

YOUR LIFE YOUR CHOICE

Derby City Health and Wellbeing Board Event

Friday 18 July 2014 at Riverside Centre, Derby

Hello and welcome

About 35 people gathered in the Carsington Suite at the Riverside Centre. Catherine Wilton introduced herself and her co-hosts: Clenton Farquharson, Angela Hayes and Carolyn Caldwell.

The four each said something about themselves: Catherine is working for TLAP (www.thinklocalactpersonal.org.uk), a partnership committed to doing things differently in social care. TLAP are working with a small number of Health and Wellbeing Boards, in places like Derby where people are committed to pushing the boundaries and trying new approaches. Clenton is a West Midlands-based freelance consultant in equality and human rights, with wide-ranging roles including Co-Chair of TLAP and the Chair of his local Healthwatch.

Angela and Carolyn are a Nottingham-based partnership called *What Really Matters*, whose work in the last 5 years has included collaborating with Catherine on building community capacity, co-hosting events like this in different areas to bring people together for strategic conversations. As volunteers they also co-host a community network in Nottingham called 'SupportNet'.

To start the day, Catherine invited each person to introduce themselves, saying their name, what they hope to get from the day and one good thing that's happened to



them this week. The list of what people wanted to get from the day was a pretty good match with the intended aims.

Your Life Your Choice

The conversations started with Clenton interviewing Cath Roff, the City Council (DCC)'s Strategic Director for Adults, Health and Housing, to find out more about the new social care strategy (Your Life Your Choice), and Cath's hopes for social care in Derby.

Q: *In one or two sentences, can you tell me what the strategy is about?*

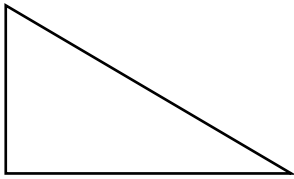
A: It's about helping people to have the best possible life, with all the constraints that life throws at us. What makes a good life? - a roof over our head where we feel safe; people who love and care about us; we can contribute positively; we have choice and control; we can do something meaningful that enriches our soul.

Q: *What sort of changes do you see to the system of health and social care?*

A: Services are so interlinked, and there has been a lot of scare stories in the press recently about Health. In the past it was more simple - you got ill, you went to hospital, you got better, you came home. People now are living with long-term conditions and live rich fulfilling lives in their community, so we need to shift some services out of hospitals.



You can describe it as a triangle shape which we refer to as the 'Care Wedge' (see Appendix A, for detail)



If you imagine hospital care on the right and family / community services on the left, the resources have crept over to the right. We need to shift resources from the right to the left of the care wedge - to invest more in community-based support. This approach is enshrined in the Care Act - working more quickly and earlier to develop resilience and support people to stop things escalating. So it's about building resilient communities, and truly developing personalised care, making it the norm rather than the exception. Individual stories tell us it's a bumpy journey between health and social care - we need to integrate, so that there is less distinction between the two, just 'care' that delivers the best outcomes. Today we're here to work on how we turn that into reality - it's a big challenge.

Q: What's your vision for collaborative working in health and social care?

A: We need to press the RESET button now.

Q: Whose responsibility is it and who will lead?

A: In law, Local Government has a "duty of wellbeing" and a place-shaping role. So the Council does have a role and we all collectively have a responsibility to try and engineer a better future for those who come after us. We can choose to engage with that or not.

Q: Who do we need in the room?

A: All the people here today. Citizens (not just service users), key partners, the 'obvious suspects' and businesses. Everybody has a stake, we have to harness it to make it work.

Q: Have you any ideas about the 'seldomly heard' (sometimes called 'hard to reach') voices?

A: Not specifically - we need the collective consciousness of who's not here. Aspirations for a good life are universal, but people's patterns are all different. We've got to make the effort to be inclusive.

Q: What do you want out of today?

A: Brave and honest conversation. I want to forge a link as a spearhead. I want to start ripples - this is the pebble in the pool - and to tap into the collective wisdom and creativity in the room.

Q: Is there anything else you want us to know?

A: Just that they always do a cracking lunch here, so it's worth staying!

Building on the best - what makes successful working together?

Angela gave a brief background to Appreciative Inquiry: this and World Café, which we will use later, are both ways of hosting big groups to participate, so can be really useful in community-building. Catherine introduced the 'Discovery' phase of Appreciative Inquiry, inviting people to work in pairs to explore these questions:

- tell me the story of your best experience of being part of a group of people who got together to improve something, or who made something good happen... Who was involved? What did you do? What made you feel great? What happened?
- what do you think made it work so well?
- what do you value most about working together as a group?
- without being modest, what do you value most about yourself as a member of a group?
- what three wishes do you have for involving a wider group of people in improving social care in Derby?



There are some examples from people's conversations in Appendix B on page 10. After the conversations in pairs, the pairs joined up to make six small groups, and after more conversation we harvested from each group their top 3 'essential ingredients' for groups to work well together.

Conditions for successful working together			
One size fits one!	Open-minded - avoiding preconceptions	Communication	A 'good' deadline
Pooling resources, not just money	Drawing on strengths and assets	Respect	Ability to listen
Shared solution to joint problem	Involving the right people, those who can offer different perspective and solutions and people you are trying to help	Finding out about, valuing and using skills and knowledge	'Genuine' participation
Having shared values and a common purpose	Honesty and shared vision	Trust and honesty	Honesty in everything we do as a group
Clear vision	Shared / common purpose and goal		

Within these are common themes that could form a strong basis for some principles for successful working together. For example, using some of the words and phrases that came up, some of the principles might be...

- we have a common purpose and a clear shared vision
- we are honest and respectful with one another: listening and valuing everyone's different perspectives, skills and knowledge
- we recognise the importance of involving the right people, including people who use services, in creating shared solutions to shared problems
- we pool our resources and draw on all the strengths and assets in our city

After the break, Carolyn introduced the 'Dreaming' part of the Appreciative Inquiry. This is where we look to the future and create an image of our dream - an achievable stretch for 3 years' time. In groups of six, six different 'dreams' were created - one song and five images. They are shown below:



The Circle of Health and Wellbeing

- at the centre (a plate of sweets and balls) are the people and citizens of Derby
- the green circle is the circle of support
- around the edges are teamwork and providers, all linked together
- the whole thing holds together and they support everyone by being around - not just support for those in the middle, but also for each other (and there are still a few loose cannons and people we've missed!)



We have a dream



We have a dream... a Derby thing
To help us solve most everything
If you share the vision, it's not a fairytale
We can shape the future, sometimes we may fail

We believe in Derby, something good in our diversity
We believe in Derby. a city that is made for you and me
We are a team... We have a dream!

I dream of having enough resources
to provide a sustainable future

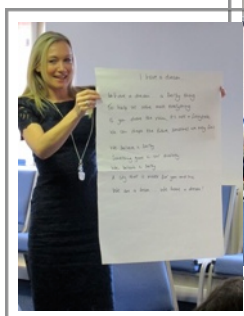
I dream of equal partnership in care

I dream of good old-fashioned
resilient communities that support
because they care

I dream of everyone having access
to lifelong learning opportunities
"We dream of us rather than we"

I dream of an end to isolation and
loneliness
"We dream of us rather than we"

I dream that we might genuinely
love our neighbours as ourselves



The Living Well Tree

- the tree draws nutrients from different partners / strategies at the base - eg Community Involvement, voluntary sector, housing, hospitals
- the tree is flourishing - there are different outcomes in the branches (eg. empowered; in control; confident; safe)



With the tree there's a poem:

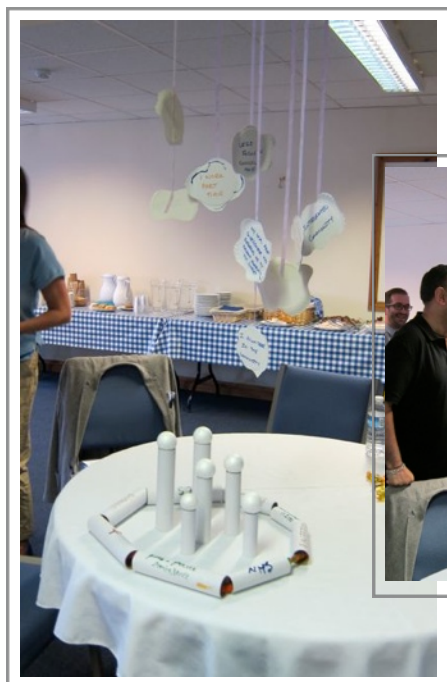
I am me, I am seen
I am heard, I am me
I can learn, I can feel
I can grow, do you see?
I am here, I am there
I am part of the community....



The Wave

- where we're at now is unsteady
- there are waves between here and where we want to be
- people on surfboards are riding the waves to happy lives where the sun is shining

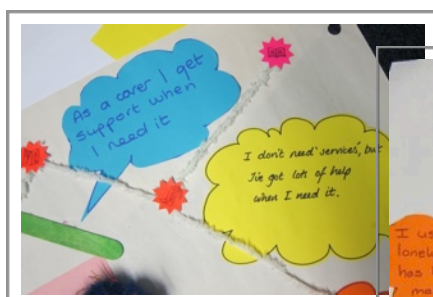




Clouds of Dreams

(accompanied by 'Circle of Life' music from the Lion King 🎵)

- lots of different personalised dreams in a minimal look
- some individual dreams hang from the ceiling
- there's a circle of support in the middle - most important - what's on the outside are all the different interventions: services; paid support (small); business community; hospital; Area Co-ordinators
- the Council House has become less significant and it's hidden away on another table



Derek

This is Derek, he's a Derby citizen

- he has his own front door
- he lives in a world connected by soft fluffy threads to the community (pub, chippy, football etc.)
- he can look positively at the world and make positive statements
- every citizen is confident that they can connect to the right thread and get what they want

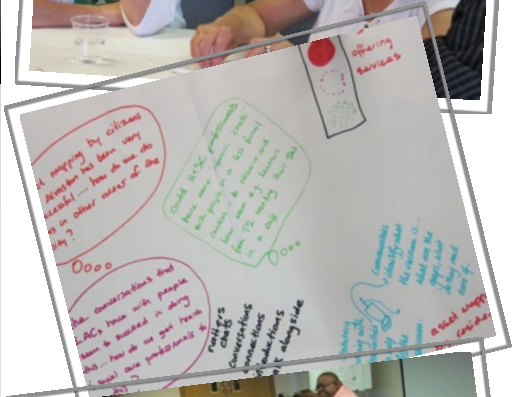


Spreading the ripples

After lunch, Angela introduced the World Café, in which the tables were in two 'zones', each zone having one of the two questions. After 15 minutes' conversation on one table, all but one on each table were invited to move, to connect with a different set of people - choosing whether to stay with the same question or to move to a different zone. The person staying on the table acted as 'host' to the new arrivals, summarising the discussion so far. After three 'weaves' of conversation, we 'harvested' one issue from each table that people most want to act on now. During the tea-break these were clustered into four themes, and in the final conversation people chose which theme they wanted to work on and came up with some practical plans, shown below.

CAFÉ QUESTIONS

1. How do we make sure that the health and social care supports that we provide are built around people's assets and aspirations as well as their needs?
 2. How do we involve more people in conversations about this?
- ..and the 'Harvest' question:
What do we want to act on now?



The four themes

An aspirational, asset-based approach underpinning everything

Sharing the learning from Local Area Co-ordination and engaging the broader community to strengthen the roll-out

Developing a group of 'critical friends' for Cath, to support her in making things happen

Finding creative ways to share information without duplication and re-inventing wheels

Inspirational asset-based approach

WHAT	Sharing of outcomes, good news stories and examples	System change - ie. documentation and/or assessments that value and include assets and aspirations
HOW	Learning and development opportunities Formal / informal	*co-production*
WHO	LETC (Local Education Training Council) Driven by *D.C.C / *A.H.H (B and G)	
WHEN	Within one year - completed ("come on!!!")	

Stronger engagement of the community

WHAT	Develop a common understanding of what an asset-based approach is, looks like, feels like Develop a 'What's in it for me?' 'You don't know what you need until you know what you've got' (asset mapping) We can't continue doing what we've always done!
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Information sharing

Variety of approaches

- 'Info and Advice Strategy' - needs to be inclusive and iterative
- info owners taking responsibility
- taking all opportunities to promote info
- 'Face to face' works!
- proactive approach and build momentum. Drip-feed info

Your Life Your Choice Partnership

WHAT	HOW	WHO	WHEN	WHERE
1. Establish a strategic reference group to oversee the implementation of the YLYC strategy	DCC to convene	BF	Next 6 weeks	To discuss
2. Will have single issue, topic-based conversations to get to the detail	DCC to convene	BF	Will map out so aligned to strategic rollout	May vary
3. Draft a core brief / 'shared hymn sheet' that people can use to spread the word and pose some key questions	Partners will help <u>but</u> will need notice to plan	Partners / citizen leaders / DCC	Will need a conversation with NHS first	



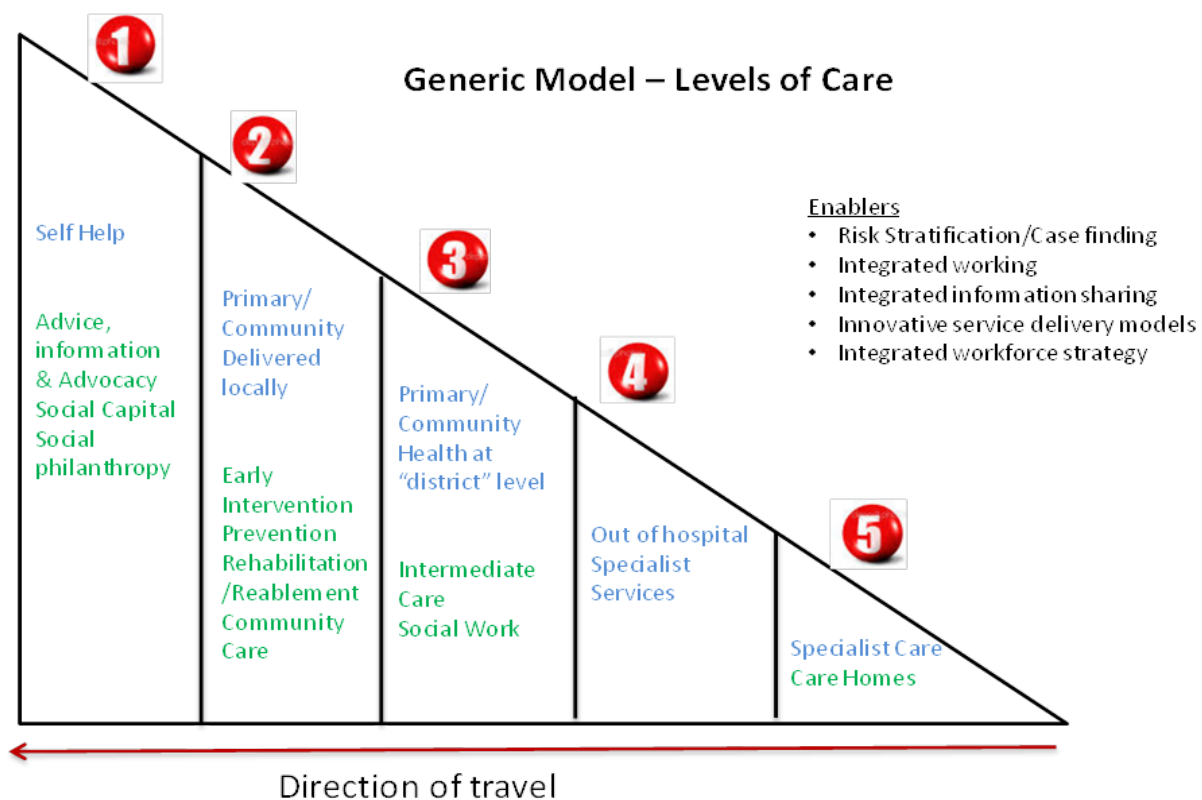
Checking Out

To check out, we went round the circle inviting each person to say a few words about what they were taking away from today. People said...

- I don't now feel alone - this is a lot bigger than we think and will take combined effort
 - I do believe in the paper and found a lot of understanding today
 - really good to see so many people committed - this will go forward and escalate
 - further strengthening my thoughts about the asset-based approach and how it will help. The approach is transferable - to people, communities, organisations. It's important to frame the message positively and get it out
 - I'm passionate about the asset-based approach and have appreciated having the conversations today
 - use the time to make the change - it's about the Doing now, you know what to do, it's just about getting on with it
 - something I don't know - try and infiltrate the NHS to have an asset-based approach, it's not really the medical view of the world
 - looking at things in a more positive way is important in negative times
 - not just involving people regarding wants and needs, also sharing with them the challenges we face - sharing responsibility for their outcomes
 - I want to see momentum and action, I feel enthused now - but what about Monday?
 - good day, all on same wavelength of 'Better Derby' - energy to continue
 - struck by the passion to do things differently even if it's easier not to
 - simple things I can change in my practice
 - a chance to look at the bigger picture, it's nice to experience positivity
 - good to meet some lovely people, people I have not met before. The challenge now is to get to the next circle of people, to get the conversation wider and deeper
 - thanks to T2 for producing the Easy-Read version of the strategy
 - "don't turn up with cakes, bring the ingredients and we'll make cakes together"
 - strength in numbers - common purpose and vision, we can filter that through
 - really enjoyed today, I had no idea what to expect. I demand partnership working - with health and social care it's important to do from the top, bottom and all around. It's about inspiring people and leading by example
 - I'd like to celebrate more - as an organisation we tend to concentrate on people in most need, we don't celebrate the quiet majority who don't use services - how do they build their assets?
 - after today I believe the way forward is health and social care together, better together
 - affirmative day - I work in mental health trying to promote people finding a good life for themselves. I now know I'm not in a parallel universe, I was heartened by the number of people here who are sharing this approach
- ... and Cath, whose interview had started our conversations this morning, had the last word:
- it's been an affirmative day for me too. Thanks, it's been a great personal experience for me - such a creative bunch of people, blew me away. I'm glad people want action - I'm genetically impatient! - and I know we also need to balance the action and pace with taking people with us. Thanks to the facilitators for a great day.



APPENDIX A : The ‘Care Wedge’ (see page 2)



APPENDIX B: Appreciative Inquiry interviews

Some examples of what people said in the Appreciative Inquiry 'pairs' interviews (see page 2):

Best experience of being part of a group who made something good happen:

Organised a street party for Queen's Jubilee. Church involved, several members of congregation. Applied for funding, delivered cards to every house on London Rd - invited to party and recruited members. 10 organisers, including 5 residents. 200 people came and enjoyed.

Developing the Velodrome - Leisure had been neglected in Derby and people were down-hearted, with small-scale ideas. Thought it would never happen!

Derbyshire Friend 8 years ago - to improve lives of LGBT people. Exciting, lots of change - trustee and deputy chair. Seeing Derby changed - people more open and comfortable walking down the street, Council winning awards for equality work.

Creation of a GP App to help health professionals access hospital services easily and provide better care. Co-designed with existing and new GPs and Ambulance crews, launched in May 2013 with over 1200 people using it. Co-ordinated an event for 110 providers - well worth the effort.

Got together a group of learners - ESOL, ICT, Tai Chi etc - to understand how learning has benefited/improved their lives. The stories they told us were so inspiring - coming out of depression, feeling good about yourself, meeting new friends etc etc.

What made it work so well?

Continued listening to new ideas and developing them to keep it sustainable
A great idea and the right people
Common interest and passion / drive
Expert advice

Honesty

Joint design and ownership

Everybody contributing

Learning from mistakes

Freedom to make choices

Varied people with varied backgrounds

No one person / organisation dominated - left your title at the door

What do I value about working together as a group?

So much more enjoyable and fun

Developed new skills

Different ideas - not following just own idea

Listening to others

Don't think I have all answers - often don't understand the question

'Stronger together'

Sharing risks and stress - share the success

Less chance of failure

Shared solution to a joint problem

What do I value about myself as a group member?

Look for answers, not the answer

See broader picture

Good at listening to ideas and seeing how to make them tangible and work

Able to change and adapt style

Willing to work collaboratively for the greater good

Dedication, passion, compassion

Leadership / management skills

Good communicator, able to explain things clearly and win people over

Have learned to trust others and let go

Trusted as a partner, don't take over

My three wishes...

A joined-up vision that everyone knows about
Working in partnership - collaborative approach

Involve the service users

Professionals and carers to talk more

Influenced by and meaningful to 'our' local communities

Making sure people's voices are heard

The voice of people with learning disabilities to be heard

We succeed in involving more people who have never been involved before

Ensure services are shaped by citizens

Recognise the value of people's time

Social Care get more involved with local people and understanding and positively promoting

Direct Payments / Personal Health Budgets

Volunteering opportunities explored more within community