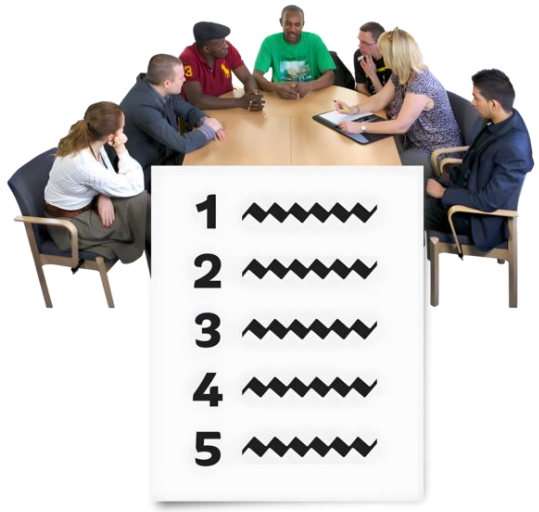




Adult Social Care Improvement Plan Coproduction Group. September 2026.

Presenters: Jen DeOrnellas and Voiceability

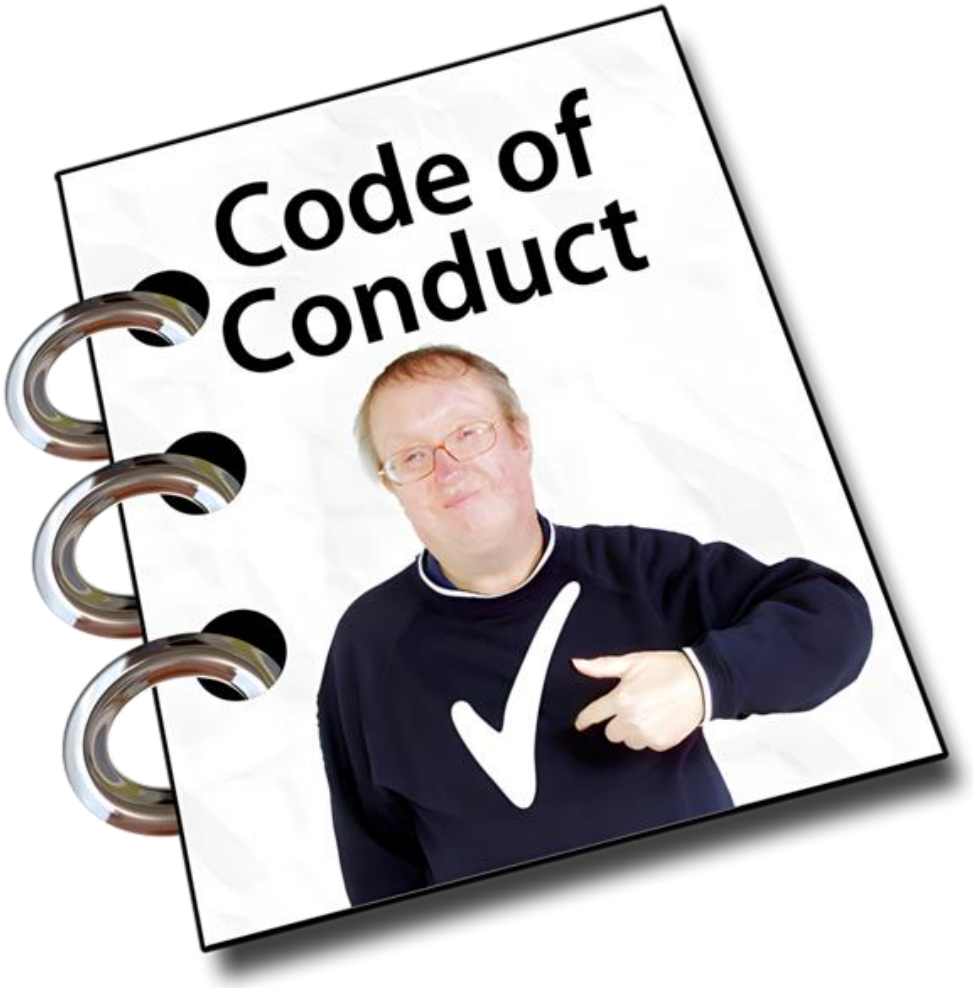
Agenda



1. Welcome and introduction
2. Code of conduct reminder
3. Recap and update from previous sessions
   - Feeling Safe – Technology Enabled Care from July
   - Adult Social Care Vision Future Plan
4. Advocacy: Voiceability
5. Any Other Business



Code of Conduct Reminder



Adult Social Care Vision – Future Plan

Sefton Council

Adult Social Care Vision – Future Plan.



Live Your Life Your Way.

We want people in Sefton to live as independently as possible. Having as much choice and control over your life as possible.



Supportive Staff.

Staff are here to help and will listen to what matters to you.



Fair and Kind.

Everyone is treated equally, with respect, empathy and trust. Information is easy to understand.

DRAFT

Sefton Council



Good Information and Support.

When you need help, you get good quality information and support at the right time that makes a difference.



Early Help.

We support people early so problems do not get bigger. We help people stay well for longer.



Working Together to support outcomes.

We work with:

- Individuals.
- Families and carers.
- Communities.
- Partners.

We see people as unique with their own wishes and goals.

DRAFT

How could technology help you stay independent in a way that matters to you. You said:





- I worry about being hacked. I need to feel safe online.
- Please do not use difficult words.
- Technology needs to be easy and safe to use.
- If I live alone, technology could help me feel safer.
- A lifeline could help me get support in an emergency.
- I need instructions that are easy to read.
- A falls alarm could help if I fall.
- Alexa could help me ask for things or set reminders.
- An indoor camera could help people check I am safe, if I agree to it.

How could technology help you stay independent in a way that matters to you continued. You said:

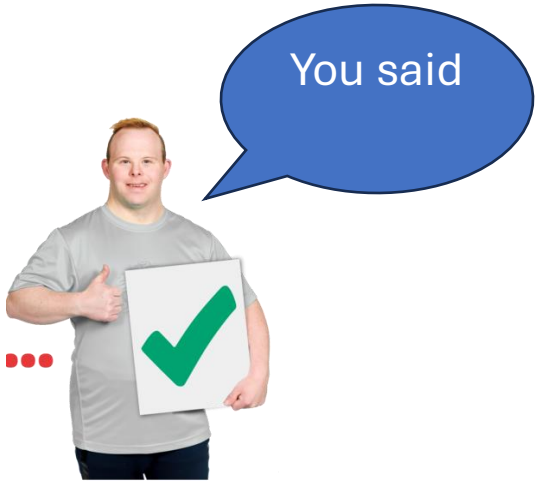




- I could wear an alarm pendant. It could help me if I live alone.
- Technology could tell my family if I need help.
- It would help my family feel less worried about me.
- It could help me feel valued and connected to people.
- I would like a daily message or emoji on my phone.
- I could order my medicine on the NHS website.
- I could use a laptop to do things online.
- I would like a help page for questions, so I do not always have to speak to someone.

What would help you feel happy and confident using technology for your support. You said:

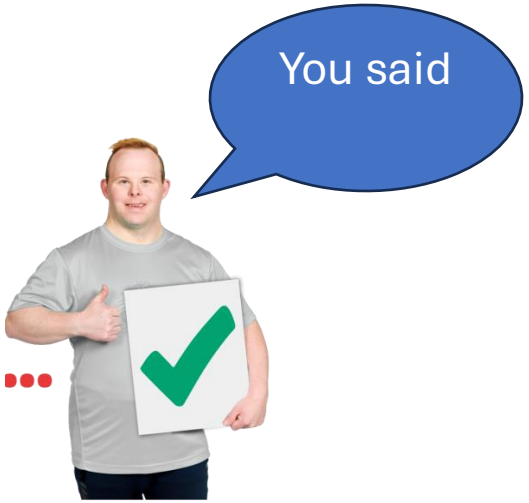




- A video doorbell could help me feel safe.
- It would help me feel less at risk.
- My smoke alarm could connect to my lifeline.
- Everyone should get the same help, wherever they live.
- It would be better if I did not have to pay based on my money.
- I would like someone to show me how to use it.
- Workshops could help me learn more.
- I need to know my information is safe.
- I would like someone to visit and explain how it works.
- A WhatsApp number would help me ask for support.
- I would like a direct way to contact someone.
- I need to know who to tell if it stops working.

What would good technology support look like for you. You said:





- I would like support to use a smart phone.
- I need alerts that are loud enough for me to hear.
- I need to know my information is safe.
- Technology should be easy for everyone to use.
- I want to have choices about what I use.
- It should not cost too much money.
- I would like one-to-one support.
- People should listen to what matters to me.
- Technology should be simple to use.
- I need help to know what technology is right for me.
- I would like a list of different technology I can choose from.
- A technology house could show me how things work.
- I would like support after the technology is set up.

What happens next?







- We will use your feedback to help shape our Technology Enabled Care plans.
- We will share what you told us with the teams who are developing technology services in Sefton.
- Your feedback will help us make information easier to understand and use.
- We will think about how people can get support to learn and use technology.
- We will use your ideas to make sure technology is safe, accessible and based on people's choices.
- Your feedback will help us improve how we support people to stay independent and feel safe at home.
- This work will be part of our Adult Social Care Improvement Plan and our response to the Care Quality Commission (CQC).

Advocacy

VoiceAbility



Advocacy means helping you have your say. Advocacy is free, independent support to involve you in decisions in about your health, care and wellbeing.

There are different types of advocacy. Sometimes for groups of people and sometimes for an individual.

An advocate is someone who:

- Listens to you
- Helps you understand information
- Helps you make choices
- Speaks up for you if you need support
- Makes sure people listen to what you want

Your rights

VoiceAbility



You have rights about the treatment you get and the care you want to receive.

- You have the right to know what is happening.
- You have the right to be involved in decisions.
- You have the right to say what you think.
- You have the right to make choices.
- You have the right to ask questions.
- You have the right to speak up if you do not agree with decisions.

Advocacy in Sefton

VoiceAbility



Sefton Council works with VoiceAbility to help people speak up and get support in these situations:

1. If you need an advocate, you will be referred by your Social Worker to VoiceAbility.

2. You want help to speak up for yourself, You can refer yourself to VoiceAbility

3. If you are a parent or carer and your child gets help from health and social care services, you may be referred to VoiceAbility.

Group session



1. What is a good experience of working with an advocate?

2. How could we make it easier for people to access advocacy services?



Thank you

Sefton Council

Sefton 2030