



# Quality in Austerity

**Improving quality: view from experts by experience**

Tina Coldham

SCIE Trustee & Chair of Co-Production Network

Ann Macfarlane

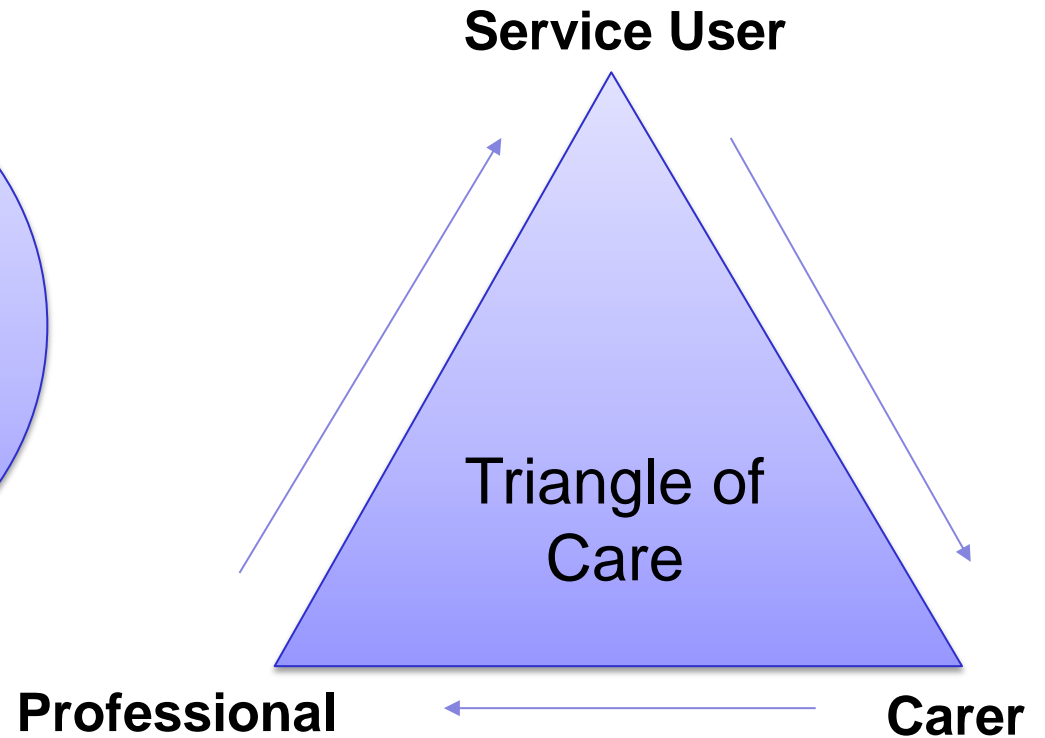
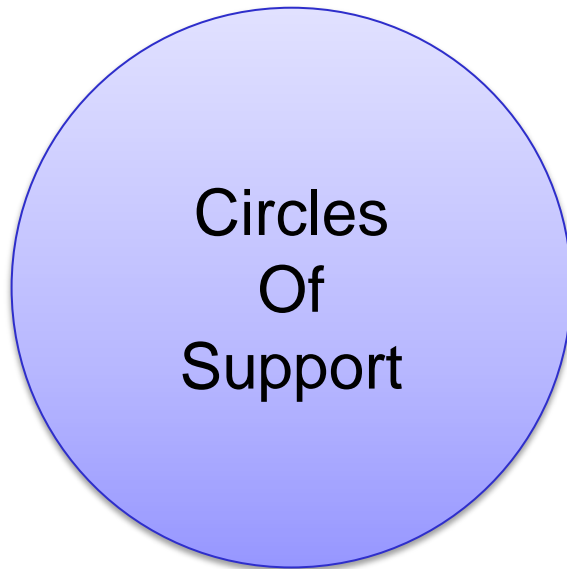
SCIE Trustee and Disability Rights and Equalities Consultant



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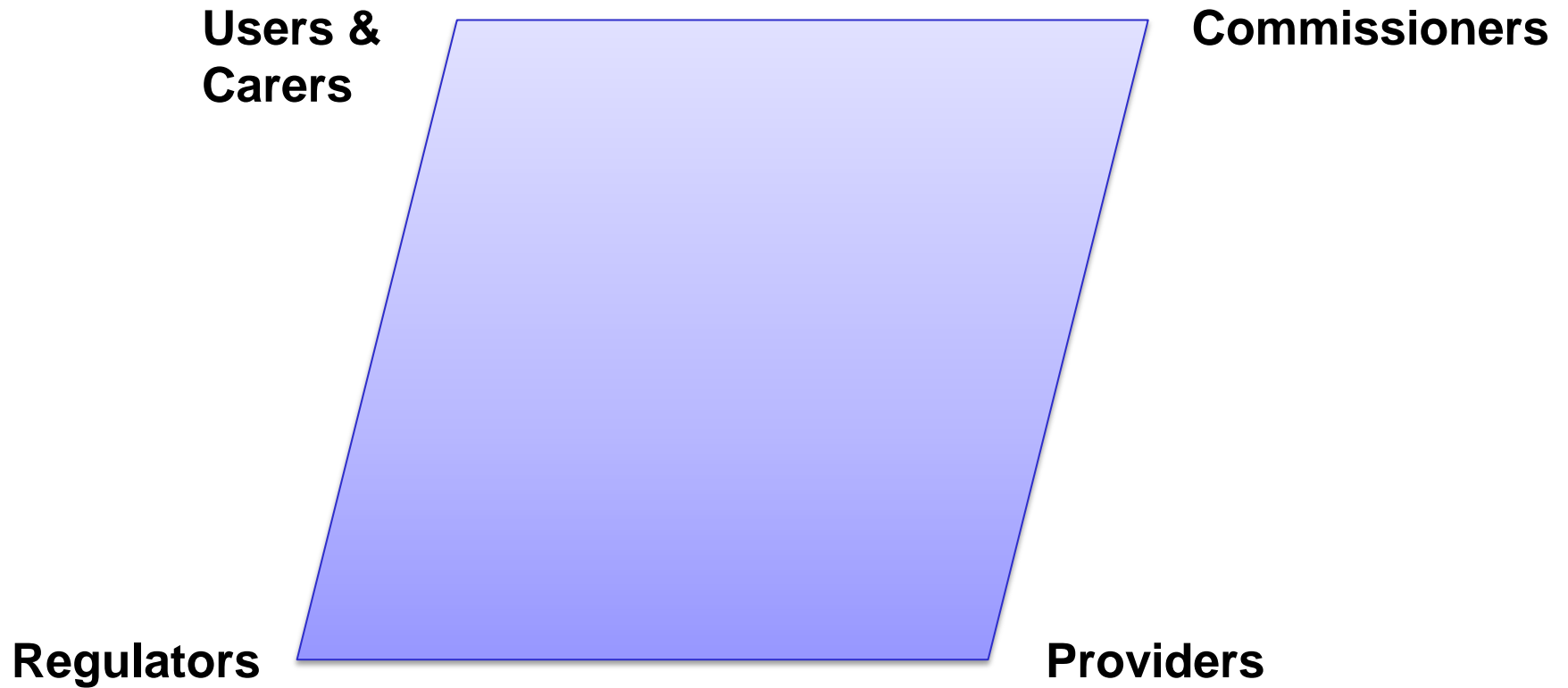
# Shape shifting



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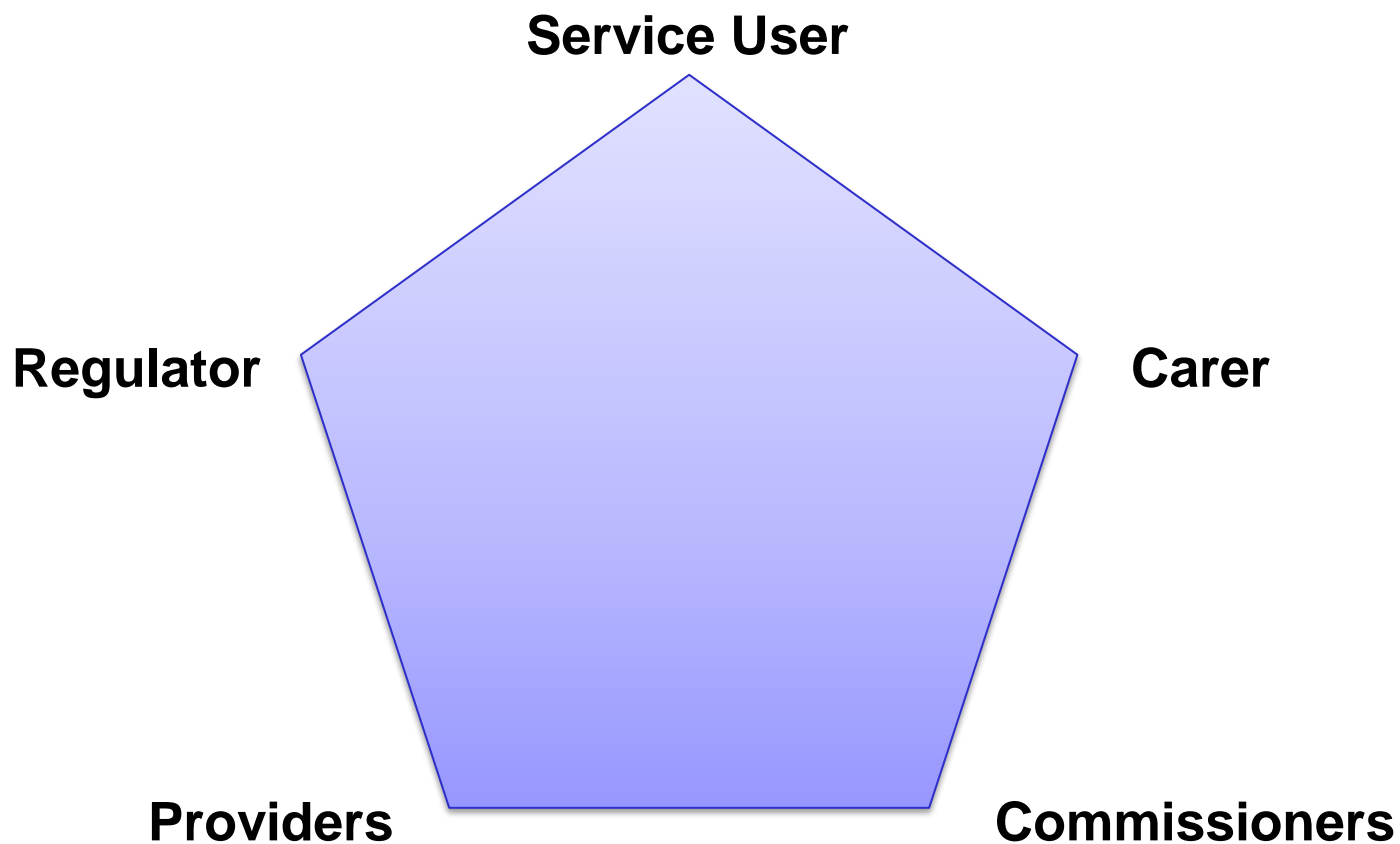
# Quadrangle



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# Pentangle?



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# User led outcomes

- Care providers
  - One size doesn't fit all - Personalisation
- Commissioners
  - Work with health – economies of scale
  - Work with the voluntary sector – edifice complex
- Regulators
  - Experts by Experience know



# Community Development

- Care providers
  - Enabling leads to independence, co-production
- Commissioners
  - This is NOT a cheap option, its about community empowerment
  - Voluntary sector are best – positive risk taking
- Regulators
  - Is it a service or a solution?



# Peer Support / Self Help or Support Groups

- Care providers
  - Fidelity to the model
- Commissioners
  - Small is beautiful
  - Needs growing and nurturing
- Regulators
  - Observe from afar



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# What do Service Users require from Partners

- Respect and equality (no 'tokenism')
- Positive language
- A Social Model perspective in commissioning individual support and services that apply to information, assessment and person-centred, independent living packages
- Ensure when monitoring and evaluating individual and collective community services that a Social Model and co-productive approach is woven throughout



# What do Service Users require from Partners

- Fully individualised support
- Appropriate collective support
- Integrated, seamless health and social care
- Understanding co-production as a mindset and a style of working, not a series of activities
- Support to access mainstream facilities and services, and an understanding of what this means
- Ability to receive and provide appropriate training in order to deliver a Social Model, co-productive approach.



# What service users can offer to Partners

- Knowledge of a range of needs among constituents
- Knowledge of the range of facilities and services that exist and what needs to change
- An understanding of a preventative agenda
- Facilitation and training on the Social Model and Co-production
- Individual support to the statutory and third sector organisations that require additional information to make the significant cultural changes that are required



# What service users can offer to Partners

- A willingness to more fully understand the constraints, pressures, challenges and opportunities that exist between agencies for an integrated, seamless health and social care outcome
- Co-production with equality in finding solutions that assist with filling gaps, identifying new and ongoing provision in terms of commissioning and delivery in the new world of integration in health and adult social care.

# Integrated, seamless health and social care

‘Communication’ is a top priority in achieving seamless, cost-effective health and social care support in commissioning and service delivery.

## Thank you for listening



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