



Adult Support and Protection Service User and Carer Consultation Event Evaluation Report

Arrangements:

The event was held at the Beardmore Hotel, Dalmuir in 2 half day sessions. 28 service users and carers attended each session, 56 in total. The venue was extremely appropriate, accessible for the wheelchair users who attended and the theatre-style accommodation enabled the audience to see the presenters and actors without difficulty.

In each session there were 3 short presentations on adult protection and the work of the Committee, and then 3 dramatised scenarios presented by the Good Life Group, followed by audience participation. The group facilitator "hot seated" the actors, inviting the audience to ask them questions about their situations and to offer advice as to how they can protect themselves or be protected. The audience participation was excellent, successfully demonstrating some of the complexities of adult protection far better than straightforward information giving could do.

The audience were then split into small groups to answer 3 questions: how best we can raise awareness of adult support and protection, were the participants aware of how to report an adult protection issue and how best the APC can engage with service users and carers.

Participation:

In order to enable a large variety of service users, carers and potential service users to attend it was agreed that all relevant community groups would be invited to send 2 representatives. In all 60 groups were contacted to send participants, although only 27 did so.

Feedback:

All participants, including the Good Life group members present, were asked to fill in an evaluation sheet for the event: 58 were received. Of these 22 were in written format, and 36 in accessible symbols format.

The responses are below:

Questions on evaluation form	Yes	Not Sure	No	Blank
Did you enjoy the event?	56	1	0	1
Did you find the information useful?	55	2	0	1
Will you tell other members of your group you represent about the event?	57	0	0	1
Do you know what to do if you come across an adult who may be at risk of harm	55	1	1	1
Do you know how to get further information about adult support and protection for yourself or someone else	54	2	1	1

Participants were also invited to add their own comments. 34 comments were received, all except one was positive, and by far the most common was praise for the Good Life Group. These include:

- The Good Life Group performed very well and put the message across of all the relevant abuse problems
- It was great. All acts were good. Really interesting
- The scenarios were both first class and essential to deliver the message on the third drama. Too many of the care home staff are there to pick up a wage with no interest in the people in their care. P.s. I wish you every success
- The good life group put the message across better than something put up on a screen
- The good life group scenarios were very powerful and thought provoking

Other comments included more general praise, including:

- It was good
- It was informative
- Well done – message received and understood

- It was enjoyable. I think it should be repeated
- Good venue
- This event has been very informative and also make me more aware of the vulnerability of others
- Very informative, important to ensure that information is available to everyone who may need it. Well done
- Very Interesting event. Really impressed

A number also included suggestions to assist us in raising awareness of ASP, taking forward the work of the Committee or generally recognising the importance of the issues discussed:

- Focus groups could be used to gather more info with carers / service users or may with people who have made reports of abuse. This might provide good feedback.
- Possibly the terminology could be altered e.g. statistics, imitative. Great day though, really helpful. Would be good if it could be experienced by more people, training, etc.

Only one comment made was negative, with the writer criticising the public information leaflet and pointing out that the event started late.

Small group discussions:

Many helpful suggestions were made about venues where we may be able to place information about adult support and protection, and these will be followed up.

Generally the attendees indicated that to date they had not known what to do to report harm, but following the presentations they were now aware of the importance of telling someone. There appeared to be a general view that awareness was still low.

In responding to the question of how best the APC can engage with service users and carers the participants were given a number of choices as well as being able to make their own suggestions. The most popular choices were to hold an annual event and to develop a newsletter (5 each). There was some support for regular contact with the adult protection co-ordinator and some for setting up a sub group of the Committee (2 each). Other suggestions were

develop a DVD of the drama presentations and use in training and talks, to use a facebook page, and to place information in existing publications.