

Getting the best from Co-production

Local people working together to improve services



Vicky Thomson, Chief Executive, Every-One



in a nutshell



Every-One is a Lincolnshire based charity, that works inclusively with everyone, to ensure that every **one** carer and people that are cared for, are at the centre of their own wellbeing.

We do that by developing and delivering a range of person-centred services and projects that work towards
‘making wellbeing personal’

'Making Wellbeing Personal'

Ⓜ People should be at the centre of their own health and social care through having **choice and control**

Ⓜ Many people **need support** to exercise their choice and control effectively

Ⓜ Services should be **built around the person** and not the process

Ⓜ People are the **experts in their own lives** and sharing their lived-experiences can improve services and support

Ⓜ Where possible, people are best supported within the **community** they live in and in a way that recognises the whole person

Evaluation

- ③ How much you **know** about co-production
- ③ How **confident** you are to co-produce
- ③ How **motivated** you are to co-produce



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How do you feel about co-production?



a b c d e f g h i j

1

2

3

4

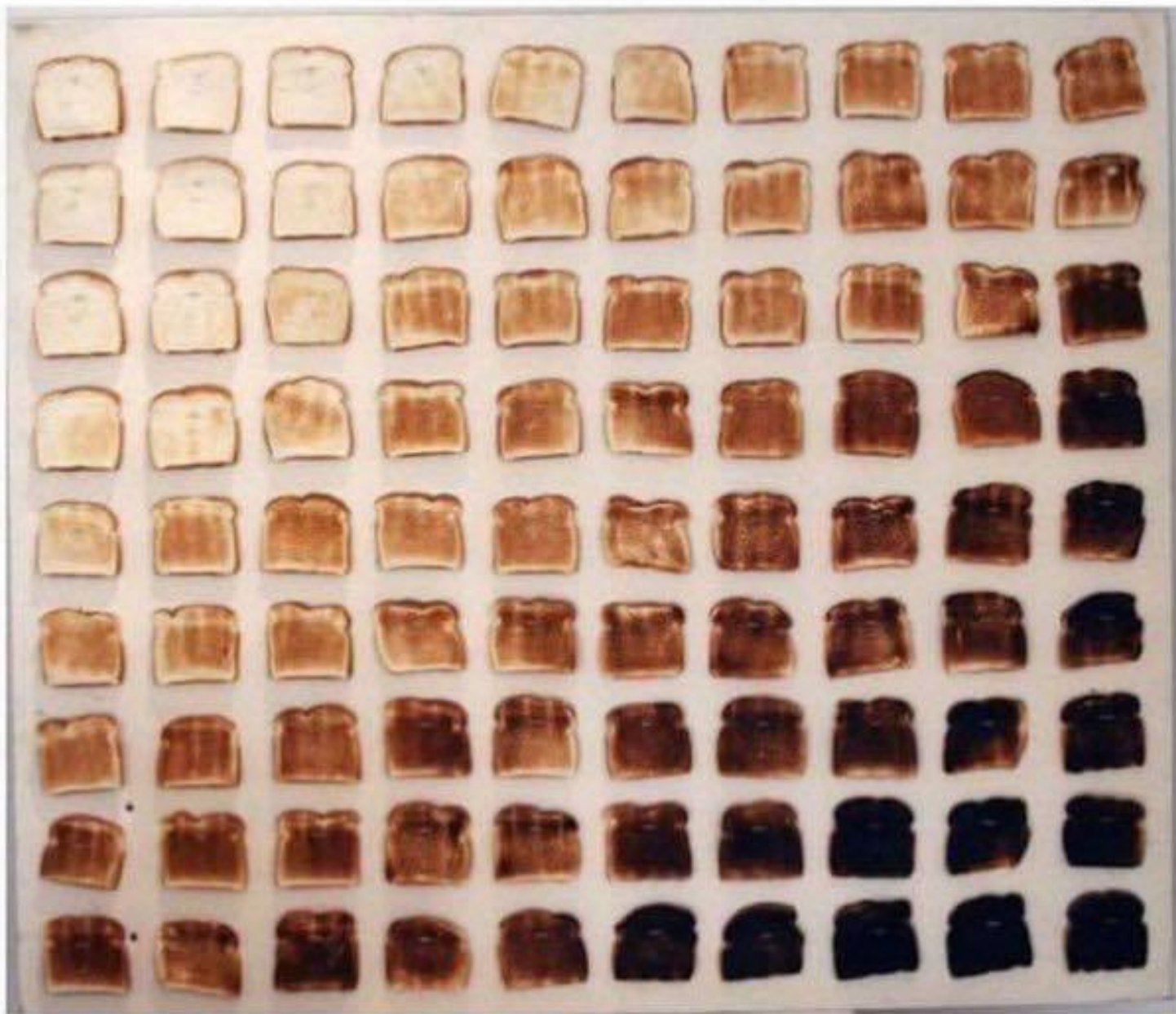
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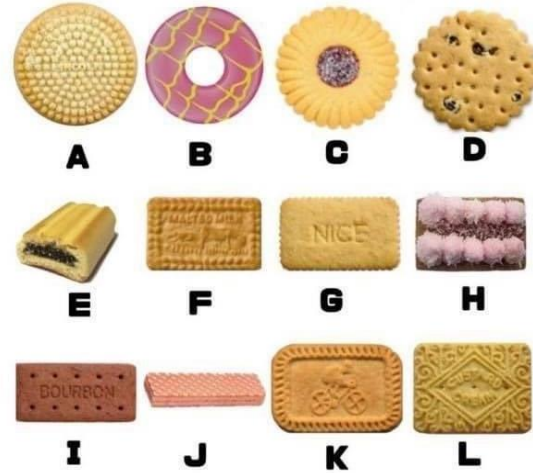
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15 OF THE MOST COMMON COFFEE DRINKS EXPLAINED

Black Coffee	Espresso	Latte
Coffee	Espresso	Milk from Steamed Milk Espresso
Hot Water Espresso	Thick Milk from Steamed Milk Espresso	Whipped Cream Steamed Milk Espresso
Steamed Milk Coffee	Milk Foam Espresso	Micro-foamed Milk Espresso
Coffee Liqueur	Milk Sugar Cold Brew Coffee	Cold Brew Coffee
Espresso Sugar	Coffee Espresso	Coffee Condensed Milk

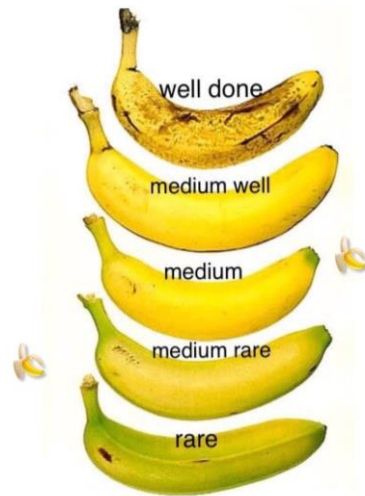
hot cup FACTORY

Pick your perfect Christmas night:

A	B	C	D	E	F
HOME ALONE	LOVE ACTUALLY	DIE HARD	ELF	THE GRINCH	NIGHTMARE BEFORE CHRISTMAS
1 LINDT TRUFFLES	2 CANDY CANES	3 FERRERO ROCHER	4 PEPPERMINT BARK	5 REESE'S TREES	6 GINGERBREAD MAN
G SODA	H BEER	I BAILEYS	J MULLED WINE	K HOT COCOA	L EGGNOG

A	B	C	D	E	F
1	2	3	4	5	6
Ham & Cheese Sandwich	Egg & Cress Sandwich	Smoked Salmon Sandwich	BLT Club Sandwich	Tuna Mayo Sandwich	Prawn Mayo Sandwich
A Scone with Jam & Cream	B Carrot Cake	C Victoria Sponge Cake	D Macarons	E Lemon Drizzle Cake	F Profiteroles

YOU'VE BEEN ADULTING AWHILE- TAKE A MOMENT TO PICK YOUR FAVORITE DINOSAUR



GB USA MEX

**ONE SIZE
DOES NOT
FIT ALL**



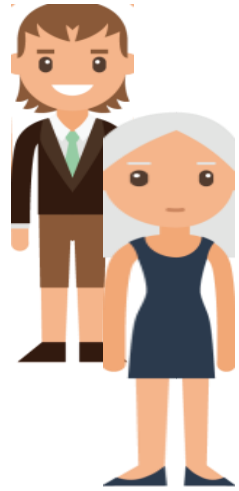
Non bleko bûgeino/ Iron inside out/
repasser sur l'envers / FLUMBLE

A photograph of a park or campus area. In the foreground, a paved sidewalk runs along the left side, with a black lamppost. A dirt path leads from the sidewalk into a large, green grassy field. Several large, mature trees with thick trunks are scattered throughout the scene. In the background, there are brick buildings, a small covered structure, and a few cars parked. The sky is bright and slightly overcast.

**Pathways of
experience...**



Services



Individual



Person-Centred Support

People



Peer Support

Services



People



Consultation

People working together to make things better



Co-production

“Co-production” is when an individual influences the support and services received, or when groups of **people get together to influence** the way that services are designed, commissioned and delivered.
Statutory Guidance – Care Act 2014

People who use services and carers working with professionals in **equal partnerships** towards **shared goals**.
Social Care Institute for Excellence

Co-production is not just a word, it's not just a concept, it is **a meeting of minds coming together to find a shared solution**. In practice, it involves people who use services being consulted, included and working together from the start to the end of any project that affects them.
Think Local Act Personal (2011)



Or how about

People working together to make things better



Consultation



Co-production

Language

Service Users

Patients

Customers

Clients

People with lived-experience

Or how about

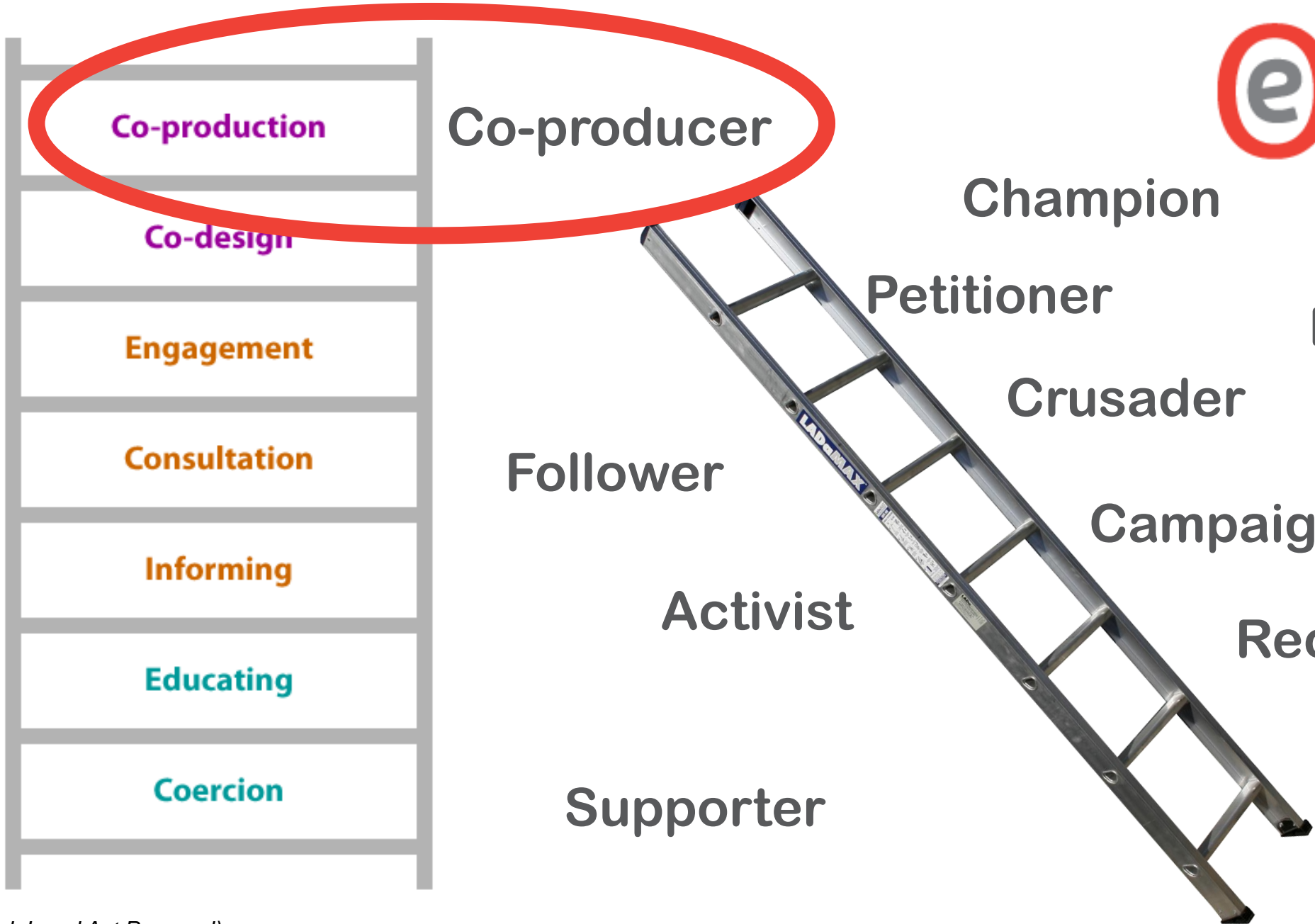
PEOPLE





**What is Co-production?
People working together to
make things better !**





TLAP (Think Local Act Personal)

Making the most of...





Power



Access



Diversity



Reciprocity

What might
co-production
be like without
reciprocity?





Impact you make

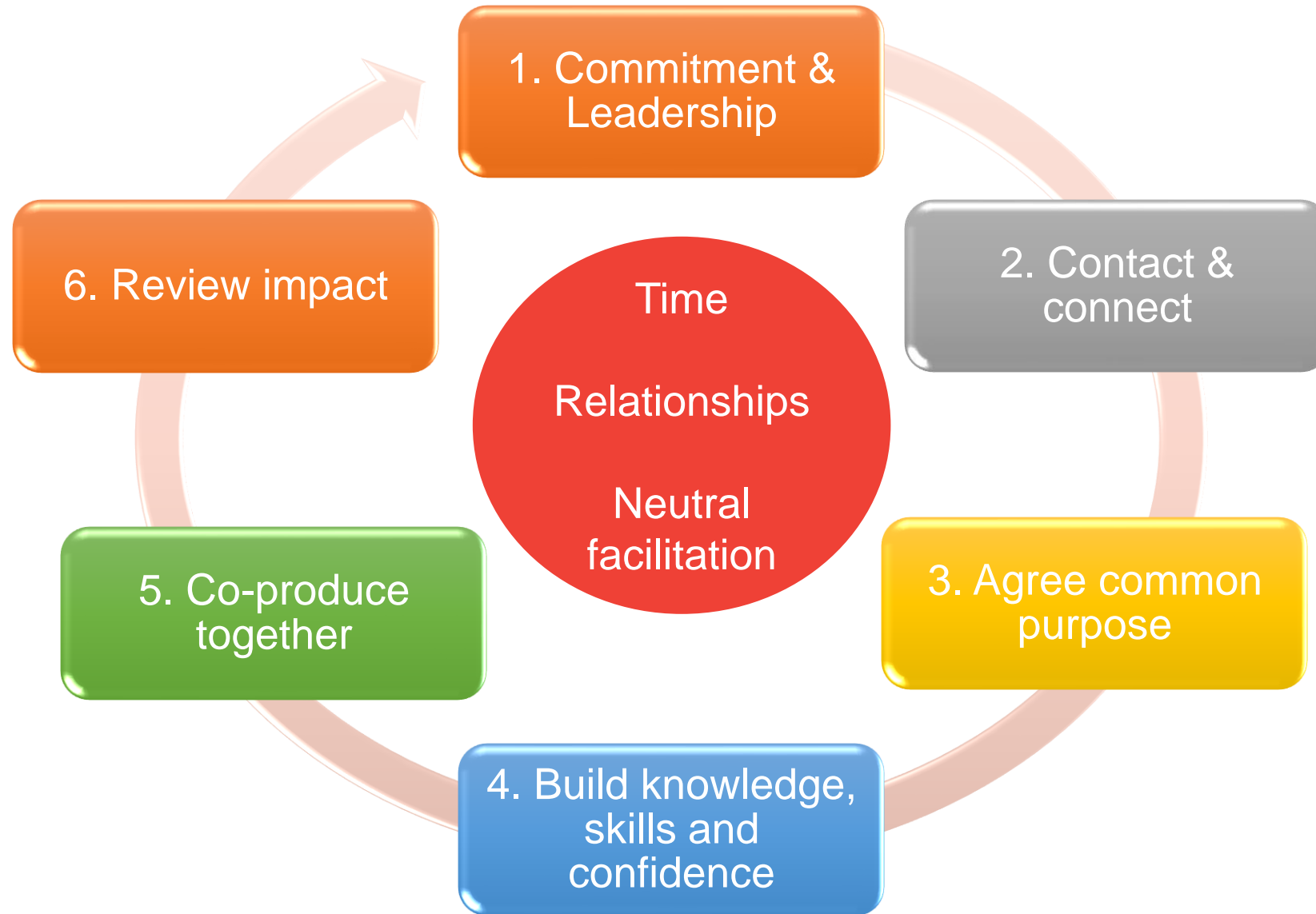
- Influencing decision makers / policy
- Influencing practice of individuals
- Challenging values / beliefs of employees
- Job satisfaction for employees
- Disrupting / liberating people's thinking
- Supporting / comforting peers

What you see

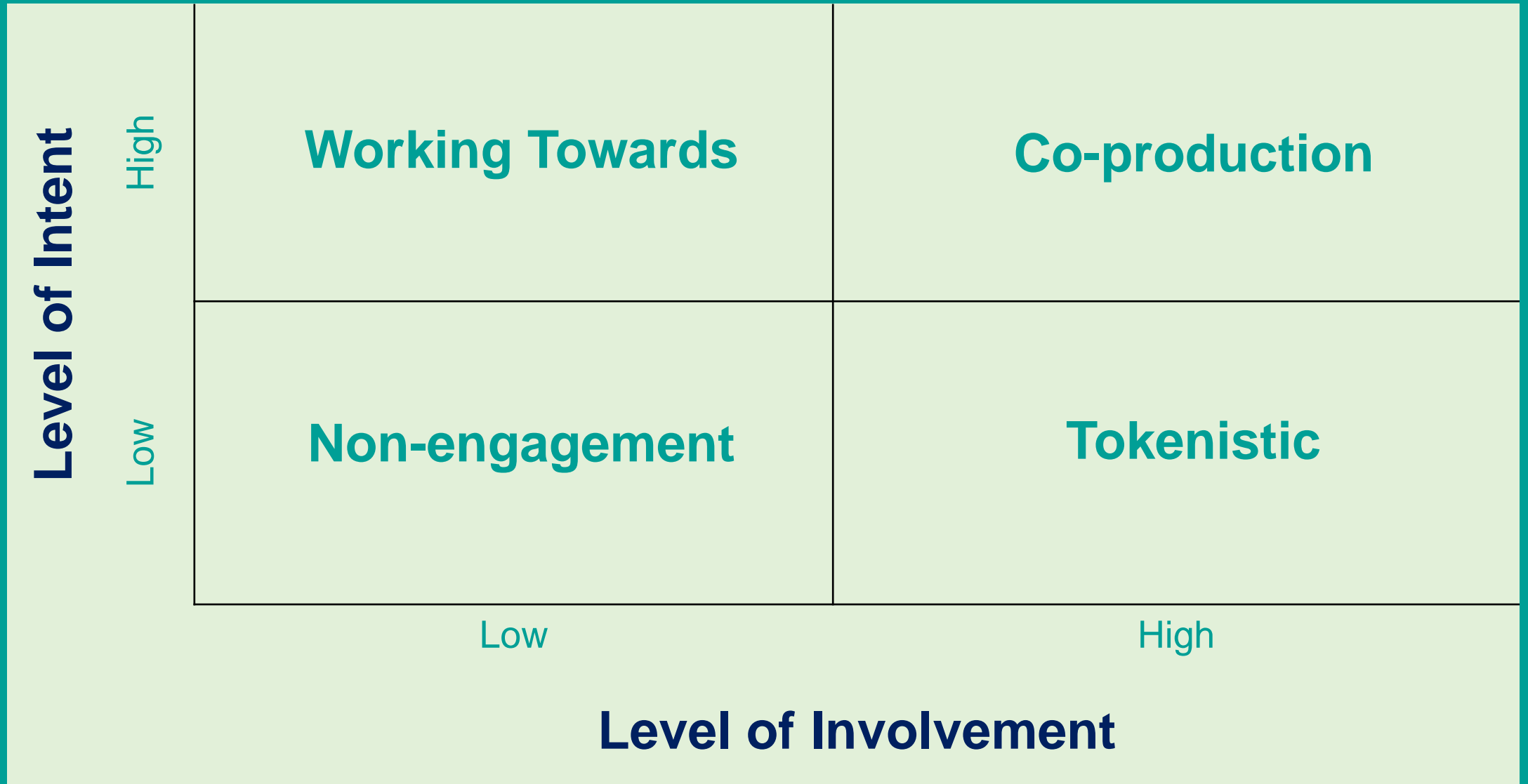
- Pieces of work completed
- Number of people taking part

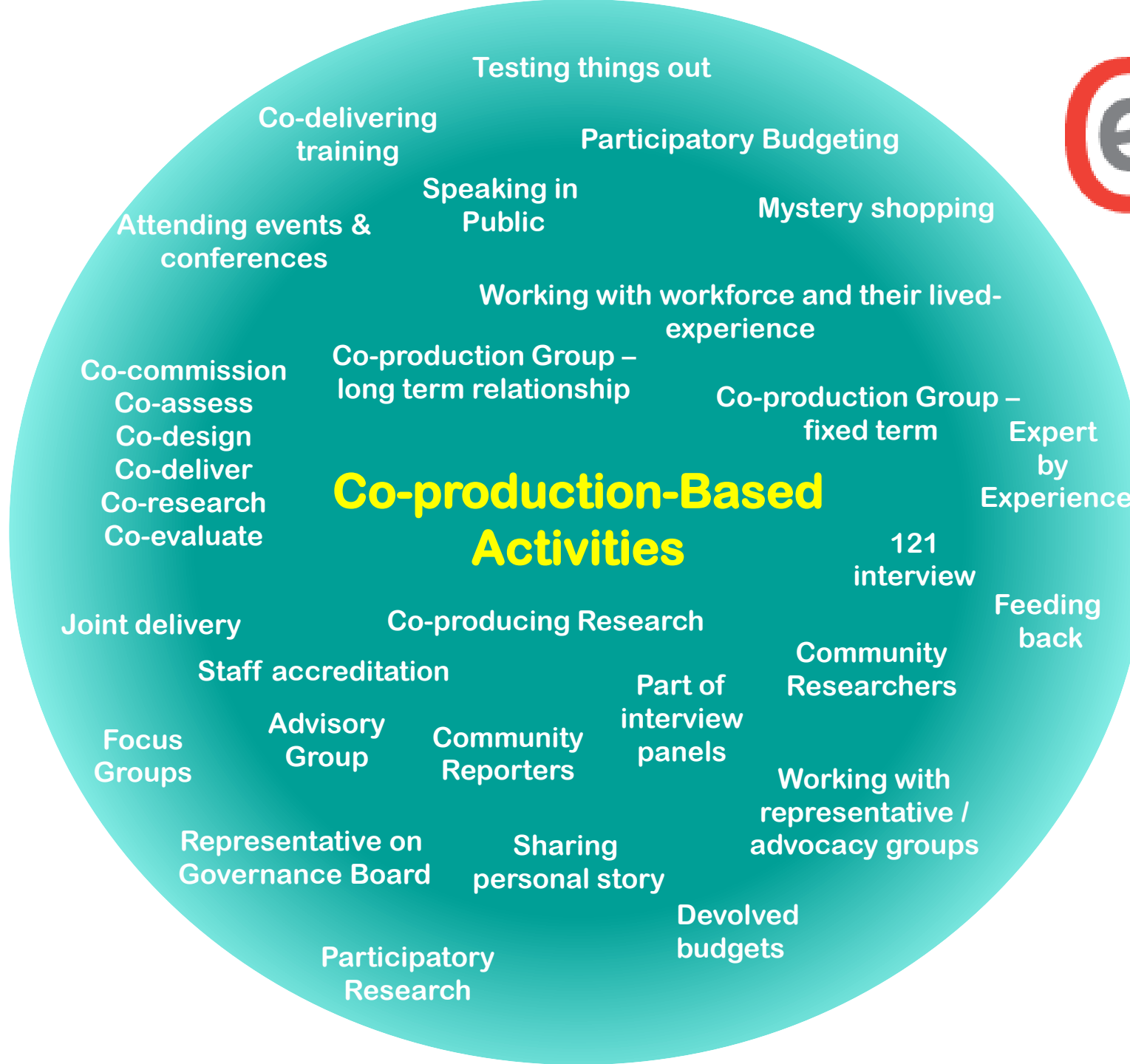


Our Approach to Co-production



The Importance of Intent





What can be Co-produced?



Co-hosting / Chaired Meetings

Writing Funding Bids

Service Design

Designing Spaces & Places

Designing what good looks like

Agreeing Vision, Aims, Objectives & Plans

Creating Resources

Video Promotions

Statement of Requirement

Resource Allocation / Funding Distribution

Strategy

Facilitating Networks & Forums

Designing Service Offer

Performance Monitoring

Project Design & Delivery

Writing Terms of Reference

Posters & Publicity

Campaigns

Survey

Consultation Plans

First ask yourself...
“why can't this be co-produced?”

Policy

Journey Mapping

Setting Priorities

Information & Factsheets

Events

Training Course

Corporate Plan

Procurement & Service Specifications

Responses to National Reviews

Recruitment & Interviewing

Brochure

Evaluation

Sharing Lived Experience – video, Case Studies, Blogs

Legislation

Conference Planning & Delivery

Job Descriptions

Communications Plan

Website Design

Reviewing Complaints

Pledge

Writing Guidance & Manuals

Systems Design

FAQ's

**Making co-production
what we do around here**

Staff Training

Talk to people at engagement events

Project planning template

Business Case template

Make it a reporting requirement

Meet and greet with staff / board

Posters 'think top'

Join peer networking opportunities

Invite co-production through compliments / complaints procedure

Offer Provider training

Build into staff recruitment

Website / intranet information

Include as part of surveys, research and evaluation

Promote on social media

Build into Service Specifications

Celebrate things that have been co-produced – stamp it!

**Co-produced
with pride**

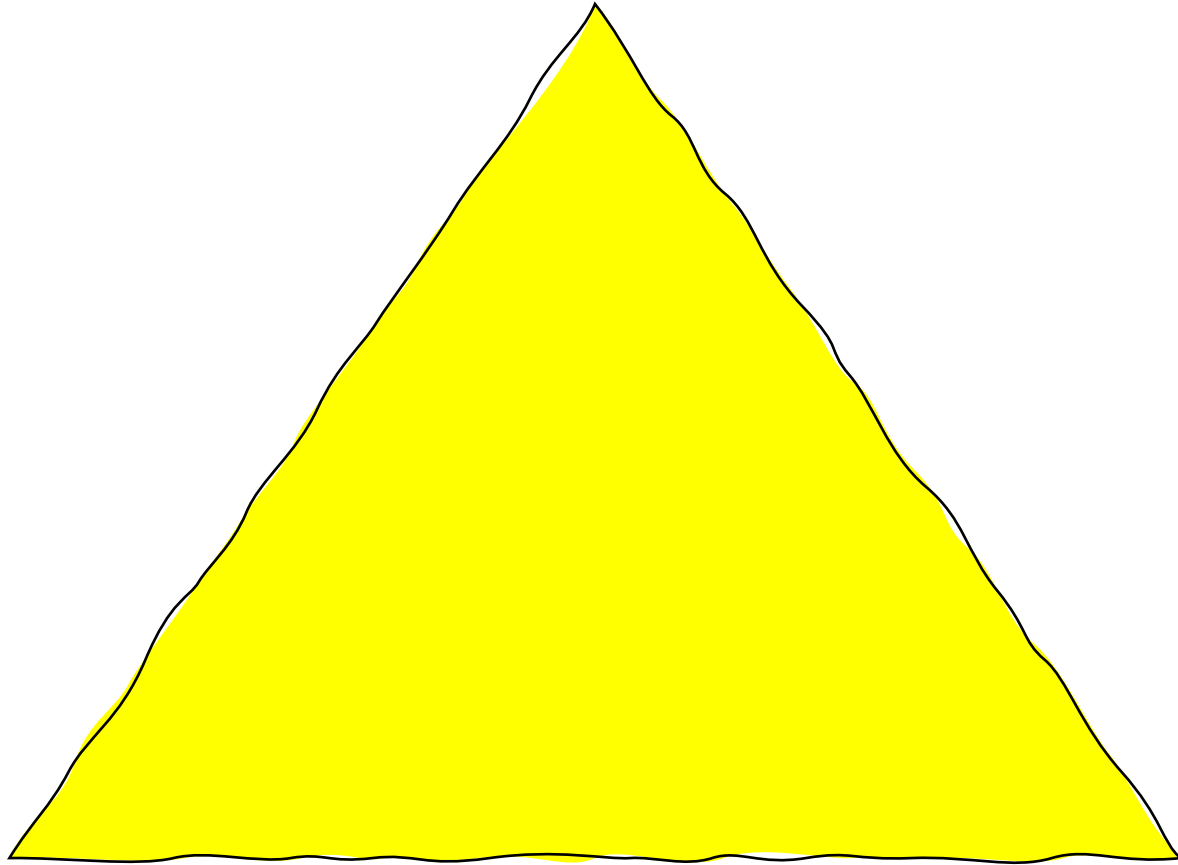


**Do it well or
don't bother !**



What might be your barriers and fears around co-production?

PLACE

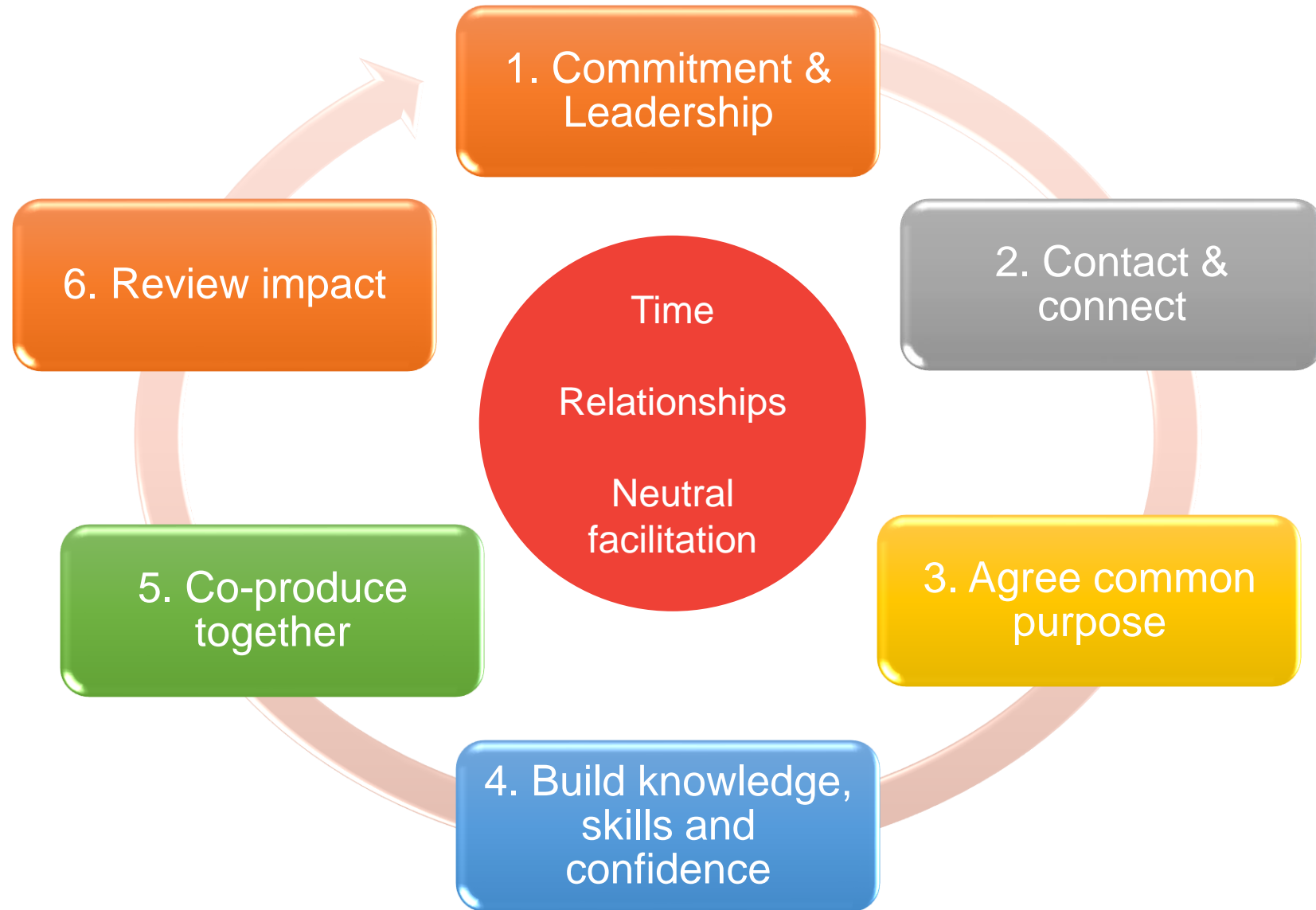


PEOPLE

ACTIVITY



Our Approach to Co-production



Facilitated by Every-One

- Cancer x 2
- Dementia Strategy
- Managing Excessive Tiredness & Fatigue
- MSK – Hip and Knee Replacement Pathway
- Palliative & End of Life
- NHS Staff Carers
- ‘FIT Test – Bowel Screening
- Our Shared Agreement
- University of Lincoln – Co-production in Research
- Kisimul School
- Lincolnshire County Council Strategic Partner
 - Strength Based Approaches
 - Quality Assurance
 - Net to Gross
 - Good Homes Alliance
 - Adult Charging Policy
 - Digital Self-Funders
 - Adult Care Information Resources
 - Carers & Personal Budgets
 - Occupational Therapy – Strength Based working
 - Integrated Healthy Lifestyles – Strength & Balance
- General Co-production Training
- Co-production Advocate / Champion Training
- Staff Training
- Strategic Development

Long Covid Co-production

Local people working together to improve services



Are you living with Long Covid in Lincolnshire?
Share your story with us and help to shape services.

Email us at: working.together@every-one.org.uk



“Having someone delivering that session who can understand what you are going through, even though your symptoms are likely invisible to them, is key to me wanting to show up.”



Lincolnshire
Long Covid
Co-production



Dr Imran Mughal



Lincolnshire
Long Covid
Co-production



Jenna's Story



'Cancer - How Are You Feeling?'

In partnership with: **MACMILLAN** CANCER SUPPORT | **every one** | **NHS** Lincolnshire

This new course has been designed and created together with people who have experienced cancer and are part of the Lincolnshire Macmillan Cancer Co-production Group and with Healthcare professionals from the Lincolnshire Macmillan Information Support Service.

NEW

Cancer - How are you feeling?
Learning to look after your emotional health and wellbeing during and after your cancer diagnosis. | 1 session

Would you like the opportunity to explore the range of emotions that you may experience as someone living with had similar experiences?
Regardless of what point you are on in your cancer experience this course aims to help you to:

- Be aware of your emotions and find ways to help yourself your feelings
- Explore and discover tools and techniques to look after learning to assert yourself to ask questions with confidence
- Understand where you can access help that is available

For most people cancer is a rollercoaster ride with a range of emotions.
This course offers the opportunity to learn in a small group, find ways to respond to our feelings.
There is the opportunity of support available should you need it.
Resources will be available.
The future:
This is an initial session with a view to further courses being developed to support you in different ways.
You will have the opportunity to feedback on any other topics you would like us to explore in the future.

In partnership with: **MACMILLAN** CANCER SUPPORT | **every one** | **NHS** Lincolnshire

hope | control | opportunity

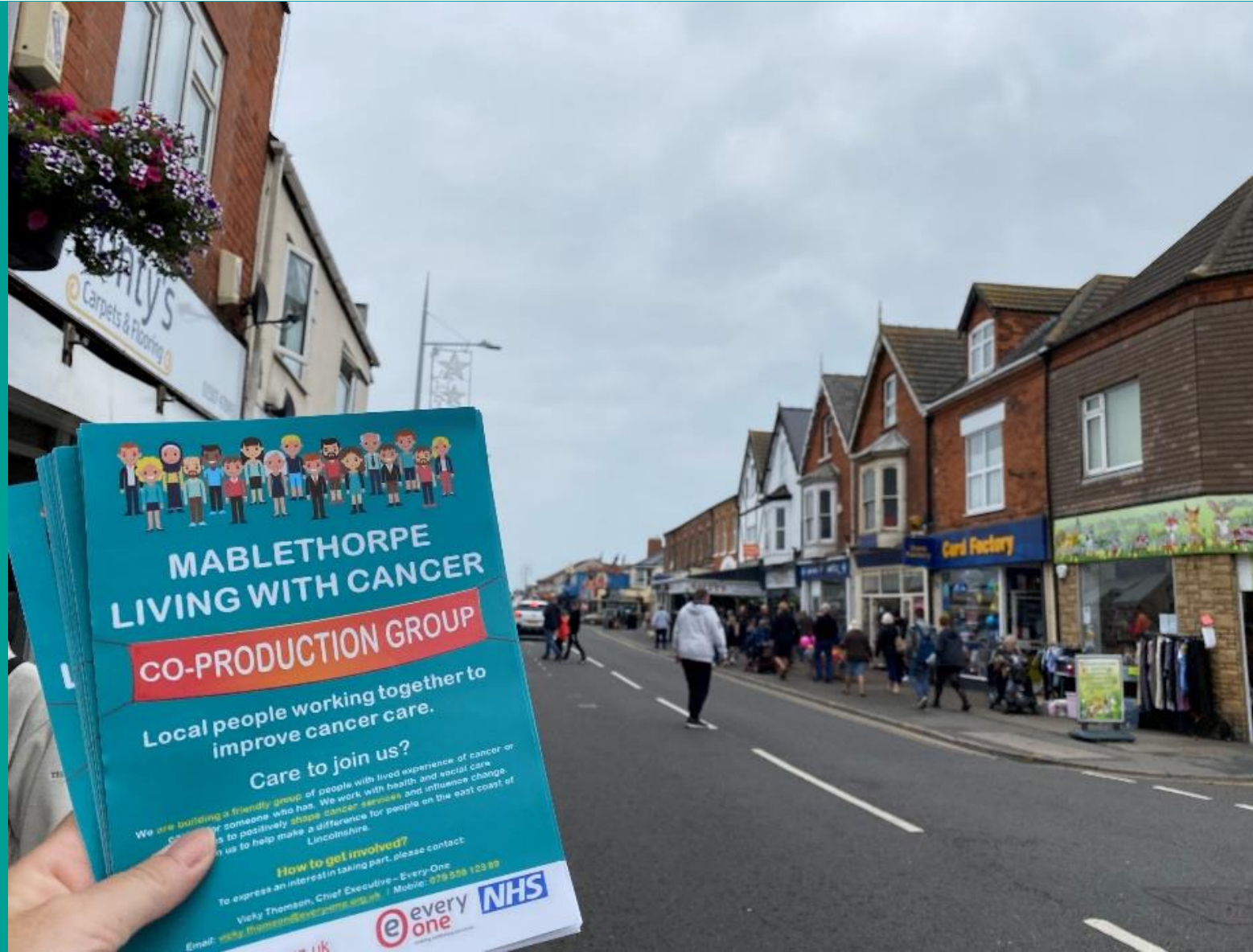


Recovery College
Sharing the journey together

NHS
Lincolnshire Partnership
NHS Foundation Trust

Mablethorpe Cancer Co-production

- Raise the profile of co-production in Lincolnshire
- Develop access to co-production in Lincolnshire, with a focus on the East Coast for those who are currently not engaged
- To create a planned and coordinated approach to co-production with the people on the East Coast
- Embed co-production at all levels within the target area as 'business as usual'





We have learnt...

- Importance of co-production facilitator that is flexible and doesn't give up
- Time for people to 'vent'
- Difference of '*condition-based*' / '*place-based*' co-production
- Vastness of health inequalities in the area

If we did this again

- More realistic with expectations
- Not make assumptions about the future of the group
- More time in run up with local practitioners
- Build virtual meetings in as an option from the start

Questions?



Evaluation

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Now how do
you feel about
co-production?



LET'S

Power  UP!

PEOPLE !

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