

In 2015, Greater Manchester signed a devolution agreement granting the city region oversight of the health and social care budget. This unique agreement put Greater Manchester in a position to lead on integrated services.

The **Jam & Justice Action Research Collective** (ARC) ventured into this territory to explore “The Care at Home Challenge”. Health and Social Care professionals from different levels and domains were brought together outside of work to consider the question, *What would it take to help people live a good life at home for as long as they choose?*

Run as a variation of the **Citizens’ Inquiry** model (an “inverted inquiry”), the work was coordinated by **Shared Future CIC**, with extra facilitation from Amity CIC. ARC member Andrew Burrige used his professional connections as a manager at the **North West Association of Directors of Adult Social Services** to ensure those involved with policy and practice would hear about the research. ARC member and Shared Future director Jez Hall then met regularly with a **Greater Manchester Health & Social Care Partnership** delivery group, ensuring Inquiry recommendations could be fed back in a meaningful and effective

What happened next?

Inquiry recommendations were shared with commentators, care providers, commissioners, and others at a public launch event in December 2018.

Mark Fitton, Director of Adult Social Services for Stockport Council and chair of Greater Manchester Health & Social Care Partnership’s Living Well at Home programme, spoke about the connections between inquiry findings and his and his colleagues’ aspirations for adult care. He highlighted the importance of recognising the role of unpaid carers, individualised approaches, and support for the workforce. Mark told Inquiry participants that “the work you have been involved in is valued and will contribute significantly to the work we have undertaken to date”.

Everyone was invited to join small group discussions about who might implement different recommendations, and how.

As part of the Living Well at Home (LWAH) programme, the Greater Manchester Health & Social Care Partnership had already conducted research with Commissioners across the city region and with focus groups involving community representatives. As Mark’s comments suggest, the Care at Home Inquiry findings aligned closely with ideas emerging from those internal processes.

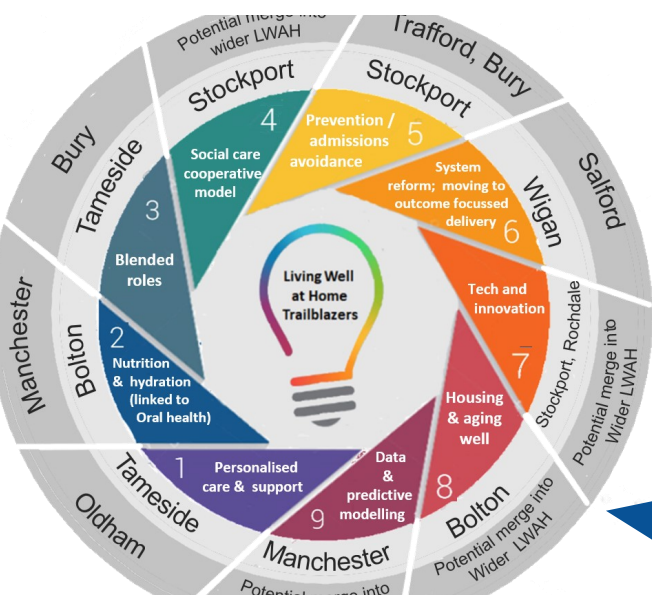
Read the 12 recommendations and download a full report: jamandjustice-rjc.org/publications-jam-and-justice



“Suitable, safe, reasonable accommodation for all.”
Notes from conversations about implementing an Inquiry recommendation.

Accelerating improvements

As a result of their service transformation work, the GM Health & Social Care Partnership designed a Trailblazer programme, to accelerate improvement by focusing on key issues and building on the strengths of work already being done in different localities—as shown in the diagram.



In April 2019, the Greater Manchester Health & Social Care Partnership hosted an event for Inquiry participants, to see how the Trailblazer programme might fulfil recommendations from the Inquiry. In preparing for that event, programme manager Gill Walters produced a handout identifying links between the Inquiry recommendations and the Trailblazers.

Gill told Jam & Justice’s Impact Officer:

The recommendations from the Care at Home Inquiry helped illustrate the importance of good appropriate housing and transport, as well as health and social care. Some recommendations fed directly into our Trailblazer programme for immediate action. Some went beyond the reach of our programme so we connected the findings up with broader Healthy Ageing Programmes in GM.

Inquiry participants recognised that they had been listened to:

Decisions by a health service or regulatory authority have been informed by research.

I’m really impressed how [the Partnership] picked out recommendations and mapped them against the work they’re doing. My worry about doing everything is that it doesn’t get to people who make decisions, that it doesn’t get taken on board. This is a useful synergy of our recommendations mixed in with trailblazing, so I can see we were helpful to the process.

Learning by example

Together, the Health & Social Care Partnership and NW Directors of Adult Social Services co-sponsored an event in National Co-Production Week. Facilitated by Shared Future CIC, the **Deliberative Commissioning** workshop explored case studies of citizen involvement in inquiries, juries and assemblies around the UK, looking at how these models could help with difficult decisions about the future of Health and Social Care. Representatives from ten local authorities and 16 other organisations attended the workshop. Resources are available from Shared Future’s website.

A model worth emulating?

At the Deliberative Commissioning event, a speaker from Northern Ireland observed the close connection between recommendations reached by 77 people in their assembly and those that emerged from Jam and Justice’s Inverted Inquiry. The model needs more testing, but our study provided a successful first example of what can happen when professionals are recruited to deliberate in this manner.

A new model has been developed, leading to benefits.

What’s your plan?

Inquiry participants observed that care planning often begins at a time of crisis. This underpins the recommendation **“Care navigation models to be developed and available from 18+”**. One way to address this is to encourage families to speak about care and what matters from an early age. Perhaps teachers could set this as homework!

Could public ability to make informed decisions on issues improve by engaging with the research?

Shared Future is a Community Interest Company dedicated to social justice. Over the past ten years, the six directors have built up expertise in deliberative processes, participatory budgeting, and social enterprise, recruiting 12 associates to share knowledge and support other social enterprises. sharedfuturecic.org.uk | **NW ADASS** provides visible leadership on behalf of adult services in the North West of England, enabling collaboration between Directors of Adult Social Services in the region. nwadass.org.uk | The **Greater Manchester Health & Social Care Partnership** brings together public services in the ten local authorities and the National Health Service to improve the health, wealth and wellbeing of the city-region’s 2.8 million residents. gmhsc.org.uk