

**Leicestershire Equalities Challenge Group (LECG) Workshop Notes**  
**Friday 9<sup>th</sup> December 2016**

**Feedback from group asked what they would like to see on a poster aimed at people not yet in the social care system, but may require some help**

- Directing people to where there is further information
- Signposting to advocacies
- Not too much info – people won't bother to read it.
- Webinar/videos
- Invest in 3<sup>rd</sup> sector in terms of advice and information, upskilling staff and taking a holistic approach
- Everyone is entitled to an assessment of need and may be entitled to help towards this
- People don't have a clue what is out there to help
- Signposting to website
- Do online systems/self-serve work? Would people use it? (if signposting here)
- Detach care assessment from financial assessment
- There may be help, but there may be a charge
- Needs to be Easy Read, simple and straight forward
- Videos could be used and subtitled – often GP surgeries now have digital advertising
- Target a certain group to sort themselves out via signposting
- Charities/Citizens Advice – offer support with advice and information
- Signposting should be main purpose of poster. Do you actually need an assessment?
- Use of motion graphics
- Colour coding deemed to be very important – can split into categories (key) dependant on which category you fall under depends on which colour you follow for information – this could lead to leaflets in colour and can be followed through on website
- Scenario examples – HMRC do this – people can then self-navigate to correct info
- Where would these posters be situated – GP surgeries, chemists, A&E, community centres, parish council offices, volunteer centres
- Could we do an online chat facility
- Could we have 'community champions' based in libraries or community hubs

**Feedback from group asked what they would like to see on a leaflet aimed at people maybe on hospital discharge who may be thinking about care needs**

- Thoughts on current leaflet;
  - Not accessible for people who are deaf (remember use BSL charter)
  - Too wordy, too much info concentrated in one document
  - English used is too high level
- Need something visual, maybe some role play if using the web
- Need someone who can do sign language on the web

- Be careful on language used;
  - Keep it simple
  - Keep it to key points
  - Use more pictures
  - Use words like 'choices' rather than 're-enablement'
- If deaf person is in hospital, how would that person understand the information - will the hospital offer sign language resources. The government legislated in July that information must be accessible. Rely on hospital to provide interpreter, so does this mean NHS is picking up the burden of social care?
- Have a simple flowchart to show the pathway – show steps of what the person will be going through after discharge, so the NHS/care team can go through it with the patient as early as possible. Essential before discharge to have clear to understand care package
- Service Users who were consulted were not from the deaf community – please ensure they are consulted.
- Need to strip it back to plain English, simple words and pictures
- Discharge staff in hospitals need to be trained and educated to do easy to understand/simple information
- Contact – Richard Moody (NHS), he helped LOROS with their info.
- Realise info is complicated but need to be aware of above issues as it can save long term on finances and on number of complaints
- When translated to a different language, it will be very difficult if high level language is used
- Digital – be mindful of BSL charter. Good example is “open up a link that is signed”
- BDA – how to do videos/role play – Pam Sly? (LECG rep) will let Action Deafness know that this review is happening, so contact her.
- Contact Mina Rodgers (LECG rep) regards BME leaflet
- Use BSL charter guidelines, then you can use the BSL logo
- Make it visual, i.e. a picture of a house – need lots of visual representations
- Use words like “you may have to pay” rather than a number
- Needs to be open and honest, maybe have a short line on the cost of the assessment so people will know they have to pay so don't waste your time/their time in going through an assessment if it is not needed
- People don't know what their entitlements benefits are – need signposting to say Age UK
- Where do deaf people go if they cannot understand the form or needs translation – make this clear on form. Need level 6 skills and registered
- Use braille when appropriate
- Education and training is required for people in other organisations like volunteers in Age UK for example
- Invest more in Signposting services like in Manchester

**Feedback from group asked what they would like to see on a fact sheet aimed at people wanting/having an assessment**

- Need to ask service users what they would want to see in a fact sheet
- Different variations of fact sheets to target specific service user groups
- Separate fact sheets for relatives and third parties

- Clarify responsibilities/roles – who commissions care?
- Access/idea/decision over mental health advocacies
- Integrate information with other organisations – Health
- Which are the care providers I need to pay for?
- Service group – get actual examples to use