

Somerset's local account of Adult Social Care services – It's not too late to tell us what you think

What is a local account?

As part of government plans to make local authorities more accountable and transparent to their residents, councils produce an annual local account to tell people what their Adult Social Care department is doing. The local account explains how much the Council spends, what it spends money on, what it is doing, and future plans for improvements.

Have your say on Somerset's local account of Social Care for 2013-14

We have begun work on the 2013-14 local account, and are keen to have your views on what it should contain and how it should look.

We want people to tell us about their experience and what is important to them.

Please print the form on the pages below and return it to

The Local Account
Adult Social Care Commissioning Team
B2 East
County Hall
Taunton
Somerset
TA1 4DY

Engagement event for our local account and our new draft Charter for Personalisation

On 11 March 2014 we worked in partnership with Heathwatch and Compass Disability Services to hold an engagement event for service users and carers.

To have your say on the draft Charter for Personalisation follow the link to the Charter.

The Personalised Care and Support Charter has been developed to set out our clear commitment to people to deliver person-centred care and support.

Somerset's local account 2013-14

This year we consulted to find out:

- what people wanted to see in the local account
- what sort of format they wanted
- how they wanted to read it
- what they thought about services

Local Account for Adult Social Care in Somerset County Council

1) Information and Advice: Having the information I need when I need it

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Does not apply
"I have the information and support I need in order to remain as independent as possible."						
"I have access to easy-to-understand information about care and support which is consistent, accurate, accessible and up to date."						
"I can speak to people who know something about care and support and can make things happen."						
"I have help to make informed choices if I need and want it."						
"I know where to get information about what is going on in my community."						

Please tell us three priorities that are important to you about information and advice:

- 1.
- 2.
- 3.

Things you want to tell us about the answers you have given:

2) Active and supportive communities: keeping friends, family and place.

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Does not apply
“I have access to a range of support that helps me to live the life I want and remain a contributing member of my community.”						
“I have a network of people who support me – carers, family, friends, community and if needed paid support staff.”						
“I have opportunities to train, study, work or engage in activities that match my interests, skills, abilities.”						
“I feel welcomed and included in my local community.”						
“I feel valued for the contribution that I can make to my community.”						

Please tell us three priorities that are important to you about your community:

- 1.
- 2.
- 3.

Things you want to tell us about the answers you have given:

3) Flexible integrated care and support: my support, my own way.

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Does not apply
“I am in control of planning my care and support.”						
“I have care and support that is directed by me and responsive to my needs.”						
“My support is coordinated, co-operative and works well together and I know who to contact to get things changed.”						
“I have a clear line of communication, action and follow up.”						

Please tell us three priorities that are important to you about care and support:

- 1.
- 2.
- 3.

Things you want to tell us about the answers you have given:

4) Workforce: my support staff.

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Does not apply
"I have good information and advice on the range of options for choosing my support staff."						
"I have considerate support delivered by competent people."						
"I have access to a pool of people, advice on how to employ them and the opportunity to get advice from my peers."						
"I am supported by people who help me to make links in my local community."						

Please tell us three priorities that are important to you about the people who support you:

- 1.
- 2.
- 3.

Things you want to tell us about the answers you have given:

5) Risk enablement: feeling in control and safe.

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Does not apply
“I can plan ahead and keep control in a crisis.”						
“I feel safe, I can live the life I want and I am supported to manage any risks.”						
“I feel that my community is a safe place to live and local people look out for me and each other.”						
“I have systems in place so that I can get help at an early stage to avoid a crisis.”						

Please tell us three priorities that are important to you about managing risks:

- 1.
- 2.
- 3.

Things you want to tell us about the answers you have given:

6) Personal budgets and self-funding: my money.

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Does not apply
“I can decide the kind of support I need and when, where and how to receive it”.						
“I know the amount of money available to me for care and support needs, and I can determine how this is used (whether it’s my own money, direct payment, or a council managed personal budget).”						
“I can get access to the money quickly without having to go through over-complicated procedures.”						
“I am able to get skilled advice to plan my care and support, and also be given help to understand costs and make best use of the money involved where I want and need this.”						

Please tell us three priorities that are important to you about paying for your care and support:

- 1.
- 2.
- 3.

Things you want to tell us about the answers you have given: