

Introduction Note for people in the local area



We have been invited in by the Partnership leaders in your area. We have not been told by people who do not work in the area to visit.



We are not inspectors or management consultants.



We are here to 'hold up the mirror' and show how things are in Cornwall now. We do this by talking to lots of people and reading information and understanding what people want to see.



The team has people from across the country with experience of Transforming Care. They understand the issues and challenges people will be facing.

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Peers are 'critical friends'



They look at the strengths (what is going well) and the areas to explore in the partnership to help it move further forward



To give the right picture back to Cornwall we need people being open and honest about what the partnership is good at, what it needs to get better at and the challenges that need to be overcome.



Information we collect from our sessions is not linked to people we have spoken to. We do not say where we have got it from.



It will help us to give our feedback to the partnership board at the end of the peer review

If people recognise something they have told us about, when they hear the feedback they can be sure it will be something that the team has seen and heard from other people too.

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What happens on a peer review?



The peer review team are given a timetable from the area.



This tells them the names of all the people the peer team will meet, interview and visit during the information finding part of the peer review.



The peer team meet people in different ways

- Interviewing them with another Peer
- Running a Workshop session
- Interviewing them on the telephone or computer
- Visiting a service

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For this peer review we can meet people in person or using Zoom or Teams



The peer team will also get information from

- Presentations
- Policies
- Plans and Pathways
- Meeting notes
- Data Collections
- A '*Position Statement*' from the local area about what they think they are good at and what they are worried about.



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What are the team thinking about when they talk to people?

How does the system work for people?



- Do all the different services work together so people have good lives?
- Do all parts of the system work smoothly to help people? or
- Do some parts of the system make barriers for people?

Are the things the TCP is involved in Sustainable?



- Is the everything planned to last or just fix a problem in the system now?
- Does the TCP have a plan that people know about and everyone is trying to make it happen?

Capacity to Deliver



- Can the TCP partners provide the services people need in their area and keep the quality and performance to a high level?
- Can they develop new services and keep doing the work they need to do?
- Can they make the priorities in the plan happen?

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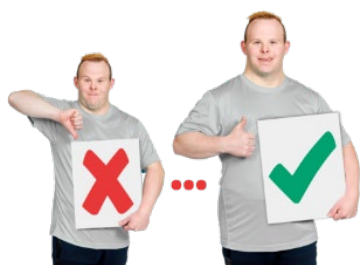
Service Design



- Is the partnership designing services and plans using the best practice guides? (building the right home & building the right support)
- Have they included all the parts of this?
- How are people with lived experience and families involved in designing the services?



Looking at these areas helps the peer team to understand if the Partnership's is able to make things happen. It also shows what it needs to make the plans and ambitions happen.



We really want to hear what you have to say about

- what has gone well for you and
- what things could have gone better



We will also want to know if you had 3 wishes, what would you use it to change in Cornwall.

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Message for local areas

Please feel free to tell people who to contact, when the review is taking place, about the feedback session if they are invited.