

## **Sandbrook Short Term Assessment Unit.**

Coproduction meeting – 3rd November 2023.

Feedback from participants at the meeting.

Purpose of the meeting:

- Marketing and promotion.
- Complaints, comments, and compliments
- Policies.
- Next steps.

During 2023, the Sandbrook Coproduction Group have met to look at the developing the Care and Support specification. The areas we have looked at are:

- Purpose of the Short-term assessment unit.
- Description of service.
- Service objectives.
- Provider objectives.
- Service availability and Technology Enabled Care Systems.
- Service user outcomes.
- Individual outcomes.
- Key partners & wider support.
- Market engagement.
- Referral process & wider support.
- Eligibility.
- Employment / Education / Staffing / training / Skills & Volunteering.
- Manager staffing and structures.
- Recruitment / values and interviewing.
- Minimum Standards Provider.
- Monitoring / quality assurance & contract monitoring.

Propose a pause from November to reflect on where we are up to and then come back together to look at the draft specification in February.

Groundbreaking ceremony and presentation to Cllr Cummins and other people, specification, building and sensory room.

Meet the provider event will also be arranged and people from the Co-production Group will also be invited to attend.

Invite the manager of the new LD Team to be part of the Sandbrook Co-production Group – to develop relationships and for them to understand the expectations of the Co-production Group.

The Co-production Group will have a role to work with the manager and the LD Team to monitor the Assessment Unit when it opens.

**Idea:** sometime in 2024, to have a meeting with the LD Team, Mersey Care, and the provider with the group about the service and how it will work.

### **Marketing and promotion.**

Need to market the service for people who are going to perhaps use it.

A one-page document that goes into the specification – flow chart/process map for eligibility. To be able to share to social care team – the gatekeepers – the LD Team. It will be a wrap-a-round service. This will need to be co-produced with the LD Team.

The LD Team will be responsible for marketing the service.

The main criteria will be LD and/or Autism.

The primary condition at the time will be the concern but some people may have complex issues, which may include mental health support needs.

Steve also having meetings with senior staff from Mersey Care.

Staff from Mersey Care Autism Team need to be involved in this work and should be invited to come to the meeting with the LD team when arranged.

### **Complaints, Comments and Compliments.**

The provider needs to provide Sefton Council with their policies.

Sefton Council also has their own complaints policy and process.

Comments and compliments can also be made creatively and informally. The people who are using the service should be involved in making sure their feedback can shape the service. The Provider should work in a co-productive way - honesty, transparency, and engagement.

Should be at the very beginning.

Allowing people to say what's good and what needs to be improved.

Some autistic people are fearful of making complaints.

Feedback can be included in the monitoring tool for providers. Monitoring officers can ask for examples of how people are engaged to give feedback.

Don't just need qualitative data, need more insight from people.

Question for providers and at the market engagement event: Should be part of the recruitment process – include a question to find out how the provider collects feedback from people who use services.

Need to show potential providers how we have worked together and how this should be continued through the commissioned contract, including the monitoring of the service.

### **Policies.**

There will be a standard set of policies i.e., safeguarding, staffing etc.

These need to be up to date and that there is a review date.

They need to be linked to the training programme.

**Action:** The list of policies will be brought to the meeting in February.

Short-term policies may need to be considered. For example, a quicker induction for people who haven't got a transition period or may only be at the assessment unit short-term.

For the specification, the policies should be in separate lists, rather than one big list.

### **Other:**

As part of the recruitment process, members of the group should be involved to ask questions.

The providers should then be invited to come in and do a presentation.

Need to include scenarios and ask providers to respond.

Members of the group will meet to prepare for the recruitment and tender evaluation process. People will need to score individually (to comply with Procurement rules) but can get together to discuss. A training session for all, with procurement, can be organised, nearer the time.

### **Next steps.**

- Promotion of the group and let people know about the work (Open Day) (Autism sub-group).
- Spade in the ground day – will be arranged soon but may be short notice.
- January 2024 - meeting with Hope University, so they can feedback the results of the work they have done so far and the plans going forward.
- Promotion of the work and ask people to be involved in the sensory room.
- February 2024 – review draft specification.
- March/April 2024 – half-day training session on the commissioning/procurement.
- Market engagement event – to be organised (date to be confirmed).
- Meeting with LD Team and Mersey Care (to be organised).