



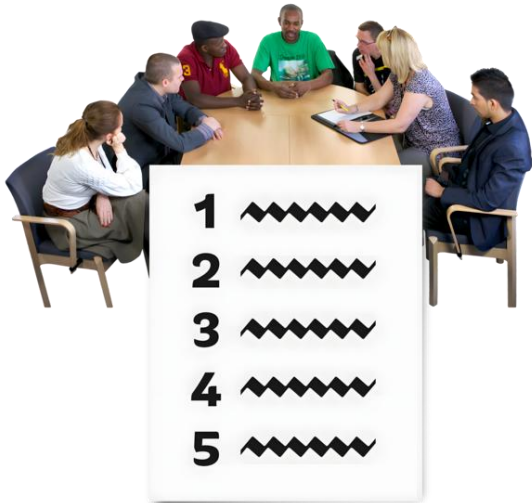
Adult Social Care Improvement Plan Coproduction Group. June 2026.

Presenters: Jen DeOrnellas, Laura Meehan, Helen Grieves



Agenda

1. Welcome and introductions
2. Code of conduct reminder
3. Recap from May meeting
 - Assessment's that feel right
4. Feedback form progress update (from March)
5. Staying Independent at Home
6. Any Other Business



Code of Conduct Reminder



What is your experience of having assessments with us?



You said...



- Found it hard to understand what the social worker was saying, the questions were too complex.
- There is a lack of sign posting.
- I didn't feel listened to or believed.
- I felt worried and judged
- Unannounced visits are not good and can be worrying
- They did not come when they said they would
- Family not being listened to
- Having to repeat myself, I didn't feel like I was treated like a person
- Not thinking about the bigger picture
- Poor attitude and communication
- Making assumptions and judging
- The assessments are too long, and want too much information
- Not getting feedback unless you ask
- They didn't understand my needs or condition
- I had to share private things more than once

What makes a good assessment?



- Be kind, patient and don't judge me
- Think about the bigger picture
- Listen to what I say and believe me, give me some control
- Do what you say you will do.
- Make forms easy to read and not too long
- Having the same person allows me to build trust
- Get to know me first, what I am interested in
- Don't rush or talk too fast
- Be person centred
- Help me live my best excellent life
- Include people I trust and listen to them too
- Plan visits, tell me when you are coming or if you can't come
- Explain things clearly so I understand
- Make sure I can come back for help later
- Treat me as an individual - I'm not the same as everyone else



What makes a good assessment? (continued)



- Use different ways to communicate with me if I need it, such as voice notes
- Tell me how I can complain, don't assume I know
- Be honest about what you can and can't do
- Put dates on any letters you send
- Put plans in place to help me before there is a crisis
- Explain what an assessment is about
- Get to know my past so I don't have to relive it again
- Ask another question to find out more
- Ask me how I feel and what I need
- The social worker having the right skills
- Treat me as an individual - I'm not the same as everyone else
- More training in different conditions
- Don't assume things about me
- Clearer words



What happens next?



- We will share your feedback and suggestions with all practitioners in our August 2026 Practice Forum.

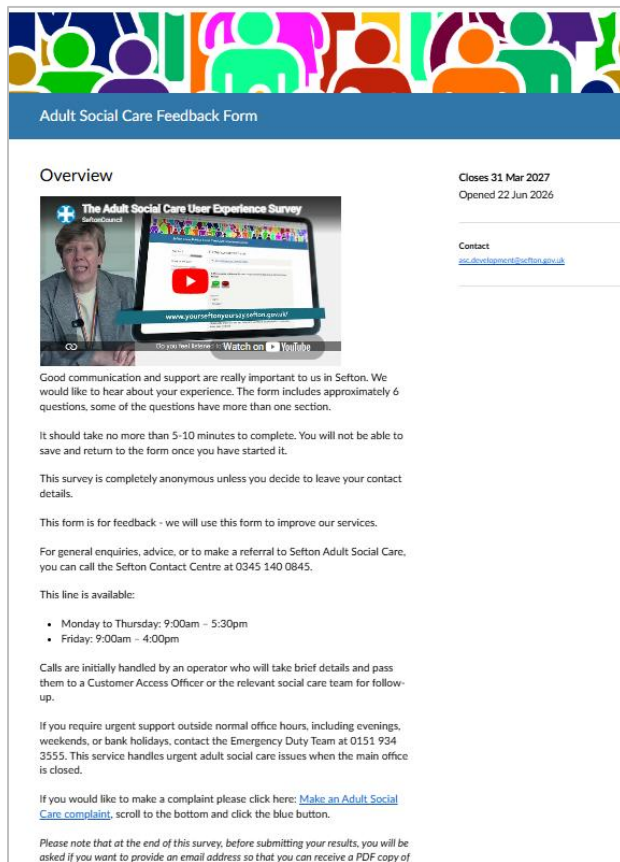


- We will ask all service managers to talk about your feedback and suggestions at their team meetings and feed that back to us.



- We will share with the Quality Assurance Group and lead practitioner catch up
- We will put your feedback and suggestions in our monthly newsletter to all staff.
- We will create a good assessment tool with the information you have given us.

Adult Social Care - New Feedback Form - designed together



Adult Social Care Feedback Form

Overview

The Adult Social Care User Experience Survey

Closes 31 Mar 2027
Opened 22 Jun 2026

Contact
development@sefton.gov.uk

Good communication and support are really important to us in Sefton. We would like to hear about your experience. The form includes approximately 6 questions, some of the questions have more than one section.

It should take no more than 5-10 minutes to complete. You will not be able to save and return to the form once you have started it.

This survey is completely anonymous unless you decide to leave your contact details.

This form is for feedback - we will use this form to improve our services.

For general enquiries, advice, or to make a referral to Sefton Adult Social Care, you can call the Sefton Contact Centre at 0345 140 0845.

This line is available:

- Monday to Thursday: 9:00am - 5:30pm
- Friday: 9:00am - 4:00pm

Calls are initially handled by an operator who will take brief details and pass them to a Customer Access Officer or the relevant social care team for follow-up.

If you require urgent support outside normal office hours, including evenings, weekends, or bank holidays, contact the Emergency Duty Team at 0151 934 3555. This service handles urgent adult social care issues when the main office is closed.

If you would like to make a complaint please click here: [Make an Adult Social Care complaint](#), scroll to the bottom and click the blue button.

Please note that at the end of this survey, before submitting your results, you will be asked if you want to provide an email address so that you can receive a PDF copy of

About You

Please select 'a person who uses services' if you are leaving feedback about your own experiences or on behalf of a person who uses adult social care services.

Please select 'a carer' if you are leaving feedback in relation to being a carer.

If you are a carer and you would like to provide feedback for the person you care for, please select 'a person who uses services' below.

1. Contacting us - are you?



A person who uses services (or on behalf of someone who uses services)



A Carer (who has received services supporting you as a carer)

[Save and come back later...](#)

[Continue >](#)

This is a preview of the new form (this will stop working when the new form is agreed)

[Link to Feedback Form](#)

This the old form that will be replaced with the new form.
[Sefton Council Adult Social Care User Experience Survey - Sefton Council - Citizen Space](#)

Staying Independent at Home



Sefton Occupational Therapy (OT).

We help people of all ages remain safe, independent, and well in their choice of home environment - providing the right support at the right time.

Assessment by OT:

- Everyday activities – for example cooking, getting washed and dressed.
- Home environments.
- Moving and handling.

OT can provide:

- Equipment such as grab rails, kitchen trolleys.
- Home adaptations such as ramps, stairlifts or accessible bathrooms.

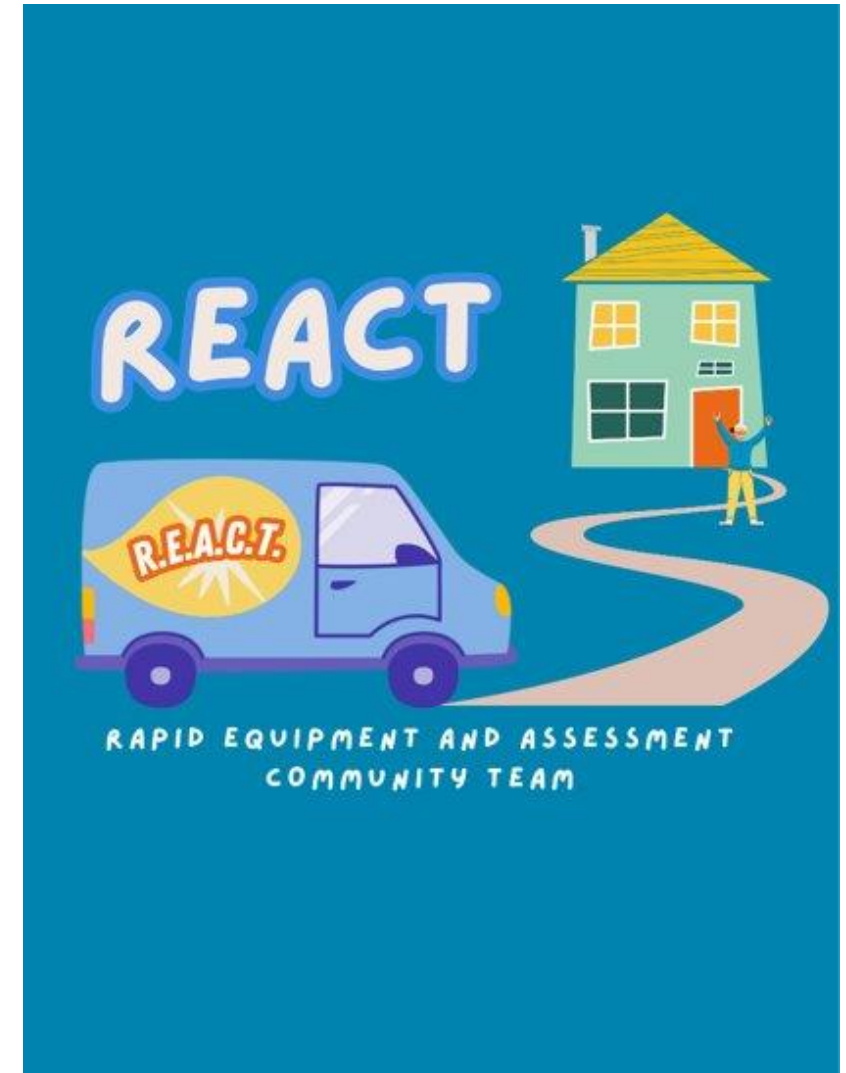
Rapid Equipment and Assessment Community Team - REACT

Two mobile vans with equipment to support everyday activities

Visits complete to individual's homes Monday- Friday by a community care practitioner and driver technician.

Providing:

- Assessment
- Advice
- Support
- Equipment
- Referrals to other services.



Questions



1. If you have had to wait for occupational therapy help, how long did you have to wait and how did this impact you?
2. How did the help you got from occupational therapy make your life better?
3. How could we make it easy for you to get help from occupational therapy?
4. Would you use digital options such as video assessments or online advice?



Thank you