

Frequently Asked Questions (FAQs) Supporting Lives, Connecting People

These FAQs are based on the experiences from the implementation in Chichester, Rural north Chichester and Bognor. With the roll-out of Supporting Lives, Connecting People continuing across the county, this is therefore a 'live' document that can be added to and amended as additional FAQs arise.

If you have a **new** question not covered in this document please send it to our mailbox: supportinglives.connectingpeople@westsussex.gov.uk

We will update this document as further common questions and comments arise. For clarity new questions in further editions will include the date that they were added.

Hyperlinks

Click on the links below to go straight to the answers for the following questions.

1. AN OVERVIEW

- [What is Supporting Lives, Connecting People \(SLCP\)?](#)
- [What is Community Led Support?](#)
- [What are the principles of Community Led Support?](#)

2. TALK LOCAL – 'IN A NUTSHELL'

- [What is a Talk Local?](#)
- [How will residents access a Talk Local? Will they need a referral?](#)
- [What will happen when residents arrive for their first appointment or drop in?](#)
- [Can family member or friends attend appointments with the resident?](#)
- [Will appointments be held in private?](#)
- [Will workers involved in Talk Locals have access to medical and social services records? What agreements will be in place for this?](#)
- [What if the person is unable to attend a Talk Local?](#)
- [How many Talk Locals will there be, and where?](#)
- [How will the venues be selected and what resources will they have?](#)
- [What venues for Talk Locals are already in use?](#)
- [What paperwork or computer systems will be used? What IT will be provided?](#)
- [Can people who live outside of West Sussex use Talk Locals?](#)
- [Is there a charge to attend a Talk Local?](#)
- [How will a 'drop in' system work?](#)

- [Can residents have virtual appointments, over Skype or Facetime for example?](#)
- [Is transport available to/from Talk Locals?](#)
- [Is there Wi-Fi and/or access to a telephone \(to phone for transport\) for residents?](#)
- [Is there parking and are there parking charges?](#)
- [Will there be support for those who are disabled and/or have mobility issues?](#)

3. TALK LOCAL – THE PROCESS

- [Who leads the Talk Local sessions?](#)
- [Will there be training for workers?](#)
- [Will there be new policies and processes to follow?](#)
- [Who will manage the staff?](#)
- [What happens after a Talk Local session?](#)
- [What information and advice is available?](#)
- [How will Talk Local be funded? How will the voluntary/community sector involvement be funded?](#)
- [Is Talk Local a trial?](#)
- [How will success be measured?](#)

4. ASSESSING AND MEETING NEEDS

- [What is a wellbeing conversation?](#)
- [Are these wellbeing conversations followed-up?](#)
- [Can short term support still be arranged?](#)

5. COMMUNITY ASSETS AND COMMUNITY NAVIGATION

- [What are community assets?](#)
- [What is the Talk Local Community Navigator function?](#)

6. FAMILY AND FRIEND CARERS

- [What about family and friend carers?](#)

7. SOCIAL PRESCRIBING

- [Are Talk Locals/Community Led Support the same as Social Prescribing?](#)
- [What is Social Prescribing?](#)

8. GENERAL QUERIES

- [What organisations will be involved in Talk Local? How can organisations get involved? What if I have suggestions for Talk Local venues?](#)
- [Who can I talk to if I have any questions?](#)
- [How can I share my views about the implementation of Community Led Support?](#)

Questions and Answers

1. AN OVERVIEW

What is Supporting Lives, Connecting People (SLCP)?

It is the West Sussex County Council Adults' Services programme of work to implement Community Led Support across the county. The name was chosen by people who use our services and family and friend carers.

What is Community Led Support?

Community Led Support has been described as a 'journey', a transformation or change programme - rather than a specific system or set of tasks that are implemented in exactly the same way, everywhere.

Community Led Support focuses on early intervention and prevention and aims to enable people to be as independent as possible. It is an approach which involves working with people to identify their strengths, capabilities and existing support networks to help to prevent or delay the development of their social care needs. It involves working collaboratively with a range of partners including people who use our services, family and friend carers, local community groups, voluntary and community sector organisations, the NHS, as well as officers in other council directorates, to design a health and social care system/approach that works for everyone.

What are the principles of Community Led Support?

At the heart of Community Led Support is a set of principles that steer how local support should be delivered, ensuring that the detail of 'what' and 'how' is determined with and by local people. The focus is on people not processes. The principles are:

- Co-production: A collaborative approach to creating change, which involves all individuals and groups affected by that change, working together as equal partners to create shared solutions and to influence the way that services are designed, commissioned and delivered.
- People can get support and advice when they need it so that crises are prevented
- The system is responsive, proportionate and delivers good outcomes
- Bureaucracy is the absolute minimum it has to be
- People are treated as equals, their strengths and gifts built on
- There is a focus on communities and each will be different
- The culture becomes based on trust and empowerment

2. TALK LOCAL – 'IN A NUTSHELL'

What is a Talk Local?

Talk Local sessions are the first offer to people who have had a 'wellbeing conversation' with a member of staff over the telephone (or who have been referred in by another route such as Proactive Care or the Prevention

Assessment Team) which needs to be followed up with a face-to-face appointment, rather than offering a home visit. They should be a place where people may be able to find resolutions on the day of the appointment and not just be provided with information and advice. They will be staffed by a range of disciplines (social workers, occupational therapists, Prevention and Assessment Team workers) and in a venue that is multifunctional, to enable:

- discussions around care needs to be held;
- functional assessments (including around bathing, toileting and step mobility) to be undertaken;
- telecare equipment to be available to demonstrate;
- information about resources in the local community to be available;
- carers support services information to be available or provided in person; and
- fire safety advice and equipment to be provided.

How will residents access a Talk Local? Will they need a referral?

Adults' Services CarePoint 2 staff will book residents into Talk Local slots at local venues. Or for those customers who have been referred through another route, such as Proactive Care or a Prevention Assessment Team, they will be booked in by a Locality Team worker.

What will happen when residents arrive for their first appointment (or drop in)?

Residents will be greeted on arrival and be able to sit and wait for their appointment time.

Can family members, carers or friends attend appointments with the resident?

Yes - we actively encourage this.

Will appointments be held in private?

Yes. Appointments will be held in a private space in the community venue.

Will workers involved in Talk Locals have access to medical and social services records? What agreements will be in place for this?

Staff working at a Talk Local will have access to the normal records that they can access when at their office base.

What are the criteria to attend a Talk Local?

Attending a Talk Locals is the default for all customers. The exception is if the person is physically unable to attend a Talk Local session in the same way that they may be unable to attend their local GP. In this circumstance only - a home visit can be offered.

How many Talk Locals will there be, and where?

By the end of 2019 we expect Talk Local sessions to be available across the county.

How will the venues be selected and what resources will they have?

Zero cost or low-cost community based venues will be selected. They will all be accessible and have space for a private conversation to take place. Some will also have facilities for functional assessments of activities of daily living.

What venues for Talk Locals are already in use?

The following venues are currently in use in the Chichester and Bognor areas and the public can access these sessions by calling or emailing Adults' CarePoint who are booking people into the slots available where appropriate. Or for those people who have been referred through another route, such as Proactive Care or a Prevention Assessment Team, they will be booked in by a Locality Team worker.

- Bognor Library
- Chestnuts Day Centre, Bognor
- Chichester Library
- The Brooks Day Centre, Pulborough

Please use this web tool to find the nearest existing Talk Local location:

https://public.tableau.com/views/ASCCommunityAreas/ASCAreas?:embed=y&:display_count=yes&:showVizHome=no

What paperwork or computer systems will be used? What IT will be provided?

The electronic care record (Mosaic) has been updated to support the recording processes required for Talk Locals.

Can people who live outside West Sussex use Talk Local?

No. Talk Locals are for West Sussex residents only. Relatives or friends who live outside the county can accompany the person needing support.

Is there a charge to attend a Talk Local?

There is no charge.

How will a 'drop in' system work?

For 'Go Live' Talk Locals will have pre-booked sessions only but it is intended that drop-in appointments will be available in the future.

Can residents have virtual appointments, over Skype or Facetime for example?

For 'Go Live' Talk Local appointments will be held in person only, but it is intended that online appointments will be explored for the future.

Is transport available to/from Talk Locals?

There is no specific transport for Talk Local sessions, however, a range of public and concessionary travel options can be used in addition to private transport.

Is there Wi-Fi and/or access to a telephone (to phone for transport) for residents?

Some Talk Local venues have access to the internet, Wi-Fi and telephones for residents.

Is there parking and are there parking charges?

Some Talk Locals have their own car park and others have public car parks or on-street parking available nearby (some charge for parking, others do not).

Will there be support for those who are disabled and/or have mobility issues?

Yes. The venues will all be accessible for people with disabilities.

3. TALK LOCAL – THE PROCESS

Who leads the Talk Local sessions?

Talk Local appointments will be led by the most appropriate practitioner to start the conversation, such as a Social Worker, Occupational Therapist or Prevention and Assessment Team Worker. For further guidance please see section 2.3 of the [Supporting Lives, Connecting People Principles, Process and Practice Guidance](#)

Will there be training for workers?

Training on 'good conversations' and 'practice process' are available to all Adults' Services staff during the relevant periods of the roll-out of this approach. Please discuss with your manager or email:

supportinglives.connectingpeople@westsussex.gov.uk

Will there be new policies and processes to follow?

A Supporting Lives, Connecting People - Principles, Practice and Process Guidance has been written and is available on the Professional Zone of 'Connect to Support':

<https://www.westsussexconnecttosupport.org/s4s/WhereILive/Council?pageId=3163>

This Guidance document will continue to be refined throughout the roll-out of this approach and if practitioners have suggestions for additions / amendments

or would like to contribute towards this in any other way please email
Jamie.Morrow@westsussex.gov.uk.

Who will manage the staff?

Existing line management arrangements will remain in place.

What happens after a Talk Local session?

Reviews of outcomes will be proportionate to the level of need and complexity of the work undertaken. For further guidance please see section 2.3 of the [Supporting Lives, Connecting People Principles, Process and Practice Guidance](#)

What information and advice is available?

The 'Connect to Support' website holds online information and advice for residents about what is available for people who need adult social care support and their family, friends and carer. This includes a directory of local groups, activities and services that can be used by both people wishing to access information and advice themselves, as well as by practitioners supporting people. There is also a wide range of information leaflets and booklets available online and in hard copy. The practitioner will need to decide if the person is able to independently connect to community resources and/or assets or whether they will need support to do so.

How will Talk Locals be funded? How will the voluntary/community sector involvement be funded?

Talk Locals are part of the new ways of working for Adults' Services and therefore the approach is funded through the Adults' Services budget. Most local voluntary sector services are not funded by the Council but access funding in a variety of ways. The Council does however, have some existing contracts with voluntary sector organisations for specific services.

Is Talk Local a trial?

No. Talk Local is part of the new way of working for Adults' Services.

How will success be measured?

Success will be measured through a robust outcomes framework designed specifically for Supporting Lives, Connecting People to show the impact and outcomes achieved for residents by adopting this approach.

4. ASSESSING AND MEETING NEEDS

What is a 'wellbeing conversation'?

The 'wellbeing conversation' is the Council's approach to assessing peoples' needs and to embedding Community Led Support in all of its contacts with its residents. For further guidance please see section 2.5 of the [Supporting Lives, Connecting People Principles, Process and Practice Guidance](#)

Are these wellbeing conversations followed-up?

One of the guiding principles of Supporting Lives, Connecting People is to ensure that people who have contact with Adults' Services are followed-up to determine if the support that has been put in place, or the services that the person has been connected to, achieve their desired outcomes. For further guidance please see section 2.5 of the [Supporting Lives, Connecting People Principles, Process and Practice Guidance](#)

Can short-term support still be arranged?

At any stage of the conversation, the practitioner may determine that short-term support is needed for an individual during a period of crisis or as a means of preventing or averting a crisis. For further guidance please see section 2.6 of the [Supporting Lives, Connecting People Principles, Process and Practice Guidance](#)

5. COMMUNITY ASSETS AND COMMUNITY NAVIGATION

What are community assets?

Community assets are the available resources, specific to the local area that may be able to support a person to meet their identified outcomes. For further guidance please see section 2.11 of the [Supporting Lives, Connecting People Principles, Process and Practice Guidance](#)

What is the Talk Local Community Navigator function?

Some workers in their existing roles will have an additional Community Navigator function to identify and link people to community assets that are available in their local area. We are currently exploring this approach with different roles, including an Assistant Care Manager and a Prevention and Assessment Team - Age UK Worker.

Maintaining online listings of these community assets, particularly on the Connect to Support website, can enable residents to self-serve and be a resource for all practitioners. Community Navigation will play a pivotal role in updating this information and building links with these community assets.

6. FAMILY AND FRIEND CARERS

What about family and friend carers?

If a person attends appointments with a carer, and there is no representative from Carers Support West Sussex (the local voluntary organisation commissioned by the Council to provide carer support services across the county) at the Talk Local session, a referral can be made to Carers Support West Sussex on the carers' electronic care record (Mosaic). It is still possible to record in the wellbeing conversation the views and wishes of the carer to ensure that both the carer and the person they care for are considered in a way that promotes the 'think family' approach.

7. SOCIAL PRESCRIBING

Are Talk Locals/Community Led Support the same as Social Prescribing?

No. While they share many principles, they are different but complementary approaches. They do both however, have the wellbeing of the individual at the very heart of what they do.

What is Social Prescribing?

Social prescribing, sometimes referred to as community referral, is a means of enabling GPs, nurses and other primary care professionals to refer people to a range of local, non-clinical services.

Recognising that people's health is determined primarily by a range of social, economic and environmental factors, social prescribing seeks to address people's needs in an holistic way. It also aims to support individuals to take greater control of their own health.

Social prescribing schemes can involve a variety of activities which are typically provided by voluntary sector organisations. Examples include volunteering, arts activities, group learning, gardening, befriending, cookery, healthy eating advice and a range of sports.

There are many different models for social prescribing, but most involve a link worker or navigator who works with people to access local sources of support. Social prescribing is designed to support people with a wide range of social, emotional or practical needs, and many schemes are focused on improving mental health and physical well-being. Those who could benefit from social prescribing schemes include people with mild or long-term mental health problems, vulnerable groups, people who are socially isolated, and those who frequently attend either primary or secondary health care.

8. GENERAL QUERIES

What organisations will be involved in Talk Local? How can organisations get involved? What if I have suggestions for Talk Local venues?

We are very keen to have as wide an involvement as possible in Talk Locals. We would be very pleased to hear from you with suggestions for Talk Local venues or others ways of getting involved, please contact the Supporting Lives, Connecting People Team at:

supportinglives.connectingpeople@westsussex.gov.uk

Who can I talk to if I have any questions?

Please discuss with your manager, and if you have any specific questions please email: supportinglives.connectingpeople@westsussex.gov.uk

How can I share my views about the implementation of Community Led Support?

Please discuss with your manager, and if you have any specific comments please email them to: supportinglives.connectingpeople@westsussex.gov.uk
