

IMPACT Leeds Demonstrator Project

Next Steps Workshop

Summary Report

18th June 2024

Wortley Community Centre, Leeds

Facilitators:

Alicia Ridout, Senior Strategic Improvement Coach, IMPACT Demonstrator Lead for England (Leeds)

Dr Soracha Cashman, Senior Strategic Improvement Coach, IMPACT Demonstrator Lead for Wales (Gwynedd)



"Good support isn't just about
'services' – it's about having a life."



Economic
and Social
Research Council



The
Health
Foundation

"Good support isn't just about
'services' – it's about having a life."

Bradford District and Craven
Health and Care Partnership



Introduction

The event was held with colleagues who had been involved across the duration of the twelve-month project and included members of the Citizen Panel and newly appointed home care provider organisations. A graphic artist was also present and images from the event are included.

This summary report provides the outputs from this event which have been adopted by the community involved in the new home care service.

The appendix at the end includes a PowerPoint slide deck from the event with outcomes of the change accelerator tested during the project, and the core messages from the Citizen Panel who were central to the work.

Workshop outputs

Task:

Participants were divided into groups to discuss and capture actions relating to the following:

“In the pilot CHWS, where the citizen is collaborating as a respected, equal partner in care planning and delivery, with trusted care workers, and care tasks are a means to meeting a personal goal”:

How do we plan to build lasting TRUST in our relationships?

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How will we consistently exhibit RESPECT in our relationships?



Participants feedback on their key messages and then all members voted on their **top priorities**, listed here:

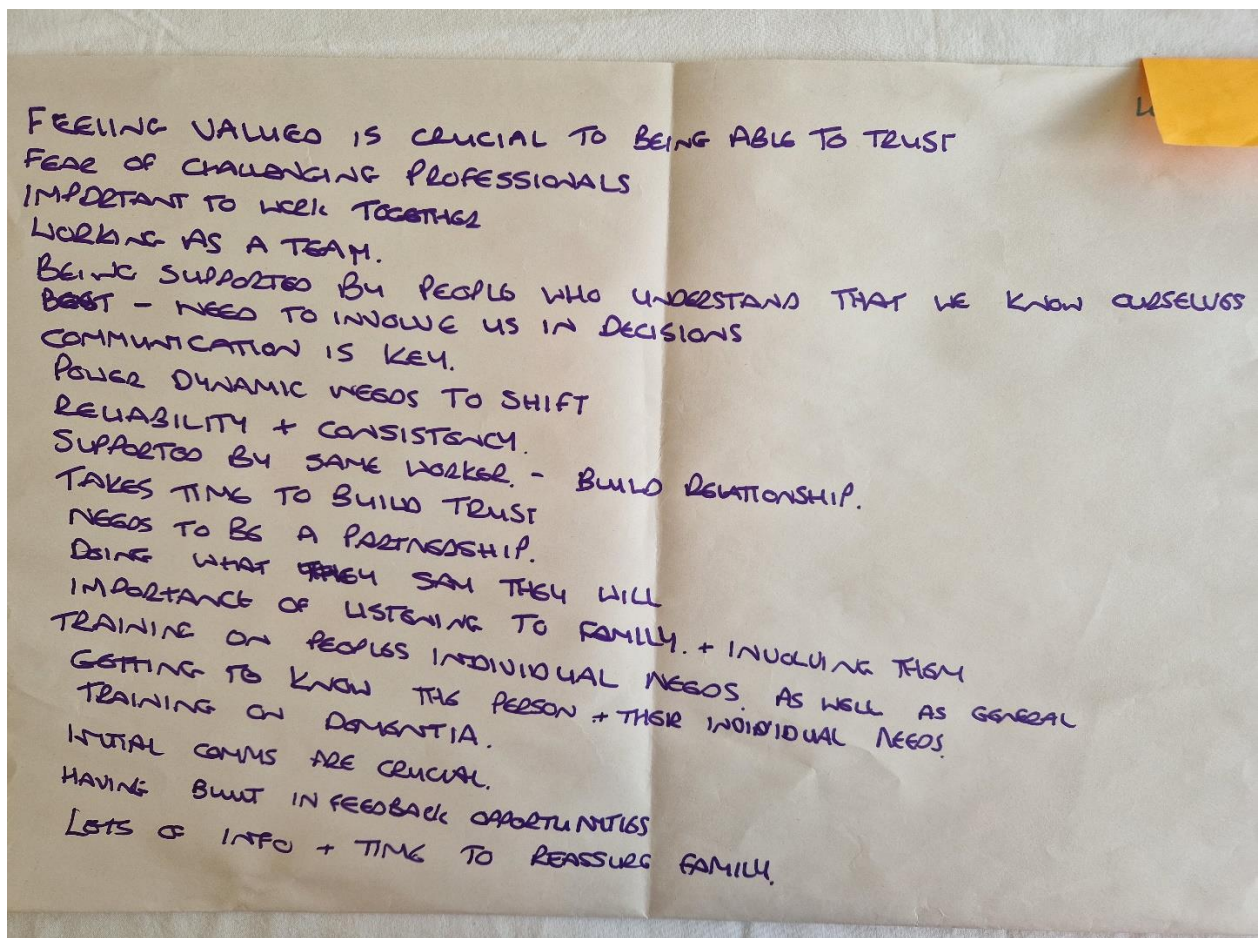
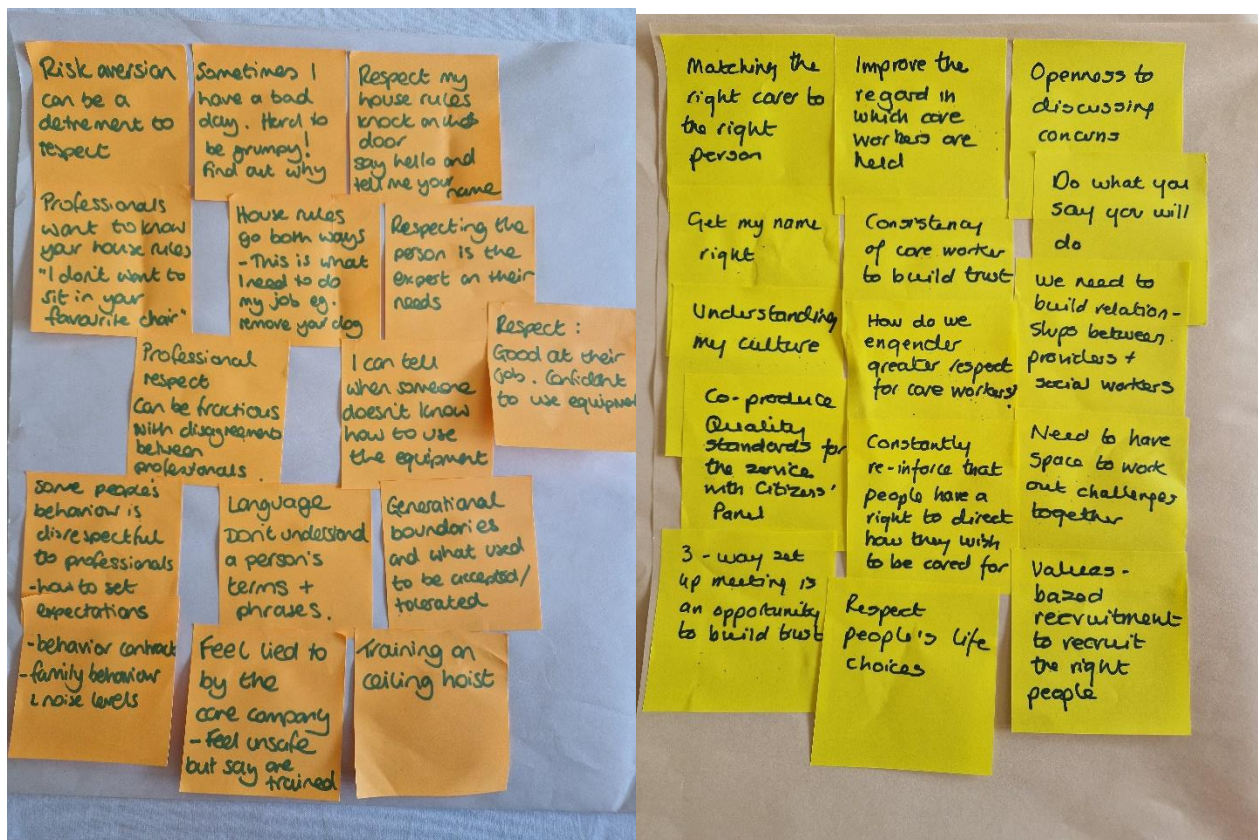
- EQUAL partners in the whole team = RESPECT (top ranked)
- TEAM feeling valued (ranked second)
- WE see ourselves as a team – get together to do this! (ranked third)
- Trust goes hand in hand with our values
- Make decisions together
- Values – recruit to these and build on them
- Respect the person IS an expert: care plans/notes demonstrate this and we are open in our communications
- Regular, structured, informal ways to communicate
- MEET to work out HOW we reach our aspiration
- Co-create a quality framework we can work together on
- Consistently build TRUST by showing RESPECT
- Keep to the house rules when visiting
- Collect evidence of what WORKS and share it
- “I didn’t ask for this disability. You DID ask for this job”
- Sharing when behaviours are NOT okay, IS okay.
- Coming together

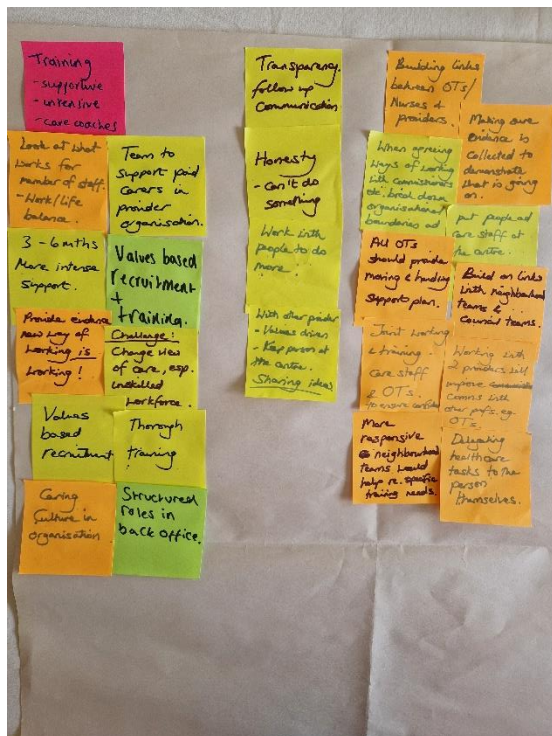
Images below demonstrate the deeper messages participants wanted to action going forward.

Group messages:



Messages by tables:





Next steps

The work will be adopted by the teams participating in the mobilisation due to start in September 2024 and continued by the citizen panel, facilitated by the Leeds city council commissioners.

Appendix



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Demonstrator Leeds 5