

Healthwatch Worcestershire
Civic Centre
Queen Elizabeth Drive
Persnore
WR10 1PT
Tel: 01386 550 264
info@healthwatchworcestershire.co.uk
www.healthwatchworcestershire.co.uk



Mr R Keble,
Assistant Director,
Adult Services.
By email

1st November 2018

Dear Mr Keble,

Thank you for your letter dated 8th October 2018 in respect of our report on People's Experiences of Social Care Services. It was pleasing to note that you accepted all of the points for consideration tabled by HWW. I was able to confirm the details of your response at the Healthwatch Worcestershire (HWW) Board Meeting in Public on 12th October. This response has been published in its entirety on the HWW website.

There was a query arising from the Board Meeting about carers' understanding of their entitlement to ongoing support, so HWW will follow up with Worcestershire Association of Carers. In addition, questions were raised about the re-assessment of adults with learning disabilities and the budget allowance controlled by social workers:

- Anecdotally we are picking up some concerns about aspects of the process, so it would be helpful to understand the Council's expectations and standards. Can you explain the process of re-assessment for an adult with learning disabilities, including:
 - the principles on which decisions are based (e.g. wellbeing of service user/opportunity for change in specified time period)
 - who undertakes the review?
 - can you confirm that this person will be aware of the service user's diagnosis and will have seen the relevant paperwork before undertaking the review
 - will the review always involve the service user and carer(s)?
 - when decisions are made about future funding does it take into account one-off events such as theatre trips/day excursions?

- As regards the query about budget allowances:
 - do social workers now have their own budgets to spend at their discretion?
 - if so, how does the system work (i.e. is it a total amount per annum for the social worker's entire caseload, or an upper limit for each service user who needs intervention(s)?
 - what happens if the social worker's budget runs out part way through the year and there are still service users who need help? How are the service user's needs met?



Directors: Peter Pinfield, Jane Stanley, John Taylor, Jo Ringshall and Martin Gallagher
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It was noted that greater emphasis is being placed on the provision of readily available, comprehensive information for the general public and those receiving support. It would be appreciated if you could provide HWW with access to the complete set of fact sheets when available, given that they would seem to be a key part of the information strategy. It is pleasing to note that WCC is using a public consultative group to secure feedback on language, content, etc; I assume this is part of a formal co-production approach and would be grateful for further information on this approach. HWW would be happy to be involved in the next phase of development and to be part of the wider circulation at the appropriate juncture. Also, I would appreciate copies of the annual Care Services Directory when it is available.

We would like to offer to contribute to any social work training around people's experiences of adult social care services, so that social work staff may hear from Healthwatch about some of the key issues raised by service users and carers in our discussions. Please let me know if you are in a position to accept this offer.

In the light of the roll-out of the 3 Conversation Model to all Area Teams supporting older people it was agreed that HWW will continue to include People's Experience of Adult Social Care Services as part of our Work Programme in 2019/20.

I look forward to hearing from you.

Best wishes

A handwritten signature in blue ink, appearing to read 'John Taylor', written over a light blue rectangular background.

John Taylor,
Director
Healthwatch Worcestershire