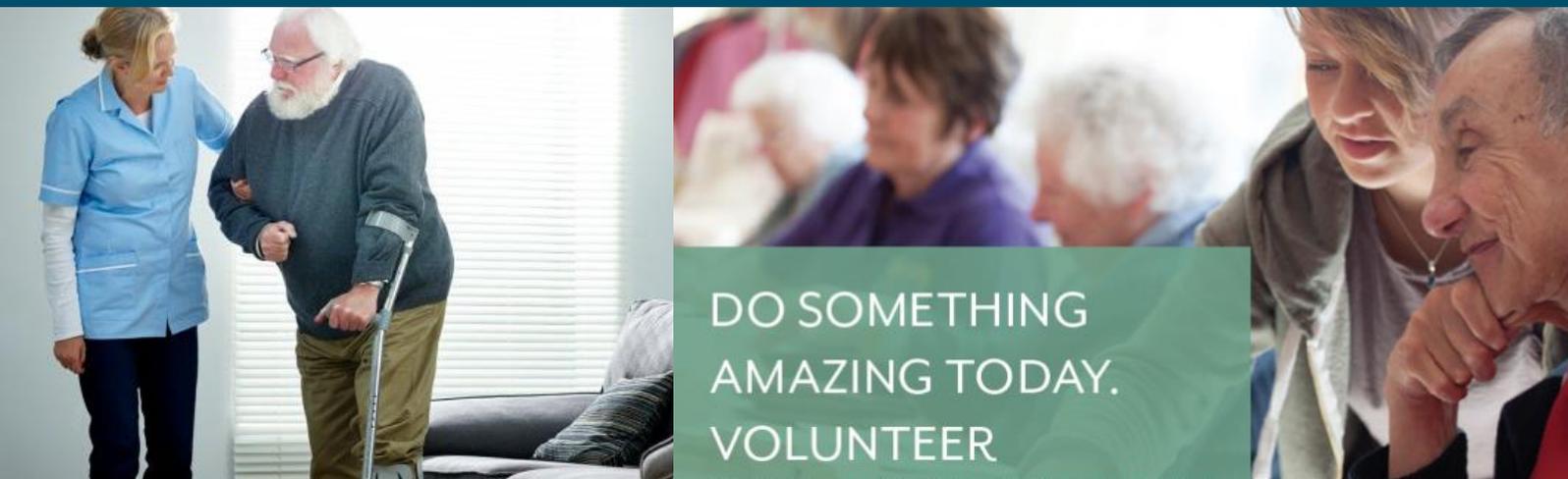


# Adult Social Care is changing...

*Local Healthwatch adding depth and understanding to the development of a new approach to adult social care*

November 2017



Here to listen, take action and make positive changes in local health and care



**healthwatch**  
West Sussex

# Contents

Page 1

[Why we did this work and who we listened to](#)

Page 2 -3

[Summary of learning opportunities](#)

Page 4 - 9

[Where would Crawley residents go to get help?](#)

Page 10

[Since gathering this insight](#)

Page 11 - 13

[Mystery Shopping Connect to Support](#)

Page 14 - 15

[Broadfield Visit](#)

# Why we did this work and who we listened to



There is now a recognised national concern over the impact on peoples' health from a lack of social care provision and this has been reflected through insight collected by Healthwatch West Sussex. For these reasons, our Board has identified **Adult Social Care** as a priority area.

West Sussex County Council is developing a new way of delivering adult social care to enable people to live independently for longer, whilst addressing the challenges arising from many more people developing social care needs. The County Council is doing this by trialling a different approach to social care delivery, called [Supporting Lives, Connecting People](#). This builds on national best practice and seeks to make contact with people earlier, connect them to their communities and build on their strengths.

Four innovation sites were selected to test this new approach, one of which covered **West Crawley: Broadfield, Bewbush, Ifield, Tilgate, Southgate and Gossops Green**. Trialling at this site started in February 2017.

Healthwatch felt it was important to support the development of an approach that recognises the importance of lived experience. Also for decision-makers to have the opportunity to listen to what local people have to say, before committing to this new approach.

From May to August 2017 we spoke to Crawley residents to better understand what people would do if they or a friend/family member needed support to stay living independently at home or if they had any social needs. We talked to people when they were visiting GP surgeries for another purpose and also spoke with people at a number of community activities taking place in Crawley. The age range of the people we spoke to was very mixed. Many of these people had not needed to access support around adult social care needs but we asked them to consider what they would do if a family member, friend or neighbour needed support.

We also worked with other organisations to understand peoples lived experiences of Adult Social Care and carried out some 'mock' searches for information.

## 73+

Residents spoke to us about this

## Thank you

We would like to thank everyone who has taken the time to share information with us, including the project team leading the changes in Adult Social Care and the local Crawley team. We would like to especially thank all the local people and organisations who shared their views and recent experiences, and to acknowledge the fantastic support we received from volunteers and staff.

# Summary of Learning Opportunities

We have made a few recommendations throughout this report which are identified with these 'checklist' boxes:



## Recommendation:

Peoples' experiences have been anonymised (and we have used other names) before sharing this insight.

Healthwatch **recommended** to local decision-makers that they looked closely at the learning points - shown by this checklist symbol.

We have asked the decision-makers to tell us what they have or will be doing to make services better for local people.

Assuming the new approach to Adult Social Care is adopted and is going to be rolled out across the county:

- We **recommended** that the transformational team consider how to locate or link adult social care teams to the GP surgeries within the area.

*West Sussex County Council states that: We currently have social workers from Adults' Services linked to all GP practices in West Sussex to provide joined-up support and information and advice. We continue to work with NHS partners to deliver more joined-up services for local people.*

*We recognise that many residents see their GP surgery as a place to go for adult social care information. This was also reflected in recent focus groups that the County Council held as part of our programme of engagement relating to the proposed new approach to delivering adult social care. Other sources such as, libraries, Citizens Advice and local voluntary groups were popular.*

*The focus group findings also emphasised the importance of community-based sources of information, including places of worship, for Black, Asian, and Minority Ethnic communities. This insight will be used to inform future targeted communications and promotional activities, including for the West Sussex Connect to Support website.*

*The County Council has previously promoted West Sussex Connect to Support website to GP surgeries and we will continue this as part of our communications campaign.*

 It is important that any local resources, such as the voluntary services in [Broadfield](#), are clearly and consistently identifiable and that when something is advertised as being open - it is open.

We **recommended** that the transformational team consider how the local teams, work with Connect to Support (and other West Sussex County Council teams) to ensure local people are aware of what is available information is kept up-to-date.

*West Sussex County Council stated that: Officers leading on the maintenance and development of the West Sussex Connect to Support website, work closely with local teams who themselves use the website regularly when supporting people. This two-way channel for exchanging information on available local activities and services informs the development of the website.*

*Dedicated staff maintain the information published on the website, which includes proactive development and regular review of the online directory of community services.*

*It is the responsibility of the ‘provider’ to ensure that a ‘service’ or activity is open as stated in their directory entry. However, in light of the Healthwatch findings, the Council is considering adding a statement in the directory suggesting that people contact the provider before attending an event.*

 It is important that any local public-funded investment in information and advice avoids duplication.

We **recommended** that the local authority seeks to work with the 111/urgent care project team to achieve a joint solution to future information platforms.

*West Sussex County Council stated that: We recognise that there are a number of digital information and advice platforms and we will be working with*

*partners in the future to consider how best to rationalise these and improve the customer experience.*

□ It is important that local people can trust the information offered through searching Connect to Support, so that they have a realistic expectation of what is available locally and can avoid unnecessary journeys.

We **recommended** that the local authority identifies ways in which the local Adult Social Care teams can support local activity providers to maintain their online records, to avoid the information becoming out-dated.

*West Sussex County Council stated: We were aware that information in the ‘community directory of services ‘ in the West Sussex Connect to Support website was not being maintained on a regular basis by providers, particularly small community groups who lacked the resources to do so.*

*In light of this the Council invested in resources to support the input and maintenance of the data. Over the past year, all entries have been updated and a schedule for ongoing review is in place.*

□ We are aware that some organisations have volunteers who have the role of going into the community to put up posters and to distribute leaflets and these people would be a great resource for ensuring activity information is up-to-date.

We **recommend** that larger voluntary organisations and community groups look at how they can ensure their information is keep current on all public directories and websites, as well as local noticeboards.

# Where would Crawley residents go to get help?



I found it difficult to know where to get help to start with, but once pointed in the right direction I found it helpful. Got help for my elderly father who has kidney failure and cancer.

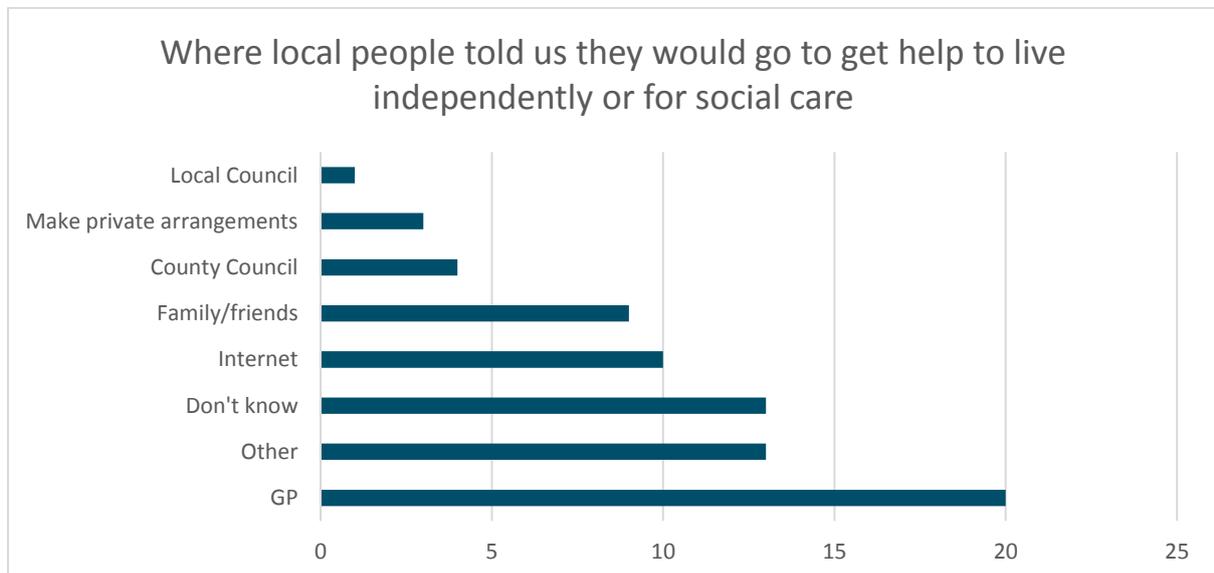
What was very noticeable, from our conversations with local people, was the contrast in confidence between those who had some connections (through work or previous experience) to care or health organisations and those who did not.

Comments we heard from many people:

*I wouldn't know where to start!*

*Really have no idea - would be at a loss so hope that I don't need it!*

*I wouldn't have a clue and hope it never happens. It is a worry as my parents are getting older and more frail. It is something I think about but never seem to get round to finding out about!*



For a lot of people their search for help with social care appears to start with their GP.

**Maureen told us** I would do an internet search in the first instance and if I could, employ the services of someone privately, as I have the means to do that, I would prefer to have some sort of control. Otherwise, I would see my GP and explore the statutory route - but, I am put off by what I've heard about intrusive assessments and long waits. I know people who have been assessed as needing services but they haven't been available when they needed them.

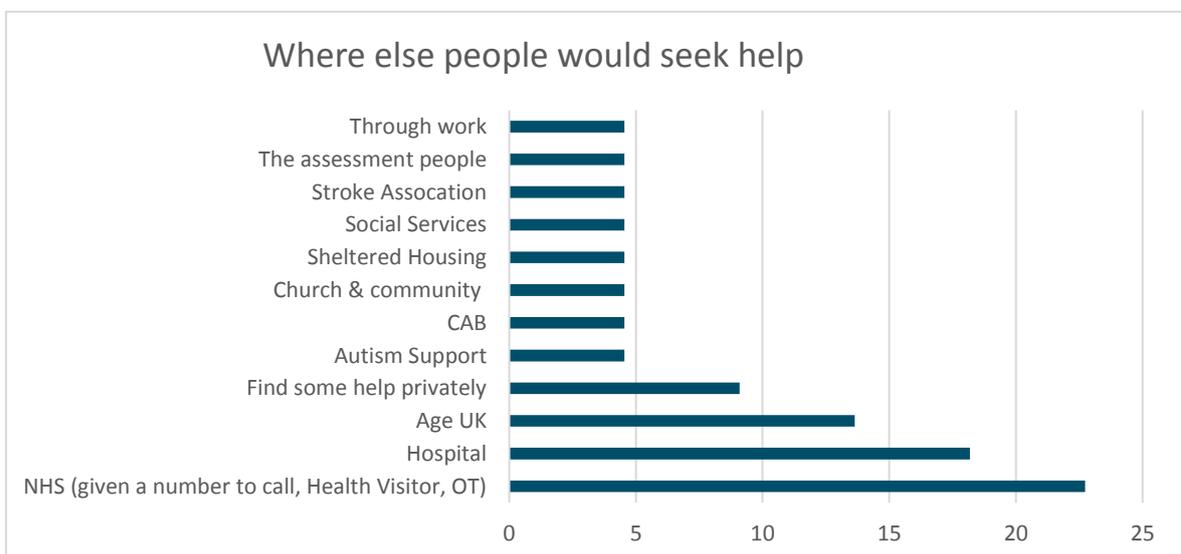
Others commented:

Everything starts with your GP doesn't it? They can get the ball rolling and refer you to other services?

I would ask my GP or possibly when I go to the hospital for my diabetes checks I could ask someone there.

Through our community connections made ahead of our Listening Tour of Pulborough; Midhurst and Petworth (October/November 2017), we heard how the move to have the Adult Social Care team in the Pulborough Medical Centre is having a positive effect.

**Sandra told us that she has deteriorating arthritis and now needs some adaptations and equipment at home.** I have asked if I can have an occupational health assessment through my work. I haven't tried other routes yet - not sure who or how!



## Information in GP Surgeries

We visit a lot of GP surgeries across West Sussex and we have found there has been a wide variety in how and what information is available. Some surgeries have clearly set-out information and others have an overwhelming and confusing array of leaflets and poster.



Pat (a patient from Southgate Medical Group) said she was not sure how she would find out about Adult Social Care. She went on to say the surgery here has a lot of information, so I could ask here if I needed help. The girls on the desk are very good.



### Recommendation:

Assuming the new approach to Adult Social Care is adopted and is going to be rolled out across the county, we **recommended** that the transformational team consider how to locate or link Adult Social Care teams to the GP surgeries within the area.

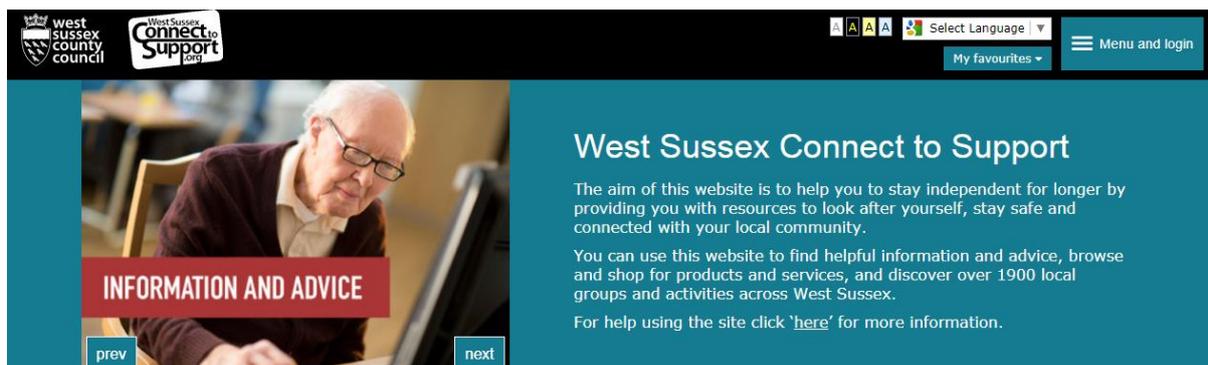
## Getting online information

**Fiona said of her experience.** We did a crude google search when my Aunt needed some help. We found an agency which had good recommendations and reviews so we got them round and she liked them very much.

We carried out an internet search to see what information local and district councils offered and found it very difficult or impossible to get any information.

Eventually we found some information on a District Council website, which gave contact details for West Sussex County Council.

West Sussex County Council has invested and continues to invest in a website to support local people to find information and services they need to help them to stay independent for longer. This is called [West Sussex Connect to Support](#).



Sadly, none of the people we spoke to had heard of Connect to Support.

Through our other influencing platforms we have raised awareness to local GPs of the Connect to Support website as some were unaware of its existence.

Using a number of *personas*, an authorised representative, carried out a [mystery shopping exercise](#) in June 2016, to see what information was offered through this resource.

Whilst the mystery shopping found that for one of these *persona* there was a good amount of informaton for Care and Help at Home, we felt it would have been difficult for the person in this persona to decide what was best. We felt he would need to talk it over with someone and it was not clear who he should call to help him at this final stage. This search took an experienced person two and a half hours.

We concluded that for the second *persona* the filters did not work, as their needs would not have fitted into the various categories and the searcher had to take a number of different tactics to find information. Eventually, the searcher realised that they did not need to complete all of the filters and could leave some blank. Our search also found that each tab may have different information, or no information, so there is a need to search everything to make sure you find everything that is relevant.

Through our discussions with NHS commissioners, who plan, buy and monitor local services, there are plans to develop a robust directory of service for the new model of Urgent Care. This new approach will bring 111 and Out-of-Hours services together, it will have new technology and workforce to create a more responsive and appropriate *Hear and Treat*, or *See and Treat* service to local residents.



### Recommendation:

It is important that any local public-funded investment in information and advice avoids duplication.

We **recommended** that the local authority seeks to work with the 111/Urgent Care project team to achieve a joint solution to future information platforms.

It is important that local people can trust the information that is offered through searching Connect to Support, so that they have a realistic expectation of what is available locally and can avoid unnecessary journeys.

We **recommended** that the local authority identifies ways in which the local Adult Social Care teams can support local activity providers to maintain their online records, and so avoid the information becoming out-dated.

## Finding information in the local community

As with our mystery shopping, a Healthwatch Authorised Representative [visited Broadfield](#) to look at what was available and how opportunities and services were advertised.

This showed some positive opportunities for local residents in terms of activities at the Broadfield Community Centre but also revealed some confusion.

We did not see the [Age UK West Sussex](#) 'drop-in' facility open during its published timing (10am -4pm) and speaking to a staff member left understanding this was no longer running. Yet this had been shown as an opportunity in our search through Connect to Support. This could result in people having a wasted visit to the area.

There was confusion over whether the weekly social care offer was a drop-in or by appointment but we understand from the local team that this is offered by appointment.

We also found the Neighbourhood Hub was also referred to as the Community Hub and as there are a lot of 'hubs' in West Sussex this could confuse people.



### Recommendation:

It is important that any local resources are clearly and consistently identifiable and that when something is advertised as being open - it is open.

Assuming the new approach to Adult Social Care is adopted and is going to be rolled out across the county, we **recommended** that the transformational team consider how the local teams have time and be able to work with County Council teams to ensure local people are aware of what is available and that this is kept up-to-date.

We **recommend** that larger voluntary organisations and community groups look at how they can ensure their information is kept current on all public directories and website information, as well as local noticeboards.

# Since gathering this insight

The insight and learning opportunities gained from the events have been shared with the West Sussex County Council's Transformational Team. The aim being that this work will inform their proposal to the Elected County Council Cabinet Members, who are tasked with making the final decision as to whether this development work is rolled out across the County.

The team was invited to consider the insight and learning opportunities, and to tell us how they intend to respond to what has been said. Some of these responses have been included.

The report has been forwarded to the Chair of the following:

- **West Sussex Health and Wellbeing Board**, which leads on improving the co-ordination of commissioning across the NHS, social care and public health services
- **West Sussex Health and Social Care Select Community**, which is the means by which proposed decisions are scrutinised, the effectiveness of existing policy is reviewed and the budget and performance monitoring of service delivery is undertaken.

Our work does not stop with this publication and Healthwatch will continue to use influencing platforms, along with our statutory powers to make positive changes for local people.

**We want to continue to hear from local people about their experiences and if any of the changes have worked better for them. If you would like to comment on this report in any way please contact us on 0300 012 0122 or through emailing [helpdesk@healthwatchwestsussex.co.uk](mailto:helpdesk@healthwatchwestsussex.co.uk)**

Our publications are also shared with the Care Quality Commission and Healthwatch England.

## **Healthwatch is always listening**

Simply inviting people to share their experiences of health and care has enabled us to get closer to what is happening across West Sussex and we will continue to make sure we use every opportunity to amplify what people have told us about their experiences.

**Please contact us if you want to be part of our growing team of local residents who are getting involved in making positive changes.**

# Mystery Shopping Connect to Support

We created a number of personas to shape the way our mystery shopper searched for information.

## Frank's Persona

*Frank is an 84 year old widower, who has spent the last three weeks in hospital and has been left unable to do what he could before his fall. He lives in Ifield without any close family or friends to help him to wash, dress or cook. He doesn't feel able to do this for himself any more. He also can no longer do his shopping or clean the second floor flat he lives alone in.*

### Frank's searched for [products and services](#)

- **Location** was limited to Crawley area.
- **Categories** were helpful to narrow search to Care and Help at Home.

The website showed a **Kitemark** but there was no explanation as to what this was. Representative ended up researching this under the local authorities Jargon Buster link but could not find anything to explain it. Eventually our representative found the [explanation](#) .

- **Age Group** - wide age range for older adults - prompting the question *is it aged 25 and over?*
- **Condition** - helps identify needs and option of multiple conditions.

The search results came up with 32 possibilities over 4 pages in alphabetical order, which the representative felt was a lot to compare and contact.

The representative noted there was also a difference as to whether you were paying independently or if you have a [personal budget](#) (page 17, explains what this is). If you have a social care funding, e.g. a personal budget, then there are 10 possibilities to choose from (which seems to be the *Contracted* bit under the Kitemark category).

### Frank's [Choosing and Comparing](#)

There appeared to be lots of sensible advice on how to assess needs but nothing to help whittle down to just a few to contact.

However, the site states *“Ask for help - none of us are superhuman. We all sometimes get tired or overwhelmed by the amount of choice on offer. If things are getting too much for you and you feel you can't cope, ask for help. Your family or friends may be able to offer practical help or a listening ear”*. But Frank doesn't have anyone appropriate to help him. **Who can he talk to?**

### Frank's [Advice and Money](#) search

Four options relate to Age UK West Sussex, with Information and Advice, Outreach Services, Money & Advice AND a once a week drop in service at the Neighbourhood Hub in Broadfield Library which is 3 miles away from Ifield.

**Conclusion:** Good amount of information for Care and Help at Home but how is Frank to decide which is best for him? He needs to talk it over with someone. Who should he call to help him at this final stage? *If I was Frank* I would be calling Age UK or visiting the drop-in session at Broadfield Library.

The next bit of research would be to find transport from Ifield to Broadfield. But Frank, living in the area, may know this already. However, if his mobility is impaired since his stay in hospital he may now need community transport which he has not needed before now.

### Frank's timing in search

This search took a person familiar with computers and websites two and a half hours. Although this is the first time on this Connect to Support website.

## Patsy's Persona

*Patsy is a 47 year old woman who lives alone in Tilgate and is struggling to cope following a stroke that has left her with partial mobility issues. She is feeling isolated as she has not been able to work since the stroke and is unlikely to be able to continue her previous career. She is able to look after herself at home and currently does not receive any care at home.*

### Patsy's searched for [products and services](#)

- Location was limited to Crawley area.
- Categories Activities and Leisure.
- Day of the week left blank
- Age Group older adults but Patsy is not elderly but equally would not be considered a young adult).
- Condition - Patsy doesn't have any of these conditions so left blank.

*34 entries of suggestions, in alphabetical order, and that was only up to the 'D's ! Needs additional filtering, so chose a day - Tuesday. Now down to 25 entries - still a lot to review without additional filters.*

Representative therefore decided to try several tacks:

Tack 1: clicked on Village and Community Website. Nothing for Tilgate, nearest Crawley <http://www.crawleyonline.net/> Nothing to interest Patsy there.

Tack 2: changed Category to Education, Training and Employment. Much better - 9 entries, some of which might suit Patsy (although U3A is usually only for the over 50's)

Tack 3: searching under mobility problems

Patsy has mobility issues, so may need help with transport.

**Tab - Local groups and Activities**

**Category Transport** - 5 entries, including Community Transport Providers, including dial-a-ride services - very helpful for Patsy.

*(However, if searching under the Services Tab, and selecting the Category Transport, no information comes up.)*

Her mobility problems may mean that Patsy may need specialist equipment to help her in her home and when she is outside.

**Selected Equipment**, filters the same, but leaving Kitemarks and condition filters blank. 25 pages x 8 entries +2 = 202 entries. While in alphabetical order, this is a lot to sort through - indicating the need for additional filters or a search facility.

Tack 4: searching under money problems:

As Patsy is unlikely to be able to continue her previous career, does she need advice on claiming benefits etc?

**Information and Advice Tab** - not appropriate

**Local Groups and Activities Tab** - much of this not relevant to Patsy

**Services Tab** - Better - 9 entries, with Age UK West Sussex the most appropriate for Patsy, with the once a week drop in Neighbourhood Hub at Broadfield library 3 miles from Tilgate.

**Conclusion:** In all, if Patsy was persistent, or had a friend who was persistent, I think she would find something helpful to her situation. However, the filters did not work well for Patsy's situation - there is no neat fit into the various categories, so there is a need to get one's head around that. Eventually, you realise that you do not need to complete all the filters, you can just leave them blank. Also, each tab may have different information, or no information, so there is a need to search everything to make sure you find everything relevant.

### **Patsy's timing in search**

Searching time was reduced to one and half hours, although representative was by now familiar with the layout of the website.

*West Sussex County Council stated that: Working in partnership with customers, carers and other stakeholders, we have upgraded West Sussex Connect to Support to improve the layout and navigation. The new look website was launched on 2nd October 2017. It's now much easier to navigate to find information and advice, including finding a 'store' or directory entry. We continue to respond to and act on feedback from website users and from customers, carers and other stakeholders.*

*If people click on the Kitemark images when visiting a 'Store', information about the Kitemark is shown. However, acting on feedback from Healthwatch West Sussex we will be working with the web designer to add a 'Useful link' to the explanations on the 'Products and Services' main page to improve the customer experience.*

# Broadfield Visit

A Healthwatch Authorised Representative visited [Broadfield](#) (Crawley, RH11) at the end of June 2017 on a Tuesday and Wednesday to find out what information is available to local people that may help them to live independently in their own homes. Here are our representative's observations:

Broadfield Library is situated at one end of a parade of shops in the middle of a high density residential area. It was described to me as *'its own little self-contained enclave, almost separate from the town'*.

The shops appear to be useful ones to the community and include a post office, a large pharmacy (offering a prescription delivery service) a café, Poundland and Iceland. I was told there used to be a Morrisons but it closed and Poundland took over. The parade of shops is partly covered.

Sussex Dental Group has a practice there and there is also an Opticians.

Coachman Medical Practice is a short walk away in one direction and there is a Children and Families Hub in the other direction, again only a short walk away.

There is a large, free car park and the area is well served by three different bus routes.

I found a public notice board outside the public toilets. The notices included a weekly 'What's On' at the Library but this appears to be a month out of date. There was also information on the drop-ins run by Age UK on Tuesdays (10am to 4pm) and West Sussex County Council's Adult Social Care sessions on Wednesday mornings. When I enquired for a copy at the Library the person there didn't know what I was talking about (saying they had never been to the other end of the shops).

There are multiple signs to the library. The Broadfield Community Centre is directly opposite and I was able to obtain their weekly listing of activities.

## The library

The library is all on one level. There are multiple computers for public use. There is a desk in one corner (which is visible from the street) called the Neighbourhood Hub (also referred elsewhere as the Community Hub). The person in the library said that this was nothing to do with the library.

Throughout the library there are a lot of leaflets and the entrance wall has a barrage of local notices.

At the entrance of the library is a big banner which says something along the lines of West Sussex County Council's '*new approach to social care - see website or call CarePoint*' (plus the contact details) and a note about the drop-in on Wednesday mornings in the library. We were pleased to be able to speak to a team member during our visit to the library on the Wednesday.

Despite advertising on their website as a drop-in on Tuesdays from 10-4pm there was no sign of anyone from Age UK West Sussex in the 20 minutes I was there. When I returned and spoke to the staff member I was told that they did not think it happened anymore.

There were also no leaflets about it in the library - only a generic poster advertising the helpline.

### **Wednesday Visit to Library**

There seemed to be some confusion as to whether the social care session was a drop-in or by appointment. My impression was that it was a drop-in - certainly the member of staff was on the lookout for people they could help. I suspect it is both.

Again the library was very quiet.

When doing some mystery shopping for 'a friend' with the member of staff I was told that they do find out what's going on/available for residents in the area but it is difficult because it keeps changing all the time - things start and stop. The person recommended the POSH Club and suggested I check at the Broadfield Community Centre since "*they have a lot going on there*".



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