



Nottinghamshire  
County Council

# Putting People First Report of the Service User and Carer Event 2008

*'Helping us to get it right - you are the expert'*

An information event for service users and carers was held at Mansfield Civic Centre on 9 December 2008. This was an opportunity for people to find out more about **Putting People First** and how

Self Directed Support can give people increased choice and control. The format of the day was varied and included presentations, personal stories, live interviews and a sketch by Instream Partnership.

## Aim of the event

Councillor Alan Rhodes welcomed the audience and said that the event aimed to:

- make people aware of the changes that will be happening to the way social care services are delivered
- seek peoples views on the best way to make the changes happen
- launch the service user and carer newsletter
- ask people if they want to get more involved in making the changes happen. He emphasised the importance of working with users and carers to introduce the changes that



Coun Alan Rhodes



Andrew Owusu - service user 'champion', arriving at the conference



Service user reading service user and carer newsletter launched at the event

Self Directed Support will bring. 'We want to know what you think of the changes. We want to work with you to make the changes in the best possible way.' said Councillor Alan Rhodes.

## Who took part?

Over 160 people attended - mainly service users with their support and carers. Self Directed Support 'champions' also attended. They facilitated discussions, gave presentations and offered their views and experiences to others. In addition to the speakers, staff from Adult Social Care & Health involved in Self Directed Support were at hand to facilitate discussion and answer questions.

## Programme for the day

### Morning:

**Speakers:**  
**Coun Alan Rhodes,**

Cabinet Member - Adult Services & Health, opened the event.

**Eddie Moorcroft,** Vice Chair of Learning Disability Partnership Board put some questions about the changes to **Paul McKay,** Programme Director Putting People First.

**Lesley Booth,** gave a carer's perspective on her son's person centred support planning.

**Mick Wilson,** Direct Payment user, gave a service user's view on being in control of his own budget.

### Table Top Discussions

### Questions and Answers

### Afternoon

**Big Gary's House -** Instream Partnership presented a light hearted sketch about a service user's experience of organising support services.

**A video booth** was available throughout the day and people were invited to give their views.



## Lucky Winners

Kathryn Evans and Mike Shaw were the lucky winners of festive food hampers from Brooke Farm after they completed a survey on Self Directed Support.



Their names were drawn by Councillor Alan Rhodes who presented the prizes.

above - Kathryn Evans and Coun Alan Rhodes

left - Mike Shaw and Coun Alan Rhodes



## "Putting People First – the biggest change to social care since the Welfare State?"

Paul McKay, Programme Director Putting People First was interviewed by Eddie Moorcroft, Vice-Chair of the Learning Disability Partnership Board and spoke personally about how his own father was using a Personal Budget to help him continue with social activities such as going to the pub and watching Northampton Town football club.

Paul McKay, and service user, Eddie Moorcroft



He reassured the audience that help and support would be available through Adult Social Care and Health for people wanting to organise their own support and manage their own Personal Budgets. People wanting to receive a traditional service and have it organised by the Local Authority, could still do so.

Carer, Lesley Booth spoke passionately about the way person centred planning had enabled her son Stuart to lead the life he wants.

### "Being in control of my budget"



Mick Wilson and his personal assistant, Sally Revill

Service user, Mick Wilson, who receives a Direct Payment gave a presentation entitled "Living life my way" in which he talked about his experiences firstly of using agency care staff and then of employing a personal assistant. He said that having a Direct Payment has given him, 'freedom to chose staff I want' and an 'opportunity to form close working relationships and establish trust, honesty and loyalty.'

### Getting a more individual service - a carer's perspective on her son's support planning



Carer, Lesley Booth and Mike Deakin, Person Centred Planning Training & Development Manager

"Stuart has complex learning and physical disabilities," she explained. "By having a person centred plan, he is now able to spend more time with his friends, eat healthier food, go out into the countryside more and tell me to go home when he's had enough of me!" She said that she is looking forward to Stuart having a Personal Budget and being able to think about services differently. He likes hydrotherapy and would like to use money in his Personal Budget to buy a hot tub if there was enough money and his plan was agreed.

### Table top discussions



After the coffee break, members of the Self Directed Support Team along with other colleagues in Adult Social Care and Health and a number of users and carers who had volunteered to help, facilitated table top



discussions. These were on the themes of, 'Making Your Plan' and 'Organising Your Support' which are two of the seven steps to Self Directed Support. People shared their experiences, expressed their concerns and offered ideas about the topics.

The information gathered will be used to develop the types of support services people might need in the future.

## Questions and Answers

Paul McKay and members of the Self Directed Support team answered questions from the audience. The questions and answers – including those asked at the end of the day are available on the Putting People First website:

[www.nottinghamshire.gov.uk/puttingpeoplefirst](http://www.nottinghamshire.gov.uk/puttingpeoplefirst)

This includes those questions that were not able to be answered on the day due to lack of time.



The panel answered a range of questions from the floor

## Instream Partnership presents "Big Gary's House"



"Big Gary's House" presentation by Instream Partnership

After a buffet lunch, Instream Partnership presented Big Gary's House ([www.pamatch.co.uk](http://www.pamatch.co.uk)). This production provided inspiration, information and first hand experience to show that Direct Payments and Personal Budgets can work for anyone regardless of age or disability.

Comments about the performance included, 'sketch was brilliant', 'sketch mirrors my experience'.

In conclusion, Paul McKay answered further questions from the floor and questions 'posted' in boxes throughout the day. He thanked people for coming and for their contributions.



## Diary Room – Tell us what you think!

The foyer area had a "Big Brother" style diary room for people to record their views about the changes that Self Directed Support will bring. Thirteen people took up the invitation to pop into the video booth and 'have their say'. Some people took

the opportunity to talk about how, having control over their own budgets makes a difference to their lives.

Mr. A said that a Direct Payment gave him “a lot of freedom to choose who comes to see me, at what times and for what purposes”. He hopes that a Personal Budget will

give him greater flexibility so that he can include trips outside, to gardens such as Kew, in his care plan - “I’m an outdoors person, not an inside person and I used to climb mountains.” Mr M thought that a Personal Budget will give him more choice and control – “yes, definitely. I think it will”.

People also expressed some concerns. Mr O was worried about recruiting carers



and “more importantly, the day to day running of your care package to make sure that you retain carers rather than having a turn over of too many...”

Ms B said that whilst it would be “useful to get a Personal Budget” she thought it might be “hard on current service provision”.

## What the participants said....

People were encouraged to complete an evaluation form to help the Self Directed Support Team plan further events and to gauge whether people had found the event informative.

27% of people said that before the event they had heard about Self Directed Support but did not know what it was.

After the event 63% of people said that they knew a bit about it and 32% said they knew all about it.



93% said they would recommend the event to someone else.

People said: 'Very well organised event' 'I want more events like this.'

Some people said they found it hard to take in all the jargon.

Some people were disappointed that information could not be more definite due to the fact that Self Directed Support was still being implemented. They felt some of their questions and concerns were not fully answered.

For some, the event gave them the information they needed. "Thank you. I am clear on what is going to happen."



Participants feedback

And on a happy note, the event achieved a "highly recommended" from a satisfied delegate.

## How can we improve the event in the future?

- ✓ 'Similar events, but possibly smaller and more localised.'
- ✓ 'Longer table top discussion time and more time for questions.'
- ✓ 'More personal stories about how to use a Direct Payment or Personal Budget'



### Putting People First

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