

## AGENDA

**DATE: Thursday 11<sup>th</sup> April, TIME: 1:00- 3:00, VENUE: Microsoft Teams Meeting**

1:00	<b>Welcome</b>	Co-Chair - Jane
1:05	<b>Social Care Story – postponed till June</b>	Tamsin/Michelle Williams
1:15	<b>CQC notification of assessment.</b> Current position of the council within this process.  <b>Presentation of the CQC Self-assessment reports</b> (Attached for your information)	Cath Challinor
1.45	<b>How are Making it Real and the Quality Improvement and Service Development Board going to work together?</b>	Laura
1.55	<b>We were planning to get in touch with MiR Telford (and possibly other places).</b>	Sophie
2.00	<b>Making it Real Experts by Experience want to be involved in both co-production and ASC improvement.</b> How are we planning to undertake those two roles?	
2.10	<b>Loop system for feedback</b> Loop of feedback of real experience going into the council and feedback coming back out of what's happened, what's improved and if nothing has happened an explanation of why not.	Jane/Margarete
2.15	<b>Local Account 2023/24</b> Production schedule Content Who wants to be involved.	Rachel/Sophie
2.20	<b>Co-production Framework update</b> <b>Payment Plan update</b>	Laura
2.25	<b>AOB</b> Co-production SharePoint for Staff Terms of Reference – refresh ASC Conference – 20 <sup>th</sup> May	All



**Making it Real (MiR) Shropshire**

**DATE: 11.4.24**

**TIME: 1.00-3.00**

**VENUE: Microsoft Teams Meeting**

**MINUTES**

<p><b>Attendees</b></p> <p>Jane Garner – Chair, Expert By Experience          Simon Jones - Councillor          Sophie Davies – Making It Real Coordinator          Sara Podmore - Guest          Julie Mellor – Taking Part          Cath Challinor- Service Manager Community Partnerships and Day Opportunities (Did not stay for whole meeting)          Laura Tyler – Assistant Director Joint Commissioning          Lisa Middleton – Place and Personalisation Team manager          Cezar Sarbu – Service Manager Ops Central          Sarah Thomas - PACC          Bernise Tasker – Social Care Practitioner, Mental health Team          Sue Gerrard - Expert By Experience          Rich Amos- Expert By Experience          Margarete Davies – Care Support team Manager          Tanya Miles – Executive Director for People Directorate          Rachel Woods – Making It Real Coordinator</p>	
<p><b>Apologies:</b></p> <p>Katie Stone – Expert By Experience          Stewart Smith – Personalisation Development officer          Tamsin Waterhouse – Principle Social Worker</p>	
<p><b>1. Welcome</b></p>	<p>Jane Garner</p>
<p><b>2. Social Care Story</b> Postponed until the June meeting</p>	
<p><b>3. CQC notification of assessment and Presentation of the CQC Self-assessment reports</b>          (Attached)</p> <p>19.2.24 CQC gave the council notification they were coming for an inspection. They will come within 6 months of that date for their inspection.          The council put together the CQC self-assessment (see attached document and the summary slides) and sent it off with 261 supportive documents.          CQC will now come and do a site visit as well as Teams calls with various people and partner organisations. The council will be given 6 weeks' notice of this visit.          The feeling is they will be coming quite soon as partner organisations are starting to be contacted by CQC, Julie Mellor has had her invitation. They will be contacting the Making It Real Board and organising a meeting with them.</p>	<p>Cath</p>

<p>At the end The Council will be given a rating. The ratings are the same as the Ofsted ratings, so it's outstanding, good, requires improvement or inadequate. Shropshire would like to be rated as good.</p> <p>A frank discussion was had around the CQC inspection. The key areas were: -</p> <p>What will happen and how will the comments be used that people made about the CQC self-assessment document?</p> <p>The council are collating the comments that have been submitted to them and they will be used as the document is updated in the future.</p> <p>It was felt there were gaps in the assessment.</p> <p>The document stated that certain things were happening that nobody knows anything about.</p> <p>It was felt the document was a mixture of things that were happening and things that the council would like to happen.</p> <p>It was felt that it would be helpful to the council for a more balanced view of things that are going well as well as things that need improvement, to be presented at the meeting; however, people are free to choose how they feedback and what they feedback on.</p> <p>Would it be possible for a 'fact Check' before the June Meeting and to involve a wider group of Experts?</p> <p>Would it be possible to pull together before hand the things that people want to bring up so that relevant managers are there to address them as well as the relevant experts?</p> <p>CQC are still developing their process, so future self-assessments may be different.</p> <p>Some people may need help to look at the document.</p> <p>If you have any comments that you still want to be made about the CQC self-assessment document, you can still send them in.</p>	
<p><b>4. How are Making it Real and the Quality Improvement and Service Development Board going to work together?</b></p> <p>Difficult to talk about without Tamsin.</p> <p>There is a need to share the terms of reference for the QISDB, so that people can understand what the board is trying to achieve.</p> <p>At the last meeting The Team managers were invited, and this was felt to be useful and will probably continue.</p> <p>The Making It Real Board will be able to put concerns and issues on the agenda of the QISDB. The QISDB will then feedback what action has been taken about those concerns and issues to the Making It Real Board.</p> <p>There will be regular reports at the Making It Real Board of what has been discussed at QISDB.</p>	<p>Laura</p>

<p>It's an evolving group. Some stakeholders, like Healthwatch have been invited to join. Health watch Shropshire will be providing feedback from their own reports and talking to individuals about their own personal experiences Currently it is just for Adult Social Care.</p> <p>A discussion was had about this with the following points made:- Will PACC be invited to sit on that board? To be discussed at the next meeting Laura has with PACC in a few weeks.</p> <p>Making IT Real will have one representative on the QISDB.</p> <p>Who decides who will sit on the QISDB? They idea is for the meeting not to get too big for it to be constructive.</p> <p>A suggestion was made that the work of the QISDB could be themed and different experts with different experience can be invited to the relevant meetings to contribute. It would be useful to have a pool of experts that can be used. Would it be possible for the agenda and possibly minutes, to be sent out to a wider group and then expert's with particular interest in that subject could could attend? The idea of the representative is to feed back to the Making It Real Board, not to necessarily be an expert on everything.</p>	
<p><b>5.Making it Real Experts by Experience want to be involved in both co-production and ASC improvement.</b></p> <p>It seems that the work the board does is top down rather than bottom up.</p> <p>There is a need to give people who are unhappy with their assessment or the service they are receiving a chance to feed back. There is also a need to get general feedback from the public in different communities on a regular basis. PACC feel they may be able to help with this.</p> <p>PACC have put in a draft proposal for a co-production audit, that services could use at a strategic operational level and at an individual level.</p> <p>We need to have regular reminders that the feedback form is there.</p> <p>Does the feedback form need to be relaunched and promoted again?</p> <p>We need to recruit more individuals to have more voices involved. We need to find ways to do this.</p> <p>The carers are developing armchair panels for those people who want to be involved but don't want to sit on a panel.</p> <p>There is a need to close the feedback loop, and make sure we tell people what we have done with their feedback.</p> <p>The feedback loop is about asking people if the changes that were made because of their feedback have improved their lives. Do we ask this?</p> <p>Important there is a link between individual co production and Operational co production, so that we are not just trying to fix the system for one individual but that we are seeing a change in the system for everyone.</p> <p>WSS feedback is gained through telephone interviews with people who have used WSS; in meetings with voluntary sector partners; and gathering the views of people who have made the referral.</p> <p>There is a need to discuss the supervision framework template with Tamsin. Tanya asked Cezar to talk to Tamsin about this.</p>	<p>Sue</p>

<p>We need to be using the TLAP questions when we are asking for feedback.</p>	
<p><b>6.Networking with Other Making It Real Boards</b>  Sophie has a network with Worcester, Telford and Nottinghamshire, who have co-production leads and MIR Boards or something similar.</p>	<p>Sophie</p>
<p><b>7.Local Account 2023/24</b>  An email has gone out to all staff in Adult Social Care to see if they have any interesting stories, no response.  Next step is to have a meeting and start targeting individuals who we think might be able to provide interesting stories.</p> <p>Need a specific production schedule.</p> <p>This is a council wide responsibility, not just a Making It Real production.</p> <p>We need to have a balanced view in the Local Account and say what our challenges are. There is a need to be open and transparent.</p> <p>Laura is happy to support and direct the work.</p> <p>The Local Account is an adult social care statutory document.</p>	<p>Rachel</p>
<p><b>8.Co-production Framework update</b>  <b>Payment Plan update</b>  The Co-production framework is sitting in Laura's in-box. All the comments and feedback have been received it just needs streamlining, so that we have a succinct and concise framework.  It is all age.</p> <p>There may need to be another piece of work that happens to run alongside the framework that is more of a handbook.</p> <p>It was felt there was a lack of clarity about the process of co-producing the document with lots of people being involved. It wasn't any body's fault, but just needs to be thought through for another time.</p> <p>Laura wanted to thank everyone who had been involved.</p> <p>It will go to SMT and then to Tanya and DMT, hopefully by the end of May.</p> <p>Payment Plan needs a few tweaks and then will also go to SMT.</p> <p>The Experts By Experience guidance is being worked on.</p> <p>Re future – suggestion was made that document production, timing, who would be involved etc should be agreed for future documents – TBC with Laura after the framework etc are finalised.</p> <p>When all three are finished we need to do something to celebrate this accomplishment, maybe in co-production week at the beginning of July.</p>	<p>Sophie/ Laura</p>
<p><b>9. Any Other Business</b>  Sophie has set up a co-production Sharepoint site which will have a staff co-production tool kit in it and all kinds of wonderful co-production information.</p>	

<p>Terms of reference needs a refresh.</p> <p>Adult Social Care conference 20<sup>th</sup> May. Making It Real have been asked to do three 30-minute workshops on co-production and Making It Real. It needs to be as interactive as possible.</p> <p>Will need some help with that from the Experts by Experience.</p> <p>A question was asked about co-production champions?</p>	
--	--

### **Action Plan 11.04.2024**

<b>Date</b>	<b>Objective</b>	<b>Suggested by</b>	<b>Action</b>	<b>BY whom</b>
11.04.24			A date needs to go on the MIR calendar to have a celebration of the 3 new policies. Maybe during Co-Production week.	
11.04.24			Sophie will find out about how other counties do the feedback loop, and other issues they may have with feedback.	Sophie
11.04.24			Jane and Rachel were invited to come and talk to the SMT group to talk to the service managers who need to be accountable for it as well.	Rachel/Laura
11.04.24			A subgroup needs to be set up to work on the Local Account. Sarah Thomas would like to be involved.	
			Need to set up a subgroup to work on the Co Production workshops for the	

			Adult Social care Conference.	
11.04.24			Terms of Reference for the MIR Board need refreshing as they were last done in August 2022. A subgroup needs to be set up to work on that.	
11.04.24			A subgroup needs to be set up to plan what should go in the new Co-production website.	
11.04.24			Subgroup for feedback systems – to see if current systems work or don't work as well as propose new ways to create the loop.	
11.04.24			Need to set up a subgroup to look at feedback systems.	
11.4.24			It might be a good idea to invite Clare from FPOC to the next meeting to talk about their feedback loop.	Rachel
11.04.24			It would be useful to do a promotion on the feedback form.	
11.4.24			Laura will talk about changes that are being made to current team structures, which may help with these issues at the next meeting.	Laura
11.4.24			Some work needs to be done on Making It Real's improvement role and work out how that fits in with the QISDB. The Council will support MIR in how it wants to move forward.	The MIR Board

11.4.24			QISDB Terms of Reference to be shared with Board.	Rachel Completed on the 3.05.24
11.4.24			A date will be put in the diary for a meeting about the CQC document to be held to talk about and update the document. This may have to be flexible.	