

# Join 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 '**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.**

## Get involved in the Challenge

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 your 'personal' and 'professional' roles.

***You must be passionate about the subject of 'care at home' and to improve it, for all***

We want our inquiry members to be inspired by that kind of real and 'lived experience'; of themselves, and of the commentators we will bring to the inquiry; and then use that energy towards making their own and collective recommendations for changing how Care at Home services operate.

**Keeping people out of hospital wherever possible, fulfilled, happy and safe, living well in their own home and within a supportive community.**

**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.
- You will have to commit to meeting over six evenings, each meeting lasting around 2.5 hours, in central Manchester. Food and refreshments will be provided.
- You will be working as a team 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.
- Your recommendations will be shared widely, and presented directly to lead commissioners, politicians, care deliverers and those responsible for NHS and social care services.
- 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 we will put your name in the hat. Because we are seeking a balanced and diverse group of participants we can't guarantee you a place now. **If you are invited to join it will take place over 6-8 weeks in September and October this year.**

## 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. These will be front line volunteers, carers and people receiving 'care at home'

**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** 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.

Sign up here: <https://sharedfuturecic.org.uk/inquiry-into-challenge-care-home/>

