



Voices 4 Wellbeing

Rochdale Borough Local Involvement Network

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Have Your Say on Personalisation!



Summary Report

March 2011

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In Partnership with



Heywood, Middleton and Rochdale

On the 16th February 2011 Voices 4 Wellbeing held an event to engage with the public on issues and concerns around Personalisation. The event was planned in partnership with Rochdale and District Disability Action Group (RADDAG), Borough Wide User Forum*, Mind, Advocacy in Mind, Partnership for Older People's Project (POPPs), Alzheimer's Society, Rochdale Carer's Association, NHS Heywood, Middleton & Rochdale Primary Care Trust and Rochdale Metropolitan Borough Council. Approximately 40 people attended the event.

*Please note that the Borough Wide User Forum (BWUF) is now known as the Rochdale Boroughwide User Forum (RBUF)

Colin Foster, Director of Older People & Physical Disabilities and Jane Ashton: Head of Access & Enablement for Rochdale Metropolitan Borough Council (RMBC) were invited to give a presentation. Entitled *Putting People First* the presentation set out RMBC's vision for the borough's Adult Care Services, the personalisation of adult care services, the progress that the council has made so far and targets for 2011. The attendees were then invited to ask questions.

Following the presentation an interactive survey took place using electronic 'Ask the Audience' equipment kindly loaned to Voices 4 Wellbeing by the NHS Heywood, Middleton & Rochdale Primary Care Trust. Questions such as *Do you think people need more information around personalisation?*, *What type of information do you think would be useful?*, *Do you feel that there is enough support available for vulnerable groups to access their right to a personal budget?* were asked. There were nine questions in total. On the 1st March 2011 Voices 4 Wellbeing held a small focus group to examine the findings more closely.

The survey results were then analysed along with comments made during the follow up focus group. Recommendations were then formulated and published in the full version of this report: ***Have Your Say on Personalisation Event and Focus Group Report March 2011.***

The main findings were that:

- **Much more information is needed around personalisation - who it is for and how it can be accessed**
- **Personalisation needs to be easily accessible**
- **Support should be made available for vulnerable people, particularly around money management and identifying needs**

- **More engagement and consultation work should be carried out to help ensure that personalisation meets the needs of individuals living in the Rochdale Borough**

Next steps:

On the 27th April Voices 4 Wellbeing met with Rochdale Metropolitan Borough Council (RMBC) commissioners to discuss the recommendations in the report. Voices 4 Wellbeing have agreed to support RMBC in some follow-up focus group work and promotion of the new *mycare* website.

www.mycare.rochdale.gov.uk

RMBC agreed to produce a service map to help make clearer how personalised service provision can be accessed. This will be uploaded to Voices 4 Wellbeing's website (www.voices4wellbeing.co.uk), and RMBC's *MyCare* website. Also discussed was the possibility of posters to be displayed in GP surgeries. RMBC has since formally responded to each of the recommendations made in the report in writing.

'Adult Care welcomes the opportunity to engage more with the public and would welcome the opportunity to be involved in any future events that you arrange, the service is committed to listening to the views of service users and implementing changes that achieve improvements to a service users experience of services where possible'

(RMBC May 2011)

A full version of this report will can be made available by request. If you would like to receive an electronic copy of the report or be kept up-to-date with any future work, you can register with us by calling the team on 01706 510 845 or by emailing steven@voices4wellbeing.co.uk