

About the Inquiry into the Challenge of Care at Home



The Care at Home Inquiry



Keeping safe, happy and well in their home is one of the biggest challenges faced by individuals, their families, the NHS and local authorities.

Too many vulnerable, and mostly elderly citizens enter expensive hospital services for preventable reasons, and then become stuck inside the medical system. Unable to go home, into supported care-homes or leave hospital. The problem is getting worse, not better.

We want people who deliver 'Care at Home' services to take our challenge by joining the 'Care and Home Inquiry'. Too often the service provided is reduced to performing tasks in the shortest possible time. Help us find ways to care that work on an emotional, person centred and practical level.

Seeking caring professionals

In this unique 'challenge' we want to recruit the 'citizens already working within health and social care'. Drawn from across a range of specialisms and professional grades. Such as OTs, nurses, GPs, social workers, and frontline care providers. We aim to recruit as diverse a group as possible, who will meet as equals during six evening inquiry sessions.

Producing recommendations that will make a real difference to the lives of vulnerable older people, their families and to the work of public bodies.

Call for Commissioners and Oversight Panel members

Everyone has personal experiences of the 'care at home' system, and has stories related to themselves, their work or family members. Our expert facilitators from Shared Future will help participants explore the soft boundaries between their 'personal' and 'professional' roles.

To support the Inquiry we need the help of experts in Care at Home: Commissioners, NHS leaders, politicians, public health academics

If you decide to get involved your role, will be either:

- Join the small oversight group of 5 to 6 experts setting the Inquiry question
- Suggest expert witnesses and help us recruit and select participants
- Listen to the recommendations and work with the inquiry members to help implement change
- Share the learning with colleagues and stakeholders across Greater Manchester.

For more information, visit the Shared Future Care at Home Inquiry webpage
<https://sharedfuturecic.org.uk/inquiry-into-challenge-care-home/>



A Citizen Jury Case Study: Wirral Alcohol Inquiry

Commissioned by Wirral Borough Council and led by Shared Future, local residents considered **"What can we all do to make it easier for people to have a healthier relationship with alcohol?"** Over nine sessions, they were encouraged to think and talk about the impact of alcohol in their community. Experts informed their thinking, but couldn't offer solutions. The group included people with direct experience of alcohol harm and those with none. During the last two sessions the group produced a set of 21 prioritised recommendations, which they then presented to politicians, health service managers and other key stakeholders with the aim of changing how local policies and services were implemented. Like: **"Limit the number of licensed premises. Educate the public they can have a say on local licensing."** But there were many more recommendations produced, covering a huge range of topics.

Our Inquiry into Care at Home is different. Inquiry members will be professionals, and the experts will come from the general public, from voluntary organisations and from academics studying Care at Home.



What you need to know

- Participants in the inquiry will not be paid, except for meeting essential expenses.
- They have to commit to meeting over six evenings, each lasting around 2.5 hours, in central Manchester.
- They will be working as a team drawn from all levels of the NHS and its partners. Different skills, but everyone equal. No voice will hold more sway than another.
- It will be a unique opportunity to learn about and influence how Care at Home is delivered in Greater Manchester.
- Recommendations will be shared widely, and presented directly to lead commissioners, politicians, care deliverers and those responsible for NHS and social care services at a event this autumn.
- The Inquiry has the backing of the GM H&SC Partnership's Person and Community Centred Approaches Team.
- While it will consider adult social care the focus will be on older people's 'Care at Home' services.



When is it going to happen?

We are recruiting participants now. By responding to our simple signup form they will put their name in the hat. Because we are seeking a balanced and diverse group of participants we can't guarantee them a place now. **If invited to join it will take place over 6-8 weeks later this summer.**

Who is supporting the Inquiry?

Primarily the participants, who will make it work. They will be central to the whole process. They will be supported by:

Witnesses – who we are calling 'commentators' will be invited to some sessions to bring in their lived experience, and offer different perspectives.

Expert facilitation led by Shared Future CIC

will help participants explore the boundaries between your 'personal' and 'professional' roles. Guiding the participants towards making innovative and deliverable recommendations for change.

An oversight group with a range of expertise

and the experience to help the facilitation team design and deliver the inquiry. Key commissioners and public engagement experts will set the "Inquiry Question": A compelling 'call to attention' that we will use to frame your conversations.

Collaborating Out Loud will help amplify

the influence of the Inquiry, help recruit participants and share the learning. Find out more about them at <http://collaborateoutloud.org/>

Everyone involved will have personal experiences of the care at home system, and we know NHS staff and social care teams are doing what they can, and have stories related to themselves or family members. **The Inquiry seeks to build on that passion, professionalism and empathy.**

Take part or to find out more

Our team is led by Jez Hall of Shared Future, and includes Andrew Burridge of North West Employers; Claire Haigh of Collaborating Out Loud; Liz Richardson, of Manchester University; and Susanne Martikke, from Greater Manchester Centre for Voluntary Organisation.

Take part:

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