

The People's Choice Group

The most important things to contribute to the ideal social care of the future, contributed by the People's Choice Group:

- Good quality person centred care with people involved in their own decisions, working towards their own goals.
- People with lived experience involved in service planning and delivery - and very good consultations about any proposed changes with easy read information available to help people understand and prepare for change.
- Enough well trained, dedicated carers, support workers, social workers, specialist staff to ensure a good service delivery and enough 1:1 hours for people
- Easily accessible flexible services that people can get when they need them. Easy ways to get in touch with people.
- Caring professions including social workers and support staff being valued and paid enough to get enough of the best staff and keep them in their roles.
 - Continuity is very important to us. At present, people do not always have their own social worker - every time something happens where they need a social worker involved they have to go through everything again with someone they don't know. Could social work be done in teams of two people working 'back to back' - so there was always a known person working and if one left, there would be someone to brief the new social worker and introduce them to people. Couldn't social workers keep people on their lists even if they don't have any issues going on, just so people still have a named person that knows their history - this would save a lot of anxiety and worry and provide a much better service. Turnover of care staff (more likely when staff are overworked due to staff shortages and feel undervalued) is also a worry to people and does not give them the best chance of achieving their goals.
- Flexible care providers that don't have rigid start and finish and handover times and staffing levels where that impacts on what someone wants to do.

Everyone has different interests and hobbies and goals and services should be designed around them.

- Respect and good flexible support and respite care so family carers can achieve their own goals too.
- Working and training opportunities that are flexible so everyone can contribute with their strengths and abilities. An uncomplicated way that people can do some work if they are able, when they are able, without too much paperwork or affecting benefits.
- Social opportunities so people can make and meet friends safely at times and in places that suit them, with better travel solutions.