

# Appendix D

Lincolnshire CQC Assurance Pilot - Proposed Actions Template– Jan 2024

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## **1.1 CQC Feedback – Information and Advice Offer**

“Some people did not find the website easy to navigate and found that it was not always clear to understand who provided the Wellbeing services, whilst others found it a helpful resource.”

## **1.2 Work already in progress:**

LCC has established an extensive Information and Advice (I&A) offer to guide people with their care and support needs and help them navigate social care processes. This utilises both the LCC website and a partnership online directory of services and I&A hub, called Connect to Support Lincolnshire (CTSL), alongside hard copy materials. The I&A offer was identified as an area for further development as part of our self-assessment and included in 2023/24 continuous improvement plan:” AP6 - Review the existing Information and Advice Offer for Adult Care and Wellbeing: This should include but not be limited to a review of the information and advice provided on LCC websites and should consider peoples entitlements in line with the care act including reasonable adjustments for people with protected characteristics. The review should be completed in co-production with our engagement and co-production network and provide recommendations for continuous improvement. The review should incorporate a focus on how our information and advice offer can be further developed to aid our prevention and early intervention activities, e.g. how to improve wellbeing and staying safe. Complete by 31 March 2024.”

The following actions have been completed:

- Content updates across the range of I&A formats, including the LCC website Wellbeing Service page better reflect the Wellbeing Lincs offer.
- New I&A hubs on CTSL, covering advice for Ukrainian guests and hosts, cost of living, long COVID, living with cancer, digital/technology.
- Review of LCC provision against published standards / legislation (Accessible Information Standard, Web Content Accessibility Guidelines, Equality Act 2010)

## **1.3 Proposed further actions:**

The following actions are on target for completion by March 2024:

- Ongoing review and maintenance of the existing I&A content on CTSL with content authors, key partners, and stakeholders
- Creation and hosting of new dedicated I&A content hubs on CTSL in collaboration with partners, including Good Home Lincs, Primary Care Information Hub
- Social care pathways (Front door) – review of leaflets for people drawing on services
- Digital self-funders – County Views survey undertaken May-Aug 2023 with the aim of helping people access information about care. Results of survey to be included in a report following engagement undertaken with people with lived experience
- Development of a process for co-design and co-production with people with lived experience to feed into the ongoing improvement of our I&A offer for target audiences

- Development of links and routes into I&A Champions/ Forums/ Feedback Groups to gather input and feedback on the I&A content across our platforms
- Identifying further opportunities for continuous improvement across the I&A offer for 2024/25

**1.4 What does success look like:**

People, including those with disabilities, can easily access information that will help them to maintain or improve their health and wellbeing and keep them safe from harm. LCC's I&A offer has been co-produced with experts with experience, and stakeholders provide positive feedback on it.