



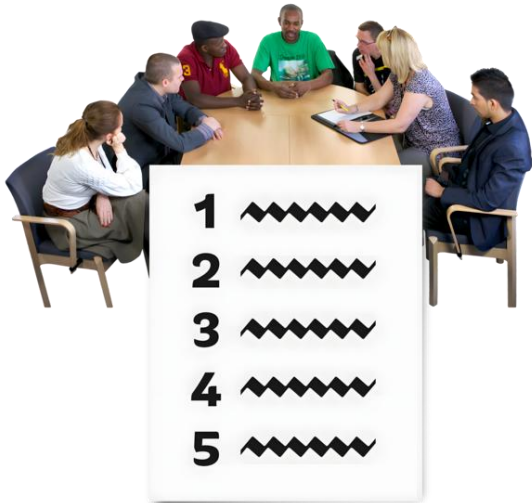
# Adult Social Care Improvement Plan Coproduction Group. May 2026



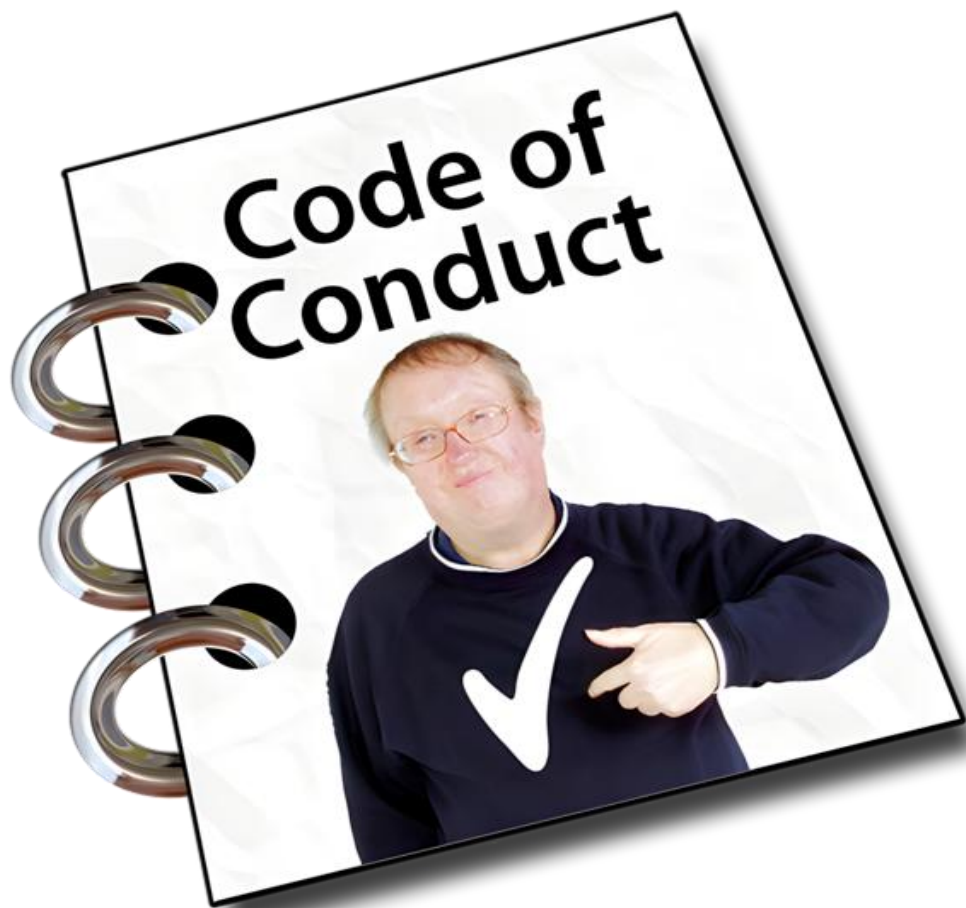
**Presenters: Jen DeOrnellas, Laura Meehan**

# Agenda

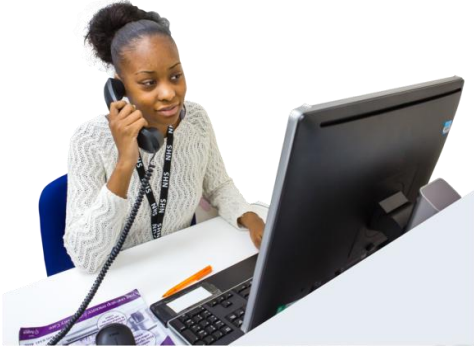
1. Welcome and introductions
2. Code of conduct reminder
3. Recap from April meeting
  - Getting in touch with Adult Social Care
4. Assessments that feel right
5. Any Other Business



# Code of Conduct Reminder



# Getting in touch with Adult Social Care



## What works well You said...



Being treated  
as an  
individual

Understanding  
everyone is  
different

Feeling listened  
to

Less stress  
and  
confusion

Human  
contact/speak  
to a real person

People want  
services to  
listen to them  
as a person

Understanding What  
looks good on paper does  
not always work in real  
life

Being  
understood  
and treated  
respected and  
empathy

Telling your  
story once

Services should  
not put people in  
boxes

Services that  
fits your life

Feeling safe  
and Confident

# Getting in touch with Adult Social Care

What works less well  
You said...



Many people want to speak to a human being not a computer

Chatbots and AI do not work for everyone

Chatbots and AI can be confusing

Chatbots and AI can make people feel frustrated or cut off

Chatbots and AI can misunderstand what people mean

When information isn't easy to read or up to date (old information causes confusion)

Not everyone feels confident using technology

What does first contact mean

How long things take

Not knowing who will help

# Getting in touch with Adult Social Care



People want choice not just one way to get help

Keep information up to date

Review phone systems and reduce confusing menus

Use digital tools only to support people, not replace people

Direct phone number

Offer different ways to contact us

## What we could improve You said...

Improve explanations about

- First contact
- Assessments
- What happens next

Email options

Letters by post

Make information clearer and easier to read and understand

Help before to becomes a crisis

Keep spaces and meetings welcoming and inclusive

Visit the First Contact Team



# What Happens Next?



- We will share your feedback with the First Contact Team by the end of May 2026 at their team meeting



- We will progress with reviewing ways for contacting us - progress update by July 2026



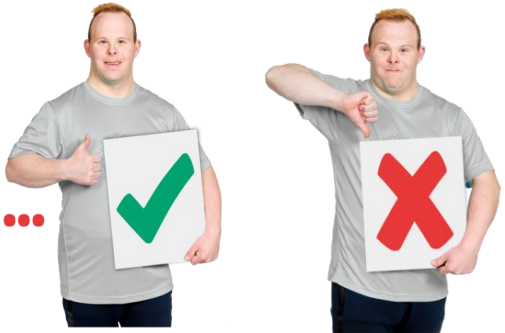
- We will review how you share information with us. Following the feedback we will update you on what we have been able to achieve so far by July 2026

# Assessments that Feel Right

## SMALL GROUP DISCUSSION

1. What is your past experience of having assessments from us?
2. What makes a good assessment?

This will be made into guidance for staff



Thank you