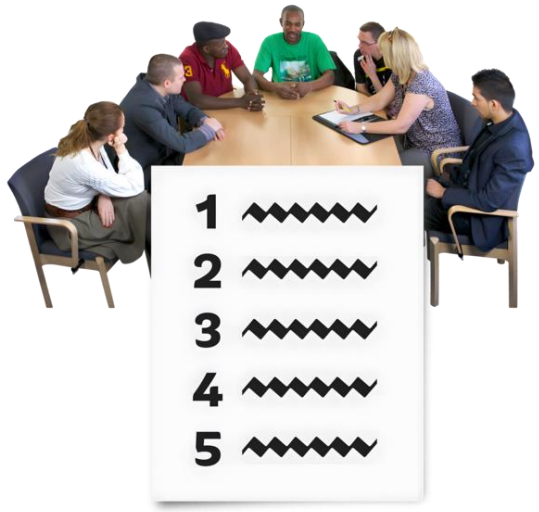




Adult Social Care Improvement Plan Coproduction Group. November 2026.

Presenter: Jen De Ornellas

Agenda

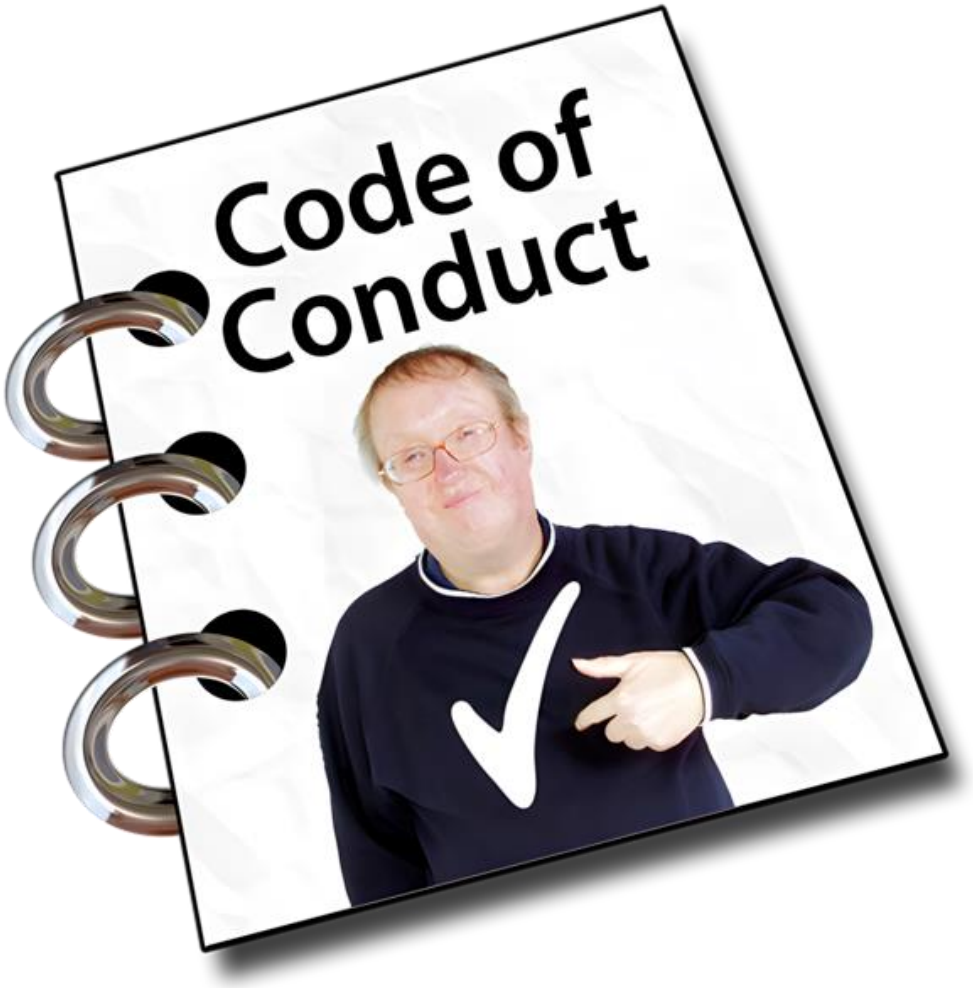


1. Welcome and introduction
2. Code of conduct reminder
3. Recap and update from previous sessions

   Waiting Well
4. Support for Unpaid Carers



Code of Conduct Reminder



Waiting Well - How can we make the information better in the booklet?







- Video - for people who struggle to read.
- Too wordy – make it easier to read.
- *'Help whilst you wait'* moved to the top of the page.
- In person conversation about the information for those who struggle with reading.
- Provide examples of services on offer whilst people wait
- Bigger line spacing between text.
- Bigger text and A4 size.
- Explanation for the contact information

Waiting Well - How can we make the information better in the booklet?







- What is meant by the word ‘assessment’?
- Change some pictures:
  - ‘*Assessment’* picture looks like a dog
  - The *‘urgent’* siren picture looks like a buzzer
  - The people look ‘fed up’ on picture
  - Make logos bigger
- The word ‘Assessment’ is used too many times

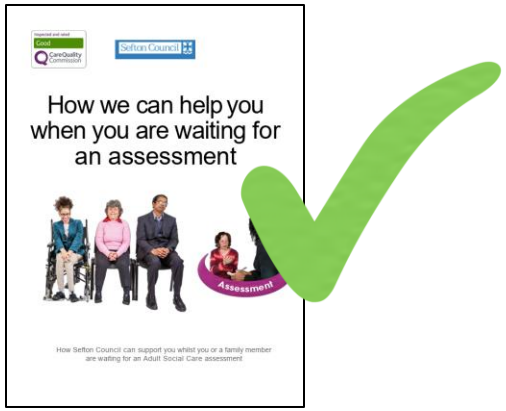
Waiting Well - How can we make the waiting well experience better?

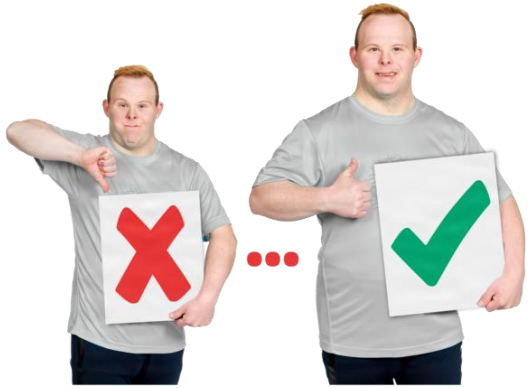




- How long will people wait? Timeframe?
- Contact Centre to offer the Waiting Well service to people if they don't already
- Flags on system for people with autism or learning disability
- Training for staff on how to speak to people with autism or disability
- Better Communication
- Do people know their position whilst waiting?

What happens next?





Changes will be made to the Waiting Well leaflet – pictures and text will be changed.

Suggestions about making Waiting better to be shared with Adult Social Care and the Waiting Well Service.

Suggestions about the Waiting Well Service have been shared with the provider.

Support for Unpaid Carers





Unpaid carers look after someone they know who needs support.

This could be someone in their family, a friend or a neighbour.

They do not get paid for looking after them.

Carers can be adults, children or young people.

Carers give people very important support.

It is important that carers are also supported.

Support for Unpaid Carers







Sometimes carers do not know how to get the right support themselves.

Sometimes carers find it hard to do other things they want to do.

There are roughly 5.8 million unpaid carers in the UK

1.7 million people in the UK are providing 50 or more hours of care per week.

Group session



What can we do to show carers that they are important, valued and experts in caring for the person they support?

How can we support carers to feel more informed and involved in important decisions about the person they care for?



Thank you

Sefton Council

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