

## **APPENDIX B**

### **Key principles for supporting service users**

**We have considered the feedback from the consultation regarding the support through the changes to adult provider services, and used it to establish some key principles on how these changes should be introduced. Our key principles will include:**

#### **Acknowledgement that the changes may be difficult:**

We recognise that the planned changes to services are likely to be difficult for many people. We recognise the effects of these changes may extend to many people: those people who are actually using the services, those family and friends who provide care and support to service users and our own employees at the services.

We recognise that for some these difficulties may be greater than for others depending on a host of individual needs and personal circumstances.

While we have been clear from the start of the New Option consultations about the financial circumstances behind why we are making these changes and that doing nothing is not an option; we nonetheless recognise and want to introduce the changes in the best way we can and have looked to the feedback from New Options consultations to help us in planning how we should do this.

#### **The need for clear, honest and timely communication:**

Feedback from the New Options consultations told us how difficult it was for people to understand things fully when there is a lot of complex information. We recognise that we need to make sure that we have provided all the necessary and accurate information in a clear and accessible way.

The feedback also told us how important it was that all information is available in plenty of time to help people plan and prepare for these changes – whether that be to prepare themselves or to plan the support for other people.

#### **The need to produce clear individualised plans:**

We know from the feedback how important it is to give very careful consideration to the individual needs of each service user before introducing these changes. We need to be working alongside our colleagues in the assessment teams to make sure we get things right in the first place for our service users before introducing the changes.

#### **The need to involve the support of others:**

As stated above, we recognise that the effects of these changes are likely to be felt by others; not solely those accessing and working in those service areas affected.

We have gathered from the feedback many suggestions as to other people who may need to be involved in order to understand and prepare themselves for the way changes are likely to happen.

We also have feedback as to those people who need to be involved and have the clear, timely communications in order to provide the support and continuity to individuals directly affected.

We recognise that in order to ensure our service users have the best experience and outcomes from the changes, they need the support of staff who are skilled and working with continuity. We recognise also that we would want to share our skills with relevant people in the community in order they can better support service users as we move to more community based activities.

#### **The need for a transition period with support**

We recognise the need to build in some time in which to plan, prepare and move in to the changed arrangements. We understand that it is in everyone's interests that the transition is good and builds upon these principles established from the feedback.