

## See, Hear and Act Strategy Easy Read Version



This is Warwickshire County Council's plan to make sure care and support services are good quality

# What is See, Hear and Act?



Warwickshire County Council buys millions of pounds of support from care providers.



We need to make sure that care providers are doing a good job.

## See, Hear and Act

‘See, Hear and Act’ is the name for our plan to do this.

# Types of Care



Some people are supported in a care home.



Some people are supported in their own house or flat.



Some people are supported in the community.

# Types of Care



Some people are supported in a day center.



Some people are supported to do activities with other people.



We want to make sure that care providers are doing a good job in all of these places.

# Who Should Be Involved?



We think it is important to listen to people who have experience of care and support.



If you tell us what you think about your care and support, you won't get in trouble or be told off.



We think everyone should be involved in making this plan happen.

# Who Will We Speak To?



We will ask what people who have care and support think of their care providers.

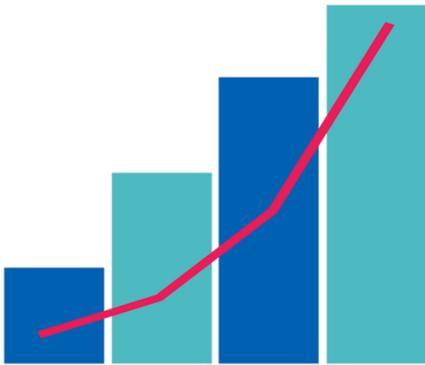


We will ask people like doctors, nurses and Social Workers to tell us what they think about care providers.



We will ask family members like brothers, sisters and parents to tell us what they think about care providers.

# Who Will We Speak To?



We will ask care providers to send us information about the care they have provided.



We will share information about care providers with the Care Quality Commission.



We will share information about care providers with Warwickshire Clinical Commissioning Groups.

# Visiting Care Providers



We will visit care providers and see if we think their care and support is good or needs to be better.



If the care and support is good, we will say well done to the care providers.



If the care and support could be better, we will write a plan with the care provider to help them get better.

# Peer Review



We want people who have care and support to visit care providers with us and tell us what they think. This is called a **Peer Review**.



We will listen to what the **Peer Reviewer** thinks is good and bad about the care provider.



We will support the **Peer Reviewer** to tell the care provider what they think is good and bad.

# Contact Us



If you want to talk to us about **See, Hear and Act**, you can contact us by email or by post at the address below.



## Email

[seehearact@warwickshire.gov.uk](mailto:seehearact@warwickshire.gov.uk)



## Post

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