



Empowering Conversations for Thriving Lives

Trusted Reviewer Project



Who we are

Community Action Network (CAN) is an award-winning charity, working to empower the voluntary sector and statutory services in Bournemouth, Christchurch and Poole (BCP) and Dorset to deliver high quality services for our communities. Supporting and influencing meaningful collaboration, people involvement and inclusion.

The Trusted Reviewer project

CAN has been commissioned by BCP Council, as part of the wider Fulfilled Lives programme, to ensure people who live with learning and physical disabilities, mental health conditions and older people have access to a variety of care provision in the community, helping people to live as independently as possible.

The Trusted Reviewers are a small, friendly team with diverse backgrounds in health and social care, service design, community engagement and research. The team are visiting a wide range of day opportunities across BCP to meet and talk independently with all those who use them.

The aim of these conversations is to understand what matters to those who access day services, their families and carers. To find out what people enjoy and value and to understand if there are any needs that are not being met or if people would like their support to be provided differently.

This is achieved by working alongside BCP day centres, community groups, other activity providers, adult social care and other council services. Trusted Reviewers are also building a comprehensive picture of current building and community-based services, capturing information about transport, access, costs and personal budgets.

The ultimate aim: to champion the voices of those who use day opportunities, to share information, innovation and good practice and to connect people, places and communities.



From left to right, Ivana Sandoval, Rosie Equi, Andy Robertson, Lorraine Lambert and Samantha Bingham.

Who we are talking to

The Trusted Reviewers have conversations with:



Those that access day opportunities, including people who live with learning and physical disabilities, mental health conditions and older people.



Carers, families and friends.



Staff at specialist services across the BCP area, such as Tricuro as well as other statutory and independent providers of day care activities.



Community groups and non-specialist services such as libraries and community centres, craft groups and cafes.



Social care teams, health professionals and commissioners.

“The project creates space for people to talk about the things that matter to them, and what they might want to do differently if they had the opportunity”.

How we gather information

The Trusted Reviewer team gather information in a number of ways;

- through conversations, verbal and nonverbal feedback
- by listening to someone's story from the people who know them best - family, carers and staff members
- by taking part in activities with someone alongside them
- using photographs and other media sources.



What happens to all the information?

All information on people's lived experience of accessing day opportunities in the Bournemouth, Christchurch & Poole area will inform BCP Council's Fulfilled Lives Programme, helping to shape the future look of care and support as part of a commitment to championing person-centred care for everyone.

The Trusted Reviewers hope to highlight the passion and creativity of the people they have spoken with, presenting views and findings in a variety of ways using media, video, interviews and questionnaires, resources directories and interactive maps. It's a huge task, but one which will lead to people and their families having a greater sense of choice and more opportunities to lead fulfilling lives.

Consent is always given from the person or their representative for the recording of conversations, photos and videos.

What is within our gift

What we do

- ✓ We listen to clients, families and carers about their needs and experiences.
- ✓ Understand what groups, activities, spaces and places there are in the community for people with disabilities and mental health conditions.
- ✓ Signpost families to support including peer groups, community forums, social clubs, transport support and other services.
- ✓ Support individuals who use day opportunities (where appropriate) to try out something new, in their local community that makes them happy and builds connections and independence.
- ✓ We can help link you to teams who can arrange personal budgets, as well as provide more information on direct payments and Individual Service Funds.
- ✓ Share insights with BCP adult social care commissioners and teams in an unbiased way.

What we don't do

- Review or assess an individual's care needs, we can't directly implement changes to someone's care plan/assessed package of care without adult social care involvement.
- Review the quality of day centre activities.
- Share any views or images without your explicit, written consent.

“We review opportunities, not people or services”.

FAQ's



We've compiled a list of our most frequently asked questions:

How are you linked to BCP Council?

BCP Council have commissioned CAN as a voluntary and community sector partner to lead the Trusted Reviewer Project as part of the wider ambitions of the Fulfilled Lives strategy, helping to shape the future of adult social care day opportunity provision.

How long will the project be running for?

The project started in June 2024 and it will initially run for one year until June 2025.

If my cared for person doesn't have capacity to agree to take part in the project themselves, can I be there to speak on their behalf?

Yes, we encourage any family members or carers to speak with us about their cared for person's interests and routines. We want the opportunity for everyone who uses day centres to share their views.

If a cared for person wants to try something new in their local area, can you support us to make it happen?

Yes. We are putting together taster sessions towards the end of 2024 working with local providers for people to try out something new in the community. If this is something that the cared for person would like to continue, we can support them to make a change to their activities through the BCP social work teams.

Can you help me to access information for my cared for person?

Yes. We have a wealth of knowledge about day opportunity provision in BCP and we have connections as a charity with lots of services, support and advocacy groups. During a conversation with us, please let us know of any support needs you have and we may be able to support you to access the right information or signpost you to people who can help.

Do you support carers?

We don't support carers directly but can link you to organisations that do. We can also provide information and signposting to services for those you care for.

Can you give help with personal budgets?

We can't arrange personal budgets, but can help link you to those that do as well as provide more information on direct payments and ways of managing them.

Contact us

If you would like to find out more about the work we are doing, please visit our webpage and follow us on social media:

www.can100.org



Alternatively if you are a care provider, or if you, or someone you care for accesses day opportunities in BCP and you'd like to speak to us, you can contact:

Email: trusted.reviewers@can100.org

Phone: Tel: 01202 466130

