



Adult Care & Health Participation Strategy

Our Commitments

In the Adult Social Care Strategy 2022-2025 Best Life Derbyshire, we focus on a number of priorities:

Communication & Engagement

- How we communicate with people
- How we involve and collaborate

Working in equal partnership with local people

- Community focus
- Co-production

Best Life Derbyshire

Health Communities
Prevention Support

Advice Connected
Universal Support

Lead your best life

look out for one another

Independent

Quality of life
Support



Participation Strategy

This strategy sets our vision to those key priorities and to ensure participation is at the heart of everything we do.

It describes our commitment to listen and work with local people to develop health and social care services which meet the needs of the people of Derbyshire.

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Participation Strategy

We know that by working with the people of Derbyshire, we are better able to reduce inequalities and improve experiences and outcomes if our services have been co-designed with the people that use them.

This strategy sets out our commitment and outlines how people can become involved and influence change.

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Levels of Participation



Providing people with information to help them to understand any problem and possible solutions

Gather data, insights and feedback from Derbyshire residents on a proposed change

Work with Derbyshire residents and experts by experience to ensure opinions and experiences are consistently understood and considered through continual conversation in a variety of forums

Involve people in every area of decision making. Working with Derbyshire residents to inform solutions and use their advice and recommendations in decisions. Recognising co-production is a long-term relationship

Put decision making in the hands of local people. Person centered care is an example where people make informed decisions about their care, look after their health and wellbeing and access the right care at the right time

Inform

Consult

Involve

Co-produce

Empower

Our commitments

Valuing Participants

- We will value and work with people's skills, knowledge and interests to improve services
- Knowing who to involve – why they are involved and what they can do
- We will be honest and open and promote mutual trust

Managing Expectations

- Being clear about the scope of co-production and what can and cannot be achieved
- Ensuring everyone involved has the information they need at the right time
- Treating each other as equals with dignity and respect in language and actions

Acting on Feedback

- Using the knowledge and skills of participants and experts by experiences, including that which arises from contact with services, knowledge gained will be validated and utilised
- Doing not just talking
- We will identify and overcome barriers to participation
- Using a range of different media outlets to deliver information and to promote participation

Bottom-up Approach

- We will take time to look at how we do things and change them if we need to
- Being open minded towards new ways of doing things
- Being creative and flexible and being prepared for change and difference
- The Senior Management Team being visible in the process

Evaluation

- We will let people know what we are learning and achieving through co-production and continual 360° feedback
- Measuring the impact of working together. We will feedback what we are learning and achieving through co-production by regular feedback

What will this look like in practice

Information

- We will ensure through engagement and co-production wherever possible, that information we produce is relevant, understandable routed in feedback from people with valuable lived experience

Culture of Co-production

- We will ensure the ideal of co-production is embedded in the day to day working practices of all Adult Care staff, who will identify the appropriate junction at which co-production should take place or consider why it is not relevant or appropriate to do so
- Co-production is a two-way process and takes place before any pre-conceived ideas have been developed (starting with a blank page, wherever possible)

Communication

- We will use innovative accessible approaches to communicate and engage with stakeholders by using a variety of methods and media using clear languages to suit their needs
- Engagement exercises should be relevant to the work and fit for purpose

Equality of Involvement

- Creative and blended methods will be used for consultation and involvement, including social media, online surveys, phone calls, online and face to face focus groups
- If feedback cannot be implemented, reasons should be clearly given

Budget

- Funds for co-production, engagement and consultation will be facilitated through the Stakeholder Engagements and Consultation Team budget
- There is a separate policy regarding remuneration for Stakeholder engagement and co-production



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