

## Bringing our Communities Together, Making Care Communities Real – Q&A from Webinar - Thursday 24<sup>th</sup> September 2020

Question Asked	Answer
Do you have telephone access for info for people with impaired vision lack of access to internet?	<p>The Live Well site has accessibility. We have removed things like PDFs that can't be read. As part of the Equality and Diversity Group I have had a lady who attends who is blind has used the site and given improvement advice, we don't have a telephone access at this time</p> <p>With regards to events like these – there is the option to dial using a telephone.</p>
I LOVE this "Care Community" initiative. Who is the "co-ordinator" of the Ellesmere Port Care Community? We are "Bridge Community Wellness Gardens" helping those with mental health and learning difficulties. We'd love to extend our collaborations in our community.	The Care Community Development Manager for Ellesmere Port is Charlotte Fisher contact – <a href="mailto:charlotte.fisher2@nhs.net">charlotte.fisher2@nhs.net</a>
The creation of appointed "Community Champions" has grated with elected Local Councillors in the past. Do you have a solution to this potential friction? Francis	<p>The Community Champion role is to disseminate key messages to their networks within the community. Councillors are also important champions. The more champions we have sending out messages the better coverage we will gain, which has never been more important than during this pandemic period.</p> <p>Community Champions support councillors in their role and together they will form a powerful team.</p>
Regarding care community teams; we will need to ensure ongoing that mental health and children's services included so it's a whole think family approach. Also in Chester locality each CCT is aligned to certain care homes	We are currently working with our Care Homes to align them as part of their Care Communities. Care Homes are people's homes, and therefore we need to ensure they are fully part of their Communities. Through our partnership with the Local Authority and Cheshire and Wirral Partnership, we are linked with mental health and children services. The Care Community Teams have access to those professionals in those services.
I would like to be on steering Group from Bacon Health and wellbeing Group.	The Care Community Development Manager for Blacon which is part of Chester South Care Community is Emma Cousens <a href="mailto:e.cousens@nhs.net">e.cousens@nhs.net</a>
Do the care communities have autism training and know about special measures inside their houses?	Many thanks for suggesting, we can follow this up with our Teams, however, this is something that we need to consider wider than just the Care Communities and Team
Is live well on twitter or Facebook or LinkedIn?	Live Well is not on social media itself but it is referenced in tweets by CWAC and ICP but I have this morning asked if we can have one.

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<p>I represent people with Parkinson's, which is an uncommon condition, which means that they are very much a minority group in their local community. It is not easy for such small groups to get their voice heard. They seek to do this by linking with other people with the condition. They also tend to look for their personal support from the same place. This does not sit well with the physical boundaries to define the care community. My question is whether there is scope to define a care community as a virtual body consisting of, say, those with Parkinson's but not necessarily tied to the physical boundaries of the Community. Certainly the people involved would regard the Parkinson's Group as their support community.</p>	<p>Hi Colin I know what you mean my close friend has Parkinsons as far as I know there are no plans to have a virtual Care Community around a condition, but I (andy.lavender@nhs.net) like the idea. We have information on Parkinsons support groups / charities on Live Well BUT I am up for creating an information page for very local groups within a Care Community so say in Chester South, not sure how but if you get in touch I am willing to work through the idea to see what we can come up with. This would fit for other conditions so great idea.</p> <p>Our Community Conversation recommendations asked the same question and we are currently looking into other ways we can connect people by their conditions to create communities of interest/condition, this was really important to our residents.</p>
<p>Why do we need community champions, when we already have voluntary sector organisations who represent our views well?</p>	<p>The Community Champion role is to disseminate messages to their networks within our community. This function complements and supports the role of voluntary sector.</p>
<p>The End of Life Partnership would love to noted as a Community Champion, how do we register to be part of this initiative?</p>	<p>That's great news – thank you. Please click on this link to register: <a href="https://www.cheshirewestandchester.gov.uk/news-and-views/incidents/coronavirus-covid-19/how-you-can-help/how-you-can-help.aspx">https://www.cheshirewestandchester.gov.uk/news-and-views/incidents/coronavirus-covid-19/how-you-can-help/how-you-can-help.aspx</a></p>
<p>Third sector organisations are struggling because of the lack of income and funding. The question is what funding is the CCG and CWAC going to be making available to third sector organisations in the next financial year? Also what other support is going to be available?</p>	<p>We are linking all the work of the Integrated Care Partnership with colleagues from the Voluntary, Community, Enterprise and Charity Sector. We will have representatives from the sector on each of our Care Community Steering Groups.</p>
<p>How will the care communities connect with social prescribing programmes/link worker roles etc? We have groups in hospitals, care settings, community spaces and 1:1 in people's homes that bring people together and support wellbeing and would love to better understand how we can support/be supported to reach more people.</p>	<p>Each Care Community page will promote the Social Prescribing Link Workers we have a piece of work at present to have all contact details for each area displayed within the Care Community Pages. Plus we are attending Social Prescribing meetings to further develop our connections. If you can help with this please get in touch <a href="mailto:Andy.Lavender@nhs.net">Andy.Lavender@nhs.net</a></p> <p>Social Prescribing leads will be able to link with the Care Community Steering Groups, we do have some Social Prescribers already sitting on Steering Groups (Winsford).</p>
<p>How do you know community champions are representative of communities if we don't know there's a diverse group of people in those roles to represent different ages, ethnicities, faiths, backgrounds etc?</p>	<p>We are focusing on understanding the networks that Community Champions can reach – by understanding and mapping this we believe we will be able to reach our diverse community groups.</p>

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<p>How will the digitised Care Communities site be used - by whom? Will it offer information on community activities in those areas? Primarily for use of Community Champions/Link workers/public - all of the above?</p>	<p>In short all of the above. The pages as I said at the start of my presentation feel a little cold to me, as we develop those connections Community Champions/Link workers/public I hope what they feed into us will build those activities specific to that community.</p>
<p>If it will be a directory of services, how will it be kept up to date on holistic services - charity, community, voluntary groups etc? Have worked previously on the wellbeing officer side of things and have experienced lots of directories but esp with small services - things change so fast info gets out of date quickly.</p>	<p>As a service each service provider has the ability to have a log in in order to update their own entry. Audits are run on the site to flag up this activity if no activity is present for a period of time a prompt will be sent. Also for those organisations who don't look after their own service we have a team of 3 who have a constant cycle of review.</p>
<p>It would be great to better understand whether GPs, Wellbeing Officers and Link Workers will be using the site to refer people to services and if so how will places/spaces and activities be accredited? Ensuring quality of services, accessibility for all etc so that people feel confident in referring beneficiaries to places/services?</p>	<p>We will be promoting Live Well to all our residents and workforce and encouraging people to use it to find and signpost opportunities. Information and services on Live Well are not specifically accredited by Live Well at this time.</p>
<p>It would also be great to know if this comes with an opportunity to network with other groups in the webinar - perhaps if people are open to sharing details.</p>	<p>This is really good feedback for future webinars, we are keen to connect people who would like to be connected either in their Care Communities are around an opportunity. We will look into this for future webinars.</p>
<p>Hi Councillor Sheila Little here, how are you going g to link with community groups eg there Blacon Action Team and the Blacon Health and Well-being group?</p>	<p>We are already linked with many as they have a presence on Live Well as standalone services, part of this evening for me was to reach out to those that we are not aware of and in some cases the community itself are not aware. I hope that events like this encourage these groups to come forward, those we have will hopefully be linked within the Care Community pages.</p> <p>We are keen that the Steering Groups will reach out and connect people and opportunities in Care Communities. Through the Community Champions Scheme, groups can also join and be connected.</p>
<p>It would have been good to have live chat - People can often answer each other's questions as we go along.</p>	<p>Unfortunately the software we use doesn't have an open chat facility but the plan is when we move to local Care Community conversations, we will do this using MS Teams which will allow a manageable conversation</p>
<p>Is there a plan to link community champions to the care communities? It would seem possible to be more two way and interactive at a local level and share ideas together</p>	<p>We hope that the Community Champions will link with the Care Communities and the Steering Groups. It is really important that we have the two way communication.</p>
<p>Are care communities co-produced?</p>	<p>We are at the beginning of the development of the Care Communities and we have agreed an approach that the Steering Groups and the Care Communities will be developed through a 'Grass Routes' approach,</p>

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	therefore developed by and with the community, responding to the needs and opportunities of the communities, influencing services delivered in communities.
For the purpose of clarity can the ICPs definition of co-production be shared so we all know exactly what each other is talking about	We don't have one specific definition of co-production, however our ambition and values are strengths based, our staff are passionate and have skills in co-production and our Board has supported this approach for the development of our Care Communities.
Are community champions paid?	Community Champions are not paid.
What are the demographics of the current community champions? What percentage are white middle class?	The Community Champion initiative is still very much in its infancy. It will be considered a success when the champion's networks reach all groups within our community. We are committed to growing it and plan to do this by promoting it widely at events like this webinar, via direct contacts including partners, community groups, voluntary organisations and through care community networks.
Is the ICP a member of Equally Well UK?	This is something we can look into, we are a partnership of organisations who maybe members.
For organisations that work across the patch, will there be a way that they can plug in to the intelligence generated in each of the CCs?	Yes they can contact the Live Well Team directly or attend meetings.  The ICP will be providing access to our data and intelligence through our Care Community Steering Groups which we hope will be used to identify local priorities and opportunities. Likewise, many organisations hold their own local intelligence which could be helpful to the ICP, we would hope that this could be fed into the Steering Groups and into the ICP for us to understand and utilise too.
How will the Care Community approach address the needs of communities that are not based geographically, for example, LGBT+ people?	Whilst we will work at a Care Community level, we also recognise that many of our services, service users and community groups work/meet across many different geographical boundaries. We hope to work and deliver services and support to the needs of our population, so understanding where best to deliver services and to link into specific communities is important.
Wouldn't it be good to see children/young people as community champions too - however we get around the safeguarding of this and link intergenerational work?	This is a good idea which we can take away and consider
How are we going to ensure that each care community is accessible and inclusive - Recognising that there are a number of factors including: physical access, digital exclusion, communication needs and accessible signage, use of plain English etc.	This is a great challenge and something that we will want to consider and respond to as our Care Communities develop. We need to ensure that there is accessibility and inclusivity for our communities. Prevention and early identification and proactive response will be a key approach for our

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	Steering Groups.
Is there a limit to the number of pictures/places of interest that can be added to the live well sites?	No, no limit, the only limit is really me and my skills, I wanted to try and put a few across the page, the issue we have is that it's quite restrictive in its framework so how and where you place them, but any you have send them in and I will try to get them on the page or at least have a stock to rotate with.
Please could we highlight in the outputs that the digital strategy that is in development will ensure that recommendations from community conversations will be woven into it?	This is a great challenge and we are ensuring that the Community Conversation recommendations are being considered across all our Programmes and Plans and will be given to the Care Community Steering Groups for information and local influence.
What's the best way for a Parish Council to link to this initiative and the Live Well site?	For Live Well, please contact <a href="mailto:Andy.Lavender@nhs.net">Andy.Lavender@nhs.net</a> , there will also be contact details for each Steering Group on Live Well.
Will it be possible to set up a version of Citizens Assemblies so that residents can participate directly	This is a good suggestion and one we will look into and consider for our development
Sorry if I didn't notice this on the list--but are Community Police support officers engaged in the project?	Yes, we do already have engagement with some PCSOs across our Care Communities. We have also approached Cheshire Police for a more systematic approach and support.
Are the University engaged in the project?	Yes, we do have regular meetings with the University, but we would very much like to work more closely with their students and also many of them will be residents in our Care Communities
Where will information re organisations which cover the whole of West Cheshire be posted?	In cases where the organisation covers the whole area Such as the CWP Care Community Teams, they are listed on each page with hub details for each and listed under their own organisation on the site.
Will each Care Community have the latest COVID figures for their specific locality?	Yes, this information is available by Ward on the Council website; however our Care Community Development Managers are part of the ICP COVID Response and will be able to cascade and facilitate a two way communication with communities and the ICP. This information is also disseminated to Community Champions.
Have you Veteran and their families in the conversation?	Cheshire West and Chester Council, and therefore the ICP, is a member of the Armed Forces Covenant. We are working together to:  Encourage support for the Armed Forces community working and residing in Cheshire.

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	<p>Recognise and remember the sacrifices faced by the Armed Forces community.          Encourage activities which help to integrate the Armed Forces community into local life.          Encourage the Armed Forces community to help and support the wider community.</p>
<p>Where do you sign up to be community champion</p>	<p>Thank you for your interest – please click on this link to register to become a Community Champion.</p> <p><a href="https://www.cheshirewestandchester.gov.uk/news-and-views/incidents/coronavirus-covid-19/how-you-can-help/how-you-can-help.aspxT">https://www.cheshirewestandchester.gov.uk/news-and-views/incidents/coronavirus-covid-19/how-you-can-help/how-you-can-help.aspxT</a></p>
<p>Bearing in mind how COVID19 has changed services what is the mechanism to understand what services are now delivering etc</p>	<p>From a Live Well point of view services have notified us of changes to the way their services have changed or added a note saying due to COVID their service may have changed</p>
<p>Loneliness and mental health is rapidly increasing, what is your holistic approach to this, the pain group I run feel very isolated, how do they feel part of the community? And how can I be involved with my holistic approach?          Thank you.</p>	<p>Anyone can be involved all you have to do is get in touch, Live Well is open to all it just takes one person from a group to make the first step. I welcome groups representing minority sectors of the community but in a lot of cases I do not know of them unless they come and tell me, get in touch and help me model your Care Community Page. Andy.Lavender@nhs.net</p>
<p>So what makes this different from just googling what you need to find locally in google?</p>	<p>This is a brilliant question and when I was asked to join the project I asked that very question. The difference for me is Live Well offers health and your councils services all in one place, the Care Community pages changes the search idea, you search for things you want, but what about finding something just round the corner that you think "O never thought of that" that's what the Live Well Care Community pages hope to do show people the things they may never have thought of.</p>
<p>I know from my group all the community conversations that happened were engaging and gave a sense of community, but then nothing happened, I understand covid had an impact, but I feel people have lost faith, so how do we gain that back?</p>	<p>This is helpful feedback, the Community Conversations have had an impact on how we work and our future planning, I am not sure we have been good in feeding that back. We will look into this.</p>

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Can we Have Patient Panels for every Primary Care Network in West Cheshire especially Chester Central, Chester South and Chester East so patients can have a say at a Higher Level?

We are currently looking at Patient Participation Panels and Groups, many of our Partners have them and we want to ensure the ICP is connected to them. We also work very closely with Health Watch