

Report for: Health and Adult Care Scrutiny Committee 9th July 2018

Introduction

As part of its review function, the Health and Adult Care Scrutiny Committee has identified as a key project the My Choice pathway and how well it is able to support people's independence and reduce the need for high level intervention.

This paper outlines the scope and the project plan for this piece of work.

It is proposed that the project will be completed in December 2018.

Title of project:

Customer experience of My Choice Pathway in supporting people's independence.

Objectives:

- To understand how well the ASC pathway is meeting people's needs.
- To understand how the local voluntary and community sector is supporting people's needs
- To understand what needs people are experiencing that are currently not being met and why this is the case.

Project sponsor: Councillor Andy Burford - Chair Health & Adult Care Scrutiny Committee

Project reference group:

Councillor Andy Burford

Dag Saunders- Health & Adult Care Scrutiny Committee

Lyn Brayne- Citizens Advice Bureau (My Choice)

Hilary Knight- Health & Adult Care Scrutiny Committee

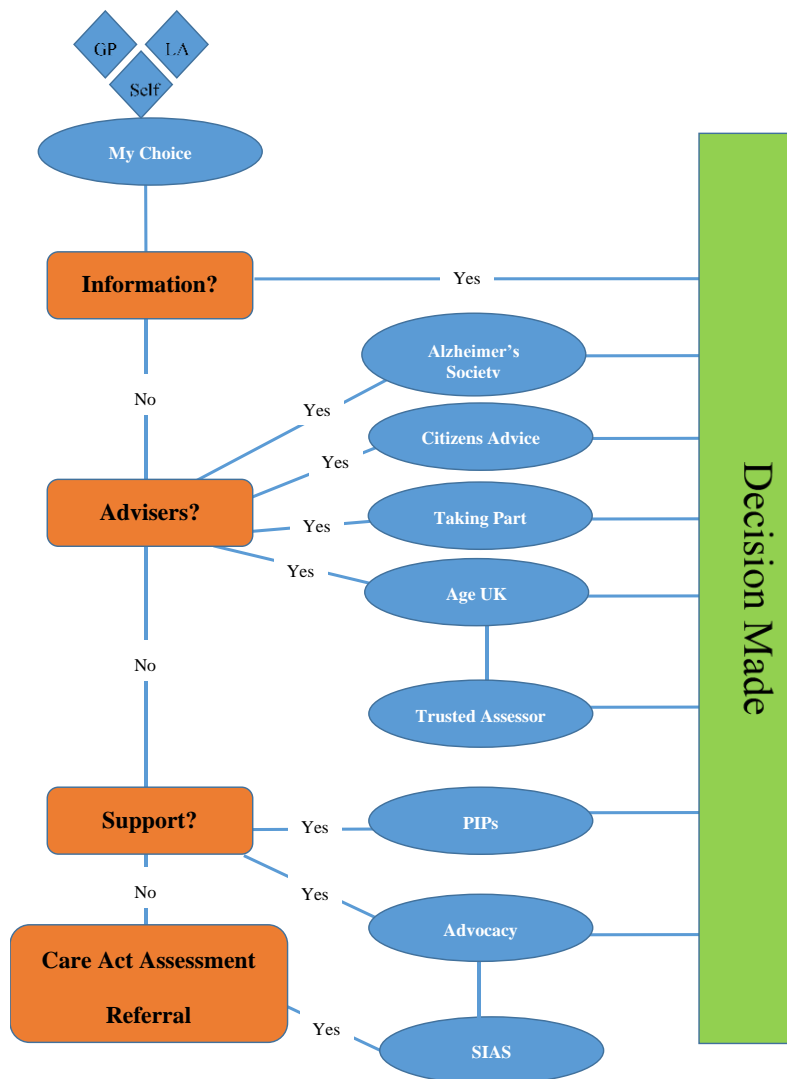
Shobha Asar-Paul- Healthwatch Telford and Wrekin

Suggested Areas affecting My Choice outcomes

- Reaching crisis point before asking for help
- Waiting times and impact on people accessing timely information, advice and advocacy
- Perception that access to services is difficult
- Social isolation and low motivation to seek support
- Low levels of awareness amongst professionals and potential users on what support may be available.

Background

My Choice Information Advice and Advocacy service offers adults with care and support needs the information and advice they need on accessing carers services, welfare, community care, local services, personal budgets, and coping strategies. It involves partnership between Citizens Advice Bureau, who run the phoneline at Tier 1, and a number of organisations including Taking Part (advocacy), Age UK, Alzheimer’s Society, SIAS, and Telford and Wrekin Council. At Tier 1 the individual’s needs are assessed and they are then signposted to another organisation who can offer the relevant support, whether advocacy or advice. This Tier 2 level support offers assessors and advisors, as well as advocates, through Age UK, Alzheimer’s Society and Taking Part. A trusted assessor is also available. Tier 3 involves referral to the social care services at Telford and Wrekin Council. There is concern that for those who need low level support that the services currently on offer do not provide this, particularly with regards prevention. There is also worry that there are unmet needs within the population of Telford and Wrekin. Below is a representation of how the current service works.



Methodology

Due to limited resources we are planning to use a more flexible approach as to how we undertake this review, utilising a range of partners and volunteers to work through the methods identified below. The Making it Real Group and Healthwatch Telford and Wrekin will provide core capacity. We will use the guidelines and tools available that provide mechanisms for the mandated monitoring of IAG services and will draw on them in developing the surveys and scripts for this study (e.g. Seeing the Benefits from Think Local Act Personal https://www.thinklocalactpersonal.org.uk/_assets/Resources/CareAct/TLAP_BrokerageArtwork_3_Final.pdf)

Potential Methods

Context and Best Practice

Reviewing the evaluation of unmet needs in communities.

Observation

Observing the implementation of the My Choice pathway to better understand its current use.

Service Evaluation

Evaluation survey of all current users at point of exit from My Choice service.

Example Survey Questions

- Are you satisfied with your experience with My Choice?
- Did you get the information, advice or advocacy that you needed in a timely manner?
- How did you find out about My Choice?
- *These are based on questions asked by Lancashire's Connect4Life service. Alternatively, the Adult Social Care Outcomes Toolkit might be useful.*
- Through My Choice, how involved or connected with your local community do you feel now e.g. through joining a new group?
- Following your involvement with My Choice, how happy and satisfied with your life overall do you now feel, compared to previously?
- Following your involvement with My Choice, how would you rate your physical health and wellbeing, compared to previously?
- Through My Choice, do you feel that you now make a greater active contribution to your community, compared to previously?
- Through My Choice, do you feel that there has been a benefit to your family?

Brand Awareness Survey

Patient groups and local population will be asked about their use and awareness of the My Choice service and how their needs are met for information, advice and advocacy in Telford and Wrekin.

Example Survey Questions

- How familiar are you with information and advice services?
- How familiar are you with advocacy services?
- Where do you find information and advice about health and social care?
- Online
- Phone
- GPs, etc
- Have you ever required advocacy services?
- Have you heard of My Choice? Taking Part? Age UK? Alzheimer's Society? SIAS? Citizen's Advice?
- Do you think _____ is accessible for your needs?

Focus Groups

Patient groups asked about their use of information, advice and advocacy services as well as what they would want from this service.

Mystery Shopping

The My Choice service will be accessed and evaluated by mystery shoppers.

Shobha Asar-Paul
Managing Director
Healthwatch Telford and Wrekin
01952 739540