What you said, we did!

Patrick Warren-Higgs,
Director of ASC Essex Operations
(Deputy to the DASS)

– Chair Carers Network



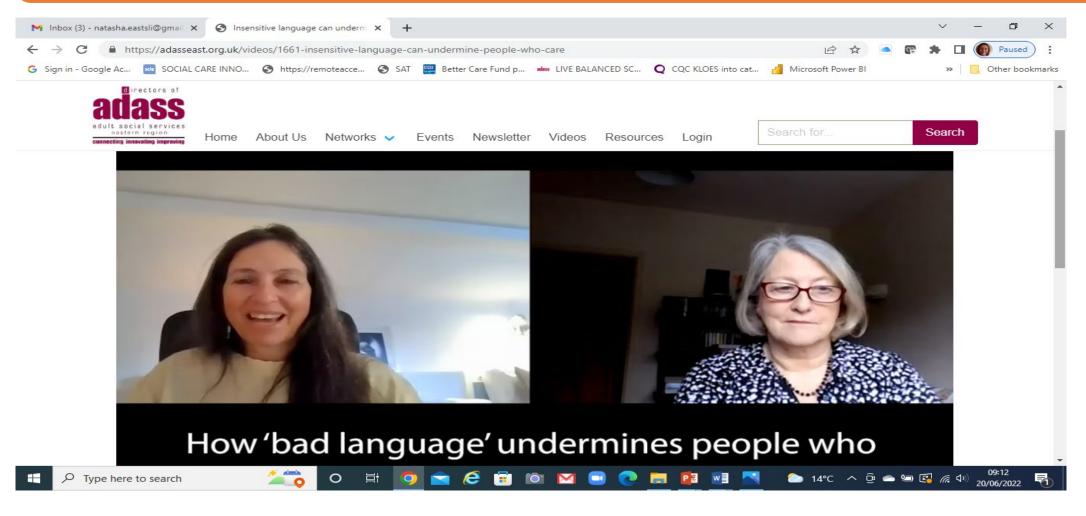
What did you said was important to you?



What we said, we did

What we said at the last event in 2021	What we have done
We want a voice and want to engage, we bring unique experience	 We have a number of carers and carers organisations who have joined our regular carers network which has added significant value We have made the virtual carers event an annual event so we can be accountable for our work
We think co-production should be truly understood and embraced	 We now have regional Co-production "Over a Brew" virtual coffee sessions (new in September 2023) to influence the regional improvement programme – see here for further details: Over a Brew virtual coffee sessions – Association of Directors of Adult Social Services Eastern Region (adasseast.org.uk) Further work to do on this as things take time to embed
We want better information and advice	 We have received a regional feedback report from Mobilise on how we can improve online information and advice which will feed into local improvement work - Resources - Association of Directors of Adult Social Services Eastern Region (adasseast.org.uk) We have also undertaken local authority pilots with Mobilise to improve our online Information and Advice and results have been positive - see workshops planned
We want imaginative carers breaks	 We have explored carers breaks outside the region so we can learn e.g. Portsmouth and Oxfordshire but there is more work to do.
We think language matters and this should be taken seriously	See next video which has helped with understanding

7. Video – language matters to carers



https://adasseast.org.uk/videos/1661-insensitive-language-can-undermine-people-who-care

