

Healthwatch Solihull's response to the Solihull Adult Social Care Directorate Plan consultation

Healthwatch Solihull welcomes the opportunity to respond to this consultation on this directorate plan. Our key role is to make sure that patients, the public, service users, and carers are at the heart of service improvement in health and social care. In line with our role, we have focused our comments on:

- Patient and Public Involvement.
- The extent to which the proposed plans address the needs of Solihull citizens

Do you have any suggestions for improvement on our vision and purpose?

The responses to this consultation need to be assessed to see if they are representative of citizens in this borough and those not currently choosing to access services. If the responses are not representative, then further engagement work needs to be held on this plan. This could include targeted engagement for certain populations and would require materials to be produced that are much easier to read and understand.

*Do you have any suggestions for improvement in describing our values and approach? **

Healthwatch Solihull are pleased to see that the consultation has been available to respond to for several weeks, giving the public a long time to consider the plan and respond. We also note that the documents have not been offered in any other format, such as easy read, excluding those with language or sensory impairment needs from taking part.

*Would you like to suggest any changes to our enabling priorities? **

Healthwatch Solihull would like to urge you to not only listen to people's views but also demonstrate how these views have affected the final plan. This will ensure that people feel part of the decision-making process not just rubber-stamping decisions that may have already been made.

12. Do you receive the right level of information and support on our services and plans?

The plan is not clear on the resources it requires to deliver the commitments outlined nor does it consider the difficulties that might prevent effective implementation of the plan.

*13. What would you like to see Solihull Council provide in terms of future care? **

- Information and advice about care options
- Wider range of affordable care services available across the borough
- Use of technology including online/digital support

Yours Sincerely,



Oluwakemi Adebajo

Project Officer



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