uk/videos/2290-working-together-for-change-the-programme-in-adass-



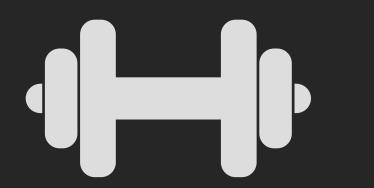
Working Together for Change Citizen-led change in public services



Best practice mature strategic coproduction model
Two levels of coproduction
Skill transfer

•Live and vibrant community using and adapting the process and sharing their learning

Building our coproduction muscle



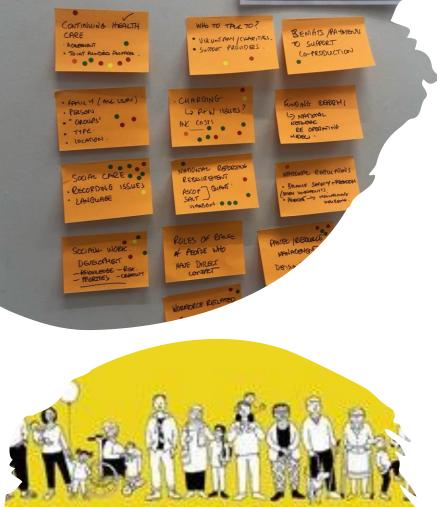
CQC Assessment Framework - Harnessing **"People's** experience of health and care services" to drive improvement

The Care Act Market Shaping Duty **"market shaping** and commissioning should be shared endeavours..."

Commissioning for Better Outcomes standard 4 that "Good Commissioning is 'Coproduced with people, their carers and their communities'"

Overview of the Eastern Regional programme





"Fixing the social care Plumbing & Wiring"

Some key Plumbing & Wiring issues people in the Social Care Future community have identified

- Continuing Health Care
- Social Care recording issues / national reporting Issues (ASCOF / SALT etc)
- Use of panels / resource management
- Social Work development and workforce issues

Resource Pack

Root Causes

Aim

You want to understand why this **Not Working Well** theme isn't working and to use that understanding as you move through the process.

Time 30 minutes - table activity



Workshop Day 1: Root Causes

Preparation:

Pre Workshop

Write a red card with a '**Root Cause**' header for each table ready for when the pin board is populated with information.

Root Causes Example

Write out the 'I am lonely' example on red cards:

Why are older people lonely? Because staff don't connect people or support them to make and maintain relationships.

Why don't staff connect people? Because they are not trained in this and don't see it as part of their job.

Why is relationship building not identified as an important outcome in the contract? Because the service specification focuses on outputs not outcomes and was not co produced with older people.

On the Day

You will need:

Red cards and marker pens on the table.

Introducing the Activity:

Each table will need have picked one of the top voted Not Working Well themes.

Explain that as a table their job is to think about why this theme isn't working. You want them to drill down and ask '**Why'** like a child until they feel they have come up with the 3 most likely reasons why.

Handy Hint

You don't just want to put a bucket under a leaky roof but fix the roof itself. Understanding **why** to start with helps with this.

Emphasise that you are **not looking for a** solution at the moment. This exercise is to help you understand why this **Not Working** Well theme isn't working. Explain that there will be time later on in the process to think about solutions.

You don't want to go so far that it is impossible to do something about e.g. because society doesn't care, there is no money' etc. If you get to that point you need to come back up to a reason that could be realistically dealt with. You want each table to write out their 3 reasons why this Not Working Well theme isn't working on the red cards in black marker pens.

Explain that facilitators on the table will help to facilitate, record and report back.

Handy Hint

You might want to introduce both this activity and the following one so they can be worked on one after the other.

Running the Activity:

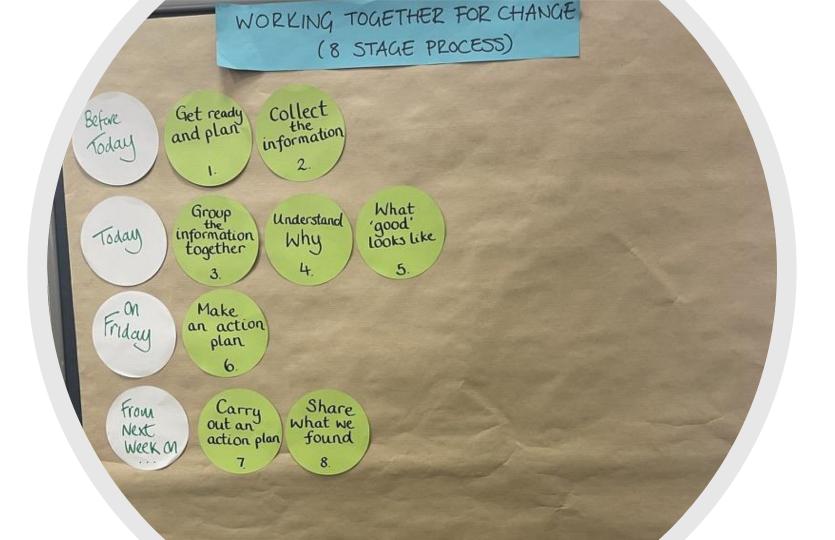
Write on red rectangle card in black marker pens.

When asking for feedback it's good to encourage a pair of people to do this together and to include someone with Lived Experience.

Handy Hint

It can be quicker to get feedback for both this exercise and the following Success Indicators in one go.

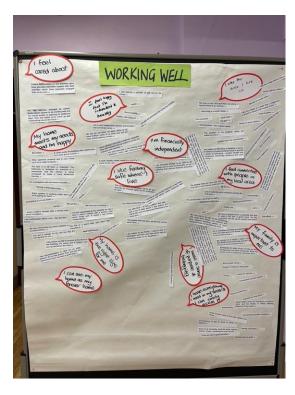
Take a photo of each tables pin board.



Three core questions

Question	Why ask this?
"What's working well now"	Identifies what elements are working well that can be built on
"What's notworking"	Explores the key things which are preventing positive change and having a negative impact
"What's important in the future / What would make the most difference"	Explores people's hopes and ambitions and what we want to be different
Prepare And the submitted to all the submitted to a	Success Look at what is happening I identify where you are Evaluate progress against
Working poly want to use Working by departer for the second s	i not Mentility what success waxes, think fogether sources you will know write Working Together for Change report.





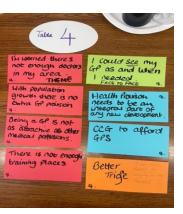








My supported care is not right for me Table 1 THEME Financial Criteria Communication 3 lam happy I have a care plan, and lunderstand my needs. People + families 3 lam have with my care and it suits me. 3 I am happy that the cure tann People who provide 3 are fully orained and motivited to care fir my needs and are Proved of their achievements. I an hope with load of training and quality of service provided a) Ragha sho ban Samas. Ian understand which is naddal se sha and as that process co is buying the sames + Mariat 3 People who buy I am happy I understand all aspects of financial implications, and caracis needs @ heart.





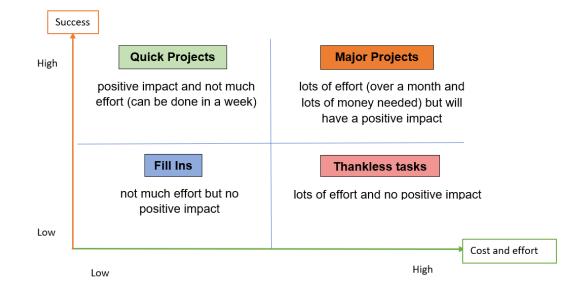


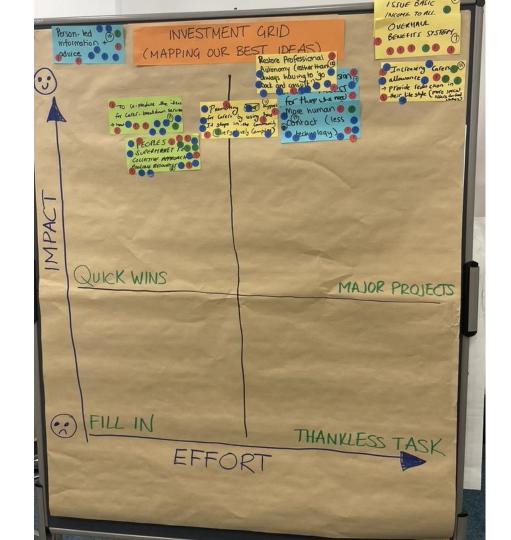






Mapping possibilities Grouping ideas for effort required and likely impact









<u>My experiences of our</u> <u>Workshop in</u> Southend on Sea

Lovely atmosphere upon arrival!

• Warmly welcomed.

 The area was large with tables set for group activity work, with sensory toys available for us all to use freely without any pressure or worry!!! Actively being enabled to stim is impressive!!!

 This is something that I have not seen before, and it made me feel so validated as a mum of 2 neurodivergent (ND) children and as someone who believes they are ND as well.

A safe space was created for reflection and selfregulation

- A room had been prepared just off the one we were currently to use at any time if any of us needed to self-regulate or need time to reflect. This was used a few times by fellow co-producers at the workshop throughout our days together.
- It allowed us to access what we needed freely without feeling we had to raise any attention, further validating us a neurodivergent people and those who care for them.

Differences between those of the Predominant Neurotype (PNT) and Neurodivergent (ND) individuals were experienced heavily during introductions.

- In Southend, we have a very broad yet rich neurodivergent community. The community does not always meet with each other as some are on different journeys regarding neurodiversity (for example, a PNT professional and/or autism activist may have a different journey to an ND professional and/or parent). Each person also has an assortment of experiences, both good and bad.
- During introductions, many expressed frustrations and upset that in past workshops and research, they took their time to do sadly was dismissed, and little action was made on the results achieved despite people taking much effort to attend.

- Quite a few of those who attended related their personal accounts and experiences in their introductions. As a listener, it was endearing and quickly established a bond as we did not all know each other very well. Some people's experiences were heartbreaking.
- It was therefore shocking that one staff member aid in response to someone having relayed their experiences where a family member had died, that though politely, saying words to the effect of 'we need to on' and 'we realise you aren't trying to hi-jack the conversation'. Many in the group felt concerned, even questioning why ask for our input if we are responded to like that.
- No time frame had been set for how long introductions should be, and in particular as a
 person who believes themselves to be ND, if we are asked to speak about something
 important to us or feel passionately about then we have a tendency to express that as fully
 as possible. It was important to feel acknowledged without time pressures as it builds
 confidence and trust. This comment sadly damaged it, but immediately it was realised by
 those running the workshop that the comment had hurt attendees, and an apology and
 sorrow were promptly expressed.

- Another member during introductions asked a bit later if they could speak further and add to the conversation before we went further. This was a person who locally has done so much for the Southend ND community and had experienced difficulties in being acknowledged in past workshops.
- They were politely told no. She felt dismissed and we could see how upset she was by being told no.
- This impacted her greatly, and her confidence diminished. She used the selfreflection room and both those running the workshop and members should care and concern. Again, those running the workshop were keen to apologise, spoke openly about what had happened and took active steps to ensure lessons we learned from this.

- Though introductions displayed intense moments, it was clear how richly diverse everyone's experiences were and how much effort was being made for everyone to understand each other and own any mistakes that were made. This means potential for great things to me. Whilst I used the word intense just now, it was also very positive.
- People were confident enough to express feelings of past frustrations and eagerness for these workshops to be a success. It also ensured all those attending better knew the different voices of our ND community, in particular those passionate people who despite having negative experiences were eager for active change to happen for and with everyone.
- It became an opportunity to excel for us as a group! The environment the staff created helped massively in ensuring we felt safe, and the responses they had to any issues we encountered were met with reflection and an eagerness for things to be better.

Barriers between 'professionals' and 'parents'.

- During the workshops, there were times a barrier between those attending the workshops as professionals and those attending as ND family members. Many professionals who also had ND family members had to express repeatedly that their experience of neurodiversity was not just as a professional. In one instance, one person had to repeatedly say 'I am a parent as well' when they were called 'just a professional' on multiple instances in the same conversation and that they 'did not understand how a parent feels'.
- This barrier over time did diminish, to the point group activities with people of all levels became really fun and cohesive!

Lessons were learned.

Self-reflection, honesty, and active listening saved the day

- Apologies were immediately made for the discomfort that had been created, and specifically to those members who directly were impacted. Very bravely (I felt), Simon expressed that everyone involved wants members there to feel valued and respected. He expressed his willingness to learn and help us all reach our goals together to the best of his ability. All the staff running the workshop showed willingness and passion to make things better and acknowledged errors they made demurely and with integrity.
- Things did get better! In a community where people feel they have to mask their emotions, we knew did not have to. We respected that!

- Value and respect come from actions not words.
- The workshop adapted many times the way in which it did things to better suit us all collectively. When requests and suggestions were made as to how we could better enable ourselves, they were done promptly and with no issue being made about it. This was active listening and then some! ⁽²⁾
- Some members decided not to continue, but many of us stayed. No judgments were made, and instead, the issues that happened earlier brought us together more deeply. Those members that left are ones I respect, and I appreciated their integrity. We as a group grew stronger together and that honesty remained in all the workshops.

- I liked the tasks we all performed, and it was great to work with people from different parts of the ND community.
- I learned a lot from the people around me, and it made me feel closer to the ND community in Southend.
- It allowed us all to be able to see that regardless of our experiences and engagements with neurodiversity, we had so much in common!

The future.

- Thinking ahead, I can see the council not just listening to what we in the workshop have said and looking at the work we produce. I feel that positive change WILL happen, based on the work we produced together.
- There is so much potential still waiting to be released. I am very confident that when people are prepared to reflect, be open, be honest and actively listen true positive change occurs!
- Please keep doing what you are doing, and let's learn from each other as we work together for better changes for neurodivergent people! ③



Autistic & Neurodiverse people workshops for co-producing the SCC strategy and forum

2023

Lucie Babbington – Co-Production Lead - Communities

Context and Aims

Aim:

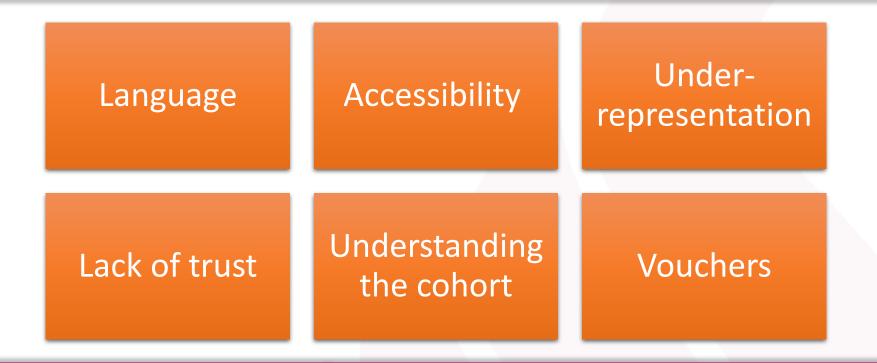
To develop an SCC autistic & neurodiverse people strategy and forum

Context:

- 1. WTfC process included an initial survey which gained over 120 responses, and then 2 follow-up workshops.
- 2. We aimed to invite:
 - 1. 5 organisation reps from orgs that support children and their families
 - 2. 10 parents of autistic and neurodiverse children
 - 3. 5 organisation reps from orgs that support autistic and neurodiverse adults
 - 4. 10 autistic and/or neurodiverse adults
 - 5. 5 SCC staff to facilitate



Challenges





Overcoming the challenges

Over two days in July 2023 around 33 people came together to listen to what autistic people and people who are neurodiverse and their families have told us they about what was important to them and to them and to think about how we could use that understanding to improve their lives













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Positives

- Action plans designed
- Lessons learnt
- Trust rebuilt
- New networks and connections
- Co-production
- Voices heard



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Lessons Learnt

- Ask the experts!
- Plan ahead
- Manage expectations
- Be flexible
- Get the right staff involved
- Communication



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What's Next?





Forum set up

Strategy written

Action plans taken forward with groups



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15/11/2023



A provider perspective

ADASS West Midlands and Sue Deeley Director Gettalife



Working with people at the heart of what we do.

Getta Life is a small not-for-profit organisation supporting people with learning disabilities to live in their own home.

Everyone lives in their own home – they are either owners of their own home or tenants.

We support 30 people and have 130 staff.

Each person has a team of people who just work with them.

This enables the people we work with to be known well, seen, celebrated and supported to grow.

Each person we support has one to one staffing 24hours per day – some people have 2:1 support.

CHANGE OF PLANS

 $\circ~$ No person co- presenting – original plan was to talk about

working with Josh to plan his wedding to himself this year.

- It was a great example of co-production
- However, due to death of his grandma its not been possible to do

this together today – timing is wrong



• Roxanne is an artist.

- Roxanne is creative.
- Roxanne is independent and strong.
- Roxanne is stylish and fashionable.
 - Roxanne is organised and precise.
 - Roxanne is a great sister.
 - Roxanne is a good cook.
 - Roxanne is beautiful.
 - Roxanne is very determined.

Roxanne – some gifts and talents

Why me not Roxanne

Roxanne cannot co-present because she does not use words to communicate, Roxanne is deaf and doesn't particularly like using social media to communicate. Roxanne's mum recently moved away. Roxanne doesn't enjoy facetiming, zoom or teams we have tried all of these methods of communication to help her speak to her Mum, she is clear that face to face meeting works better for her.

Roxanne has agreed that we can share her journey to develop her artist practise and how co-production is a key theme. Her mum and Art Riot Collective are happy for their part in Roxanne's story to be shared.





Starting with the person.

Roxanne lives with her twin sister – Leanne

Their mum – Mandy has direct payment for their support. She contracts with Getta Life to provide their support. Each have one to one support with some extra hours to use flexibly. Roxanne's recent trip to London to work with an artist in galleries needed people to support her.

They are buying their home using shared ownership scheme. They have lived in their home for 20 years. This is an ordinary house in an ordinary street.

They each have their own mobility car which staff drive for them. Their cars are used everyday. They have a team of five people who know them well. Everyone can sign and drive.

Roxanne and Leanne are in their team meetings and they make most decisions about their lives.

Person Centred Planning

- Planning each year with person, family and friends.
- Independent facilitator for planning process.
- Working out how to follow Roxanne's lead
- So ideas for plan for next 12 months. From December 2022
- Be an artist in residence at other galleries.
- Apply for arts council grant
- Supporting Roxanne to visit a wide range of galleries and different experiences to see how this impacts on her practice as an artist.
- Getting a photoshoot done with her sister.
- Going to spend time with mum and step dad in Weymouth.



What's on Visit us



You're Invited! Thu 4 May, 6pm - 8pm FREE, no need to book

You are invited to be amongst the first to see our new major summer exhibition *The Reason For Painting.*

Please join us on Thu 4 May at 6pm - 8pm for drinks and a first look at the show.

Read on to find out more about the exhibition and related events.

Image Credit: Pam Evelyn, Routine Escape, 2022.



Working together

- Artistic journey started with Coventry City of Culture 2021
- The Turner prize exhibition put on by Project Art Works offered some free workshops and Roxanne was one of the people who went along to try it.
- Then Roxanne went to a common ground exhibition of artwork made during Turner Prize show. Roxanne helped to shape the idea of a supported studio in Coventry.
- 2022 Art Riot Collective started to work in their mission to develop a community of disabled or neuro divergent artists and supporters, providing access to high quality creative practice, connections and cultural spaces .
- 2022 This has been life changing for Roxanne regular art sessions, being an artist in residency and having her work in exhibitions.
- Roxanne has exhibited art at The Mead Gallery, Rugby Art Gallery, Art Riot Collective at Fargo and Herbert Art Gallery. Roxanne has done an artist in residency at Milton Keynes Gallery and Tate Liverpool
- Just last weekend she took part in a collaborative evening where she was working in the Meade Gallery at Warwick University along with music and lighting creators working with her.

How has this happened

Co-production to work with Roxanne between her team, Roxanne and Art Riot Collective. Art Riot Collective made an application to Arts Council on Roxanne's behalf for a developing artist practice grant.

This grant application had to demonstrate how Roxanne the artist will benefit. Arts council England have had to review many of their processes and procedures to accommodate how they need to work someone who cannot use the process to apply themselves.









2023 Roxanne has a grant from Arts Council England to develop her creative practice.

This means she is working with two artists Amanda and Stuart to learn more and experience working in a collaborative

way. Funding for them to learn Makaton.

Recent trip to London with Amanda to explore black art.

Doing some work with Project Art to teach / demonstrate how to be involved in art.

Money for a shared studio with two other artists. Roxanne uses it daytimes and they use it the evenings. This means Roxanne can leave work unfinished if she chooses to and come back to it later.



2024 – Art Riot plan to apply for research grant from Arts Council England to help understand in detail what makes supported studio work.

2025 – Roxanne will be on of 13 artists who will lead on securing further funding for Art Riot Collective.





Co-production themes from Roxanne's story.

- Recognising people as assets.
- Building on gifts and talents and abilities.
- Having two way reciprocal relationships with people working together.
- Facilitating rather than delivering Roxanne's team get Roxanne to where she has to be but they have to take a back seat when she is creating.
- Roxanne is an artist when she's with other artists this is her prime identity – her support to develop her creative practise is coming from artists.
- Roxanne is on a journey.
- She is leading us.





Question and answer session with the presenter panel







Some useful resources from the presenters:

- <u>Emerging approaches to co-production (September 2023)</u>
- Over a Brew virtual coffee sessions latest Association of Directors of Adult Social Services <u>Eastern Region (adasseast.org.uk)</u>
- Working Together for Change: the process Association of Directors of Adult Social Services
 <u>Eastern Region (adasseast.org.uk)</u>





Close and thank-you!



