



# What does 'Wellbeing' mean to you?

Enfield Council and the Autism and Learning Disabilities Council asked people what Wellbeing meant to them.

We asked people -

- If they understood the words the Care Act used to describe Wellbeing
- How important each area the Act said makes up Wellbeing was to them out of 5★'s
- To give examples of their personal outcomes for each area of Wellbeing.

To do this we

- Sent out Questionnaires
- Invited people to an event

We said we would put all these ideas together to help services assess how well they are doing

This is what we found out;

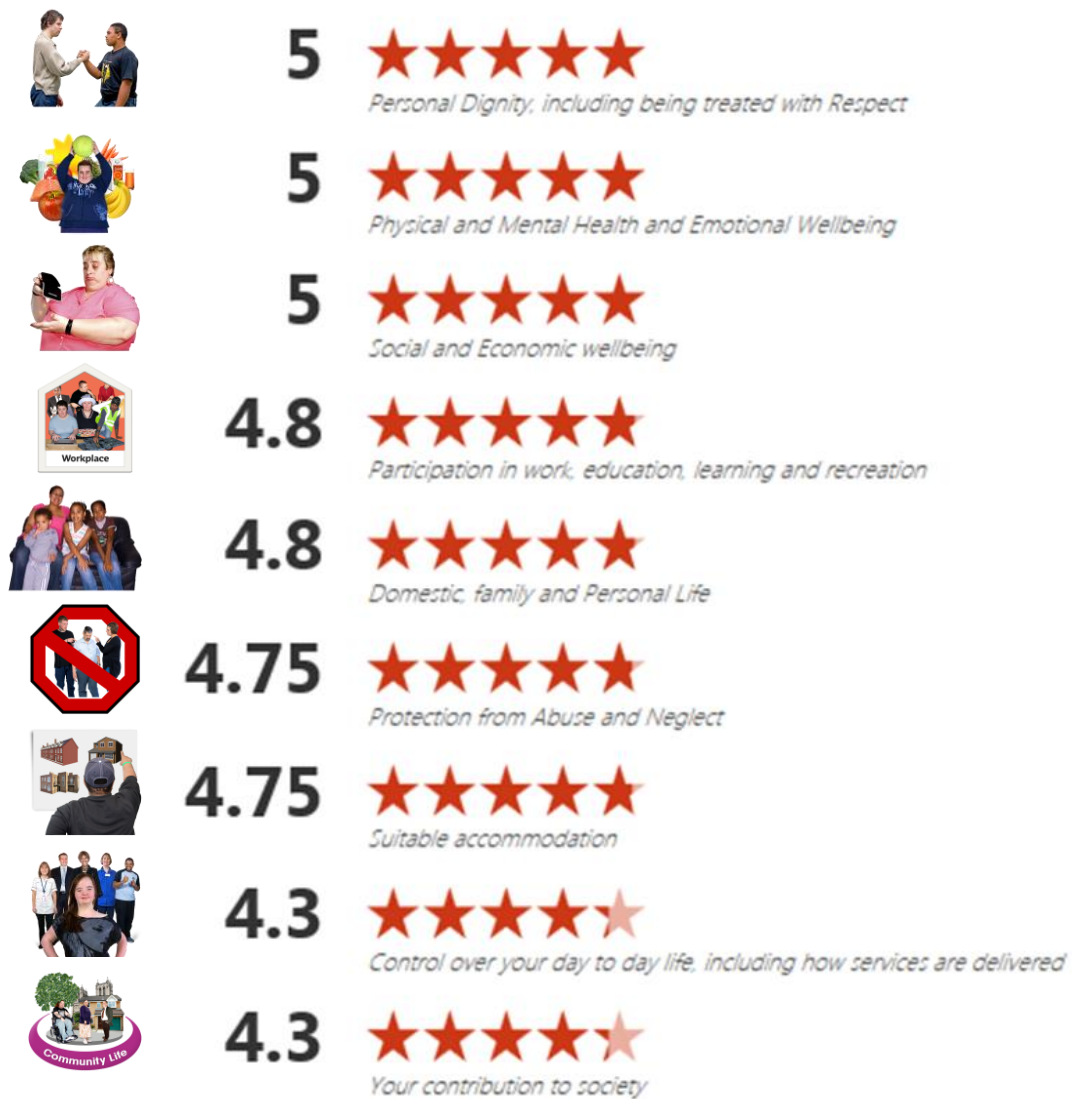
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These are the words people said they did not understand;

- Dignity
- Quality
- Emotional
- Accommodation
- Contribution
- Economic
- Neglect
- Participation

Most people though all things were important. This is how they rated each area;

## STAR RATINGS FOR WELLBEING



The Charter will have the headings in this order

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	Next are the responses top what people said mattered to them about each outcome.
	Where more than one person said very similar things, it will only be written once.
	It is 'weighted' to show more people thought that was important, by using bigger letters.
	Sometimes people talked about things that made their wellbeing worse. When written up, I have assumed the opposite would make things better.
	Sometimes people went beyond their personal outcomes, and talked about how they wanted services delivered.
	Sometimes people talked about doing things with specific providers. Because we want this to be for everyone, the names aren't included, but the activities are.
	Sometimes very similar outcomes were put under different headings. This may look that those outcomes are less 'weighted' than others – so read carefully!
	Sometimes the grammar or wording has been changed slightly, so it is easier to read and sounds more consistent.



## Personal **Dignity**, including being treated with Respect

I will know my plan is working if....



Staff (and the community) speak politely

People knock before coming into my room, and say who they are

people talk to me at meetings, not about me like I'm not there

All my supporters understand how to make me feel respected

I have skilled, committed and consistent supporters, who know and respect me as a person - most importantly if I have profound and multiple disabilities.

I can talk to my staff if I am upset

I like my staff

We choose what to cook in our cooking session

Staff let me know if they are running late

I am involved in making my PCP

When people call me by the name a like using

Staff listen to me



## Physical and Mental **Health** and Emotional Wellbeing

I will know my plan is working if....



I see my GP when I need, eat healthy, go to health screens.

I get out and do physical exercise

I have people to talk to if I'm upset

I stay out of hospital

I have a Hospital Passport that tells the nurse how to support me

My mobility needs don't stop me having an active life.

My diabetes is well looked after

Physical and mental health are both taken equally seriously

People supporting me know my indicators of becoming unwell, such as changes in behaviour, self-harm, or as simple as rocking...

I get help if I am worried

Staff explain what the doctor says

I have friends to talk to, and who listen to me.

I explore my interests

## Protection from Abuse and Neglect



I will know my plan is working if....



Everyone in my life acknowledges this as a basic human right.

My supporters are checked appropriately.

When my supporters have keys, they lock up properly.

I am not scared to go out

I am checked on every day

I have people to talk to if something bad happens

I feel safe

My valuables are kept safe

People are nice

Staff go through personal plans with me

I don't get ill or depressed by being stuck indoors

I have my personal Care taken care of

I am well looked after by family and carers

I am assisted with my meals

It does not all come down to finance

I get opportunities and choice



## Control over your day to day life, including how services are delivered

I will know my plan is working if....



I employ my own staff

My family are supported to employ my staff if I am not able to, and there are plans in place for this support to continue when My family are no longer able to.

I am told what staff are coming to see me and when they will arrive.

I can go to the pub everyday if I want

I go to the pub for lunch

I can't control my care contributions - why do I have to pay?

I have all the information I need, in a form I understand, from people who are experts (including local services)

My supporters visit when my plan says they should, and do what my plan says they should do.

Staff ask me what I want

I feel listened to and my views are taken into account

I tell staff what I want

My services give me up to date information





## Participation in work, education, learning and recreation

I will know my plan is working if....



I never stop learning

My supporters help find stimulating and interesting things for me to do

I volunteer

Support to explore my interests

I have consistent staff supporting me - relationships are important!

I have somewhere to go where I can meet friends and do activities

No one has ever assessed or suggested work education or learning.

I have access to supported learning environments, locally or further afield if necessary

I get certificates for the training I do

I get to go to events with my friends

I go to the drop ins

I am happy helping people

I improve my Maths and English

I learn how to write my own stories

I have a paid job

## Social and Economic wellbeing



I will know my plan is working if....



I see my friends at the pub

I access my own money

I have a good care plan with activities that happen

My friends and family around me have comfortable living standards.

I keep my money in the safe.

I go to Dr Who Exhibitions

My staff are my social contact

I go on holiday

I go for a walk in the park

I see my friends

My rent is paid up

I take part in meetings

I have more choice of how to spend my direct payments

I go to the Disco and Clubs and make friends

I see my friend at Drama Club

People with complex and enduring disabilities never get the opportunity to save money and build security, as all additional income is subject to charging.

I see my friends at Bowling

I watch Enfield Town Football Club

I sing in the Choir and perform at Concerts

I visit my Family

I budget my own money and spend it on what I want



## Domestic, family and **Personal Life**

I will know my plan is working if....



My carers are supported,  
especially as they get  
older.

I have a balanced, happy  
and fulfilling family and  
personal life.

My phone works so I can  
call family and friends.

I go to clubs

I get help to clean my flat

I spend time with my  
family who I respect and  
love.

I am treated with Care  
and Respect

I am safe

I have food and shelter

I have friends, including  
people with a shared  
experience of disability.

I have places to go to  
meet my friends

My family help me out

I contact old friends

I see my family and  
friends

I have high self-esteem  
and am always confident

My Privacy is respected

People talk and spend time  
with me

Suitable **accommodation**



I will know my plan is working if....



I keep my home

I love my flat

I can do what I want

I choose and like my  
respite service

I keep learning life skills  
so I can stay independent

I have my own front door  
and I feel safe

It is accessible  
to me

Living with people I get on  
with

I have good neighbours

I am living with my  
family

I have peaceful flat

## Your **contribution** to society



I will know my plan is working if....



People remember everyone contributes to society, whatever their disability!

I am not 'Shut Away' and I am supported to be part of society.

I sing in the choir

I go to concerts

I get to retire when I've done my bit!

I go shopping

Society as a whole values all the diversity of its communities - Gender, Race, Ability, Rich & Poor, Vulnerable or Not.

I go to football

I take part in meetings

I volunteer

I am part of One-to-One