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National Co-production Advisory Group Member**



I have considerate support delivered by competent people.



I am supported by people who see me as a unique person with strengths, abilities and aspirations.



I am valued for the contribution that I make to my community.

Don't make assumptions about what people can and cannot do

Courageous and principled

See the whole person

Respect me

Proud and positive



Know how to have conversations

Keep up to date with local activities and share this knowledge

Honest, trustworthy and reliable

Kind, compassionate and empathetic

Have a 'can do' approach which focuses on what matters to people

See people as individuals with unique strengths

Flexible, open and learning

How people found it

I enjoyed...

- Being challenged to think more deeply about values I had taken for granted
- Feeling valued
- Open discussions
- The facilitation was great! Staff were accommodating and approachable
- I honestly really enjoyed the workshop and found it interesting, and I enjoyed when we did the poster notes about what you think staff should have
- I enjoyed listening to the experiences/hearing the views of other carers in my breakout group
- What a difference having different people involved in this has made

My hopes for this work...

- Care staff are valued, similar to nursing staff
- More discussion to move towards valuing carers and Personal Assistants
- People are heard and given a seat at the table for decisions
- I hope that people who have to depend on others for their care will be treated more equitably
- Everybody will treat each other with kindness, empathy and compassion and this will improve outcomes including everyone's health and wellbeing.
- Perhaps change in local and national policy - Would be great!

Values that people want to see

See the whole person: Be curious and listen carefully to understand the unique person I am with strengths, abilities and aspirations. Make plans and decisions about me, with me whole person.

Respect: Treat me, the people around me and where I live with respect. Respect my values and my choices about the life I want to lead, and respect your role to value and uphold my goals.

Honest, trustworthy and reliable: Be honest, trustworthy and reliable so you turn up when you say you will and provide the care and support we have agreed. Be discreet and confidential to build up a trusting relationship between us.

Kind, compassionate and empathetic: Be kind, compassionate and empathetic so you can see things from my point of view, with concern for what matters to me, my wellbeing and health.

Courageous and principled: Show strength, courage and commitment to speak out if something isn't right or could be better, and to step back when I am exercising my choice and control. Act according to principles of human rights, equity and inclusion as well as my personalised care and support plan.

Flexible, open and learning: Be reflective, open and non-judgmental so we can learn and adapt how we work together in the longer term.

Proud and positive: Take pride in your work and have a friendly, positive and proactive attitude so we can enjoy spending time together.