Progress since Hearsay! 2015

What work has the Council carried out from the recommendations made by service users and carers at the local Hearsay! events?
You said: We need a joined up health and social care system that offers appropriate and adequate information, advice, communication, to offer a much more coordinated and integrated experience of health & social care

What we have done:
• Announce the results from the consultation about the Information and Advice Strategy and Specialist Advice service and how the priorities identified could be taken forward under a combined health & social care
• Look at the effectiveness of the first pilots in setting up ‘Integrated Locality Teams’

• Report on progress towards a joined-up health & social care service via the Oxfordshire Clinical Commissioning Group

• Publish the results for Oxfordshire from the National Carers Survey to inform how best to bring carer support together within health & social care
You said: There is a need for a personalised, holistic approach to care with an emphasis on maintaining a person’s quality of life.

What we have done:

• The technical ability for all health and social care partners to join the Oxfordshire Care Summary will become available from Autumn 2016.

• We have sought to take on a smaller number of organisations to provide ‘Help to Live at Home’ (Home Care) services across Oxfordshire.
You said:  There are gaps in age appropriate services for younger people and working age adults

What we have done:

• We have selected a provider for a new ‘Wellbeing & Employment Support Service’

• We have published the results from ‘The Big Plan’ consultation into Learning Disability Services & how different services will be taken forward
• In collaboration with a carers’ group, we have started a review of Respite Care services

• New buildings for Extra Care Housing schemes are being completed
You said: There is not enough support for family members who are carers.

What we have done:

• We will check on the number of joint assessments being taken up
• Increase the number of carers registered on GP systems
• Monitor the number of completed self-assessments
• Redesign the online self-assessment form
You said: We should develop a Customer Charter for Social Workers, Occupational Therapists and Care Support Staff in Adult Social Care

What we have done:

• Worked with a group of carers & social workers to develop and publish service standards