

Healthwatch Worcestershire
The Civic Centre
Queen Elizabeth Drive
Persore
WR10 1PT

20/11/2023

Dear Margaret and John

Thank you for your correspondence of the 7th of November regarding feedback on the new assessment form.

The form itself is one form, set out into two components, having researched forms in other areas currently using self-assessment, they are usually completed in 2 stages, the first being to provide information and the person checks their support needs which provides an indication if the person is likely to be eligible or not for social care services. Then the next option being to continue and provide more details and submit.

We absolutely acknowledge your concerns regarding deterring people from accessing services rather than opening to access services. I absolutely want to reassure that this is not the intention. For many years in Worcestershire, we have been promoting early advice and information, access to support via the Three Conversations Model and the developments within the Adult Front Door. Self-Assessment is just one method to enable people to provide information and will not be the only way people can provide information and refer themselves or others.

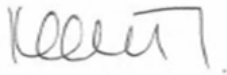
Kelly Palmer, our Principal Social Worker, has worked with a range of stakeholders, including users of our service, to gain feedback. This has included yourselves and other groups, such as Speakeasy Now and Our Way. The direct feedback of carers and those with lived experience we consulted was also invaluable. As a result, the self-assessment is being updated.

Feedback from Building Together board members, our way and speakeasy now who participated in the testing was in the main positive, but there are changes needed, specifically relating to the language and length of the document. Kelly is now working on this.

We are likely to launch the new Needs Assessment and Support Plan first, then the Self-Assessment, which will feed into the document and support

people having to tell their story once. We will then be developing a self-review tool. Again, this will be one way of reviewing support or feeding views in via online tools, which will be a great option for some people, and not so for others. Once the updated versions are ready, we will share them with all those who have kindly provided feedback. If you still have concerns, I am more than happy to set up a meeting with yourselves, including Kelly, and Mark, should it be required.

Yours sincerely,



Kerry McCrossan
Assistant Director for Adult Social Care