

Supported living recommission: Co-production with individuals living in supported living in Staffordshire.

20 June 2023 v 1.0

How are we co-producing with people living in supported living?

The advocacy organisation ASIST have been engaging with individuals on behalf of the Council.

They have carried out 2 rounds of engagement work over 12 months with people living in Supported Living across Staffordshire. Advocates visited people at home and asked pre-agreed questions to understand what was important to people and how SCC can improve supported living.

Engagement focussed on the following key areas:

- What works well
- What does not work well
- What was their experience of the process from assessment to placement
- What are their suggestions for improvements
- What is important to them that they want us to know
- How do providers support them to meet their outcomes?

How are we co-producing with parent carers of people living in supported living?

Over the last 12 months parents and carers of individuals within Supported Living had the opportunity to feedback on their experiences and aspirations for the recommission. Parent carers were invited to feedback via face-to-face sessions, questionnaires and email. In addition, we have engaged with the Staffordshire County Council Learning Disability and Autism Parent Carers Forum, attending one workshop in November with another planned for July (postponed from June).

Engagement focussed on the following key areas:

- What works well
- What does not work well
- What was their experience of the process from assessment to placement
- What are their suggestions for improvements
- What is important to them that they want us to know
- How do providers support them to meet their outcomes?

Privacy

- “I like the staff, having my own privacy, my own space, a flat of my own”
- “I like my privacy and solitude in my own flat”
- “I enjoy my own home, not having to share my space with others”
- “People should knock before they come into my bedroom”

Key themes - individuals

Living arrangements

- “I enjoy my own home, not having to share my space with others”
- “There can be too much noise”
- “I don’t like having the office in my living room”
- “I don’t like people coming into my room”

Key themes - individuals

Social activities

- “Have more outings, more indoor activities”
- “To go on holiday”
- “Communal outings as a group”
- “I would like more support to go on holiday and day trips with the staff”
- “To have more staff on shift so I can go out in the community more”
- “Not enough communal activities”
- “I like doing my social activities and games with the staff”

Key themes - individuals

Communication

- “I like things in easy read otherwise I can't understand it”
- “Not everyone uses a computer”
- “Contact details so my mum can talk to my support worker or the manager”
- “Tell me when things are going to change”
- “Not enough information about supported living”

Key themes - individuals

Housing quality

- “The house needs painting; we’ve been waiting ages”
- “Maintenance issues need to be done quicker”
- “I like choosing how I have my room”

What matters most - staffing

- Ensuring staff have the right values for a career in care
- Better quality checks/support for new staff/staff with little experience
- Recruitment drives for more male staff in the care industry
- Recognition of the impact on service users of staff changes and the differences in quality of care between permanent staff and agency staff
- Involvement in recruitment
- Confidence and trust in providers to ensure the health and happiness of their family member
- Staff consistency

What matters most - housing

- Security of tenure
- Poor communication
- Finding the right property was hard
- Not enough choice of properties in the right areas
- Length of time the process took
- Unnecessary red tape
- Extra stress caused as the actual move happens quickly

What matters the most – quality.

- Ensuring staff have the right values for a career in care
- Better quality checks/support for new staff/staff with little experience
- Recognition of the impact on service users of staff changes and the differences in quality of care between permanent staff and agency staff
- Confidence and trust in providers to ensure the health and happiness of their family member
- Quality assurance

Key themes – parent carers

What matters the most - communication

- Improving communication between care providers and parents/carers
- Care providers involving parents/carers more (planning activities, staff recruitment, purchasing) so they know what is going on
- Family members want to know more how supported living works as an alternative to residential care
- Better/more involvement in the review process

Next steps

Key message

It is crucial that the specification reinforces people's rights to have a home of their own, and that they have choice and control over their life and enables providers to be held to account if this doesn't happen.

How do we make sure it happens?

The Service specification requires providers to provide:

- Annual satisfaction surveys
- CQC registration requirement and inspection reports
- Outcomes monitoring framework

As a Council we are also providing:

- New information pack to share with people considering Supported Living
- Updated SCC webpages
- Conducting annual reviews with individuals in Supported Living
- Social workers are being allocated to each scheme
- Annual Quality Assurance visit
- Quarterly contract monitoring meetings

Next steps – people living in supported living

- Continued engagement throughout the project and transition process
- Production of video stories for people to tell their story
- Individual case study being used as part of the evaluation process so providers can practically demonstrate how they would support someone. Individuals in Supported Living will support to create a model answer of what good support would look like which will create the scoring matrix the evaluation panel will use.

Next steps – parent carers

- Ongoing communication with parent/carer groups
- Individual case study being used as part of the evaluation process so providers can practically demonstrate how they would support someone. Individuals in Supported Living will support to create a model answer of what good support would look like which will create the scoring matrix the evaluation panel will use.