







# Quality Improvement Network

Briefing paper for the SIFs (Service Improvement Forums)  
February 2016

For people who use adult social care services and their carers

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## Get Involved

### Choose Community Support Workers

We are recruiting new Community Support Workers. These workers will provide support to people in their communities to help them stay independent, safe and well. They will mostly be working with older people, so we'd like two older people to take part in choosing the best people for the job.



If you're interested, you will take part in role plays where you play the part of someone who may need help. You'll decide how well the applicants talk with you and find out what you may need.

If you're interested you'll need to be free on the afternoon of Friday 22<sup>nd</sup> February. We will cover any costs you have for taking part e.g. bus or taxi fares. Please let Christina know if you're interested. Contact details are on the back page.

## Give your views on a HealthWatch service

HealthWatch Sheffield is the voice for Sheffield children, young people and adults on anything to do with health and care in Sheffield. It also checks up on services and can visit services without notice.



There will be a new contract for HealthWatch Sheffield from April 2017. When it was first set up Sheffield people told us some key things that they wanted it to do. We'd like to find out whether you think these things are still important, and whether you have any other ideas about what HealthWatch should do.

You can find out more and give your views on a HealthWatch service at [www.sheffield.gov.uk/healthwatch](http://www.sheffield.gov.uk/healthwatch). Or request a paper survey from Amelia Stockdale on tel 0114 2057141. Please think about what a future Sheffield Healthwatch should look in the future, and what is important to you and the city as whole.

## Right First Time Citizen Reference Group (CRG)

The CRG is a group of Sheffield people who work with managers and senior officers to transform the way health and social care is delivered in the city. They have been involved in; developing better access to community services and out of hours GP appointments, helping people stay well at home for longer and links between mental and physical ill health.

The next CRG meeting is on 24th February 2016, 1pm and 4pm at the Quaker Meeting House.

Please contact the Involvement Team to book your place on [Involvement@sheffield.gov.uk](mailto:Involvement@sheffield.gov.uk) or tel 0114 203 9325.

## Your Network Achievements

### You're Choosing Social Work Students

Blake and Lee from the Adults SIF have taken part in training with Sheffield University to choose the students who will train in Social Work at Master's degree level. Geoff will also take part in the next lot of training which will be delivered by two foster carers. Blake and Lee will now take part in the interview panels with the academics and a team manager.



During the training they also spent time deciding on the questions they would want to ask students and the answers that they'd be looking for.

Lee said 'training was very good and I'm looking forward to further involvement'.



## News from the SIF meetings

### Adults Forum

The Adults forum talked about the important things from the Quality Live event that they would like to focus on. These were; outcomes based services, more variety in respite services, and help to find your way through information.

The forum said they would like to see more co-production (working together) and more involvement from service users in checking up on how well we're doing, such as having service users on the board that checks up on contract performance and in setting survey questions.

They also requested that providers have local workers for local care. Robert Broadhead agreed that ways for staff to work in an area of the city will be looked at.

## Learning Disabilities Forum

The forum talked with Christine Anderson, Commissioning Manager about making sure we have good quality services. Christine explained that the council carries out a lot of checks with an organisation before contracting with them. This includes looking at how they make sure they have a good quality service. The council visits to check up on them. Service users are involved in this too.



Last year five residential homes for people with learning disabilities changed to supported living accommodation. The forum have written some questions that will be asked to the tenants and families involved. This is so that we can find out what they think about the changes that took place where they live.

## Carers Forum

The forum talked with Phil Holmes, the Director of Adult Services about some new professional standards he wants social work staff to work to. They also discussed ways to bring in the national

Dignity Challenge. You can find out more about this at [www.dignityincare.org.uk/About/The\\_10\\_Point\\_Dignity\\_Challenge/](http://www.dignityincare.org.uk/About/The_10_Point_Dignity_Challenge/)

Members were asked how they would like us to develop better advocacy services in the future.

Officers and carers are working together to create a way of recording stories from carers to show a day in the life of a carer. This will show when things work well and where there are things that need improving.

## Quality Live

In November last year the SIFs held the Quality Live event to set priorities for the coming year. The SIFs feedback on this is:

- They would like to see more working together of customers and officers
- Less specific discussion topics so it's easier for people to engage
- Less time on voting for priorities and more time for discussions

Each SIF will be following up on the priorities from the event to put forward ideas to make improvements and check up on whether those actions are making a difference to the quality of services people receive.

### The next SIF meetings

The SIFs will be looking at action plans for the coming year, putting forward ideas and looking at ways they can check up on progress. They'll want to know whether people are seeing a



difference in the quality of services they're getting.

Some ideas they will talk about are; introducing champions to improve staff knowledge and expertise, bringing in dignity awards to encourage better levels of care, and having workers located in a particular area of the city so they get to know people and services in that area.

They will also look at how people can be involved in quality checks in the Learning Disability service.

The Carers forum will hear an update on the Carers Strategy and plans for services in Sheffield, including respite. They will also look at what they want from HealthWatch in the future. Further information on how you can respond to this topic is on page 2.

If there is anything you'd like SIF to discuss, or if you want to have your say on what you've read here please get in touch.



## News

### Autism friendly cinema screenings

Dimensions has worked with cinemas to provide autism friendly cinema screenings every Sunday morning. Adjustments at the cinema reduce over-stimulation and create a welcoming place for people with autism to enjoy films with their families, friends or carers. To find where and when screenings near you are taking place please



contact ODEON, Cineworld, Vue and Showcase cinemas.

## Free Health Service App

Sheffield NHS health service finder app can be downloaded for free. The app gives clear details about what each NHS service does, when it should be used and uses location settings to tell you your nearest service. It also has a symptom checker, as well as information on self-care, first aid and healthy living advice.



You can also record notes, set appointment reminders and link to other useful services. You can download the free app by visiting your app store and searching 'NHS Sheffield'.



### Contact us

Please get in touch if you have any feedback on anything in this paper, if you'd like to get involved, or speak to a SIF rep. Or, if you wish to be sent this paper or stop getting it please contact

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Sheffield, S1 4PL

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### Alternative formats

This briefing paper is available in alternative formats including large print, Braille, and audio cd. Please let us know which format you require. Contact details above.