



APPENDIX 2. Local 'I' and 'We' Statements

'I' and 'We' Statements

A series of locally generated 'I' and 'We' statements are juxtaposed to compare what service users and patients want and need (the 'I' statements) with responses agencies feel they must make (the 'We' statements). For ease of reference both sets of statements have been organised in terms of a series of overlapping summary themes.

Theme 1. Information	
'I' Statements	'We' Statements
<ul style="list-style-type: none"> • I want) good high quality signposting. 	<ul style="list-style-type: none"> • (We will) make sure that if someone calls our agency they will get through to the right person with one transfer (we will minimise 'hand-offs')
<ul style="list-style-type: none"> • (I want) information that is regularly updated and remains current. 	<ul style="list-style-type: none"> • (We will) be informative about services available for service users.
<ul style="list-style-type: none"> • (I want) the people who provide support have access to good information. 	<ul style="list-style-type: none"> • (We will) ensure we have access to up-to-date information on local services.
<ul style="list-style-type: none"> • (I want) information the enables choice. 	
<ul style="list-style-type: none"> • I want information on what services are available for people 	
<ul style="list-style-type: none"> • I want clear pathways. 	
<ul style="list-style-type: none"> • (I want) good information about eligibility. 	
<ul style="list-style-type: none"> • I want clear governance and accountability – good information about who is responsible for what. 	
<ul style="list-style-type: none"> • (I want) my information to be shared when it needs to be and protected when it needs to be. 	
<ul style="list-style-type: none"> • (I want) to be supplied with contact numbers. 	
<ul style="list-style-type: none"> • (I want) clear information available as and when needed. 	
Theme 2. Control	
'I' Statements	'We' Statements
<ul style="list-style-type: none"> • I want to have professional to have in-depth knowledge of my needs and future and to work with me. 	
<ul style="list-style-type: none"> • I want to be given the confidence to cope with my situation, not to be 	



harassed and for somebody to be there when I need them.	
Theme 3. Services That Work Together As One Team	
'I' Statements	'We' Statements
<ul style="list-style-type: none"> • (I want) a system that really works with everyone who is part of it all working together. 	<ul style="list-style-type: none"> • We will give) care co-ordination a high priority.
<ul style="list-style-type: none"> • (I want) better communication between agencies. 	<ul style="list-style-type: none"> • (We will) employ suitably qualified managers who have a collective vision of what integration means.
<ul style="list-style-type: none"> • (I want) a common assessment. 	<ul style="list-style-type: none"> • (We will) have one computer system.
<ul style="list-style-type: none"> • (I want) a clinical team that listens to the provider. 	
<ul style="list-style-type: none"> • (I want) to have confidence that my care team is well managed. 	
<ul style="list-style-type: none"> • <i>(I want) people to speak to each other – “pick-up the old telephone instead of unnecessary paperwork”.</i> 	
Theme 4. Continuity	
'I' Statements	'We' Statements
<ul style="list-style-type: none"> • (I want) single responsible person managing my care plan. 	<ul style="list-style-type: none"> • (We will) ensure that that one person is responsible for each service user (e.g. a keyworker).
<ul style="list-style-type: none"> • (I want) continuity of care. 	<ul style="list-style-type: none"> • (We will) provide continuity of care.
	<ul style="list-style-type: none"> • (We will) have one person to do assessments.
Theme 5. Accessible Services	
'I' Statements	'We' Statements
<ul style="list-style-type: none"> • I want) easy access (to services). 	
<ul style="list-style-type: none"> • (I want) a single point of access. 	
<ul style="list-style-type: none"> • (I want) clearer pathways. 	
<ul style="list-style-type: none"> • (I want) access to good quality services (e.g. new social workers visits every 2 weeks and another never seen). 	
<ul style="list-style-type: none"> • (I want) someone to help me navigate my way. 	
Theme 6. Wellbeing	
'I' Statements	'We' Statements
<ul style="list-style-type: none"> • I want) befriending. 	
<ul style="list-style-type: none"> • (I want) to see people, to have companionship, to have someone to talk to. 	
<ul style="list-style-type: none"> • (I want) to live in a safe environment – a home I know and understand. 	



• (I want) drop-in centres.	
• (I want) to meet others.	
• (I want) to be socially included.	
Theme 7. A Clearly Defined Service	
'I' Statements	'We' Statements
• (I want) a responsive service.	• (We will) ensure that one authority is accountability (relates to need for accountability to be clear).
• (I want) a well defined support	• (We will) integrate the NHS – very fragmented.
Theme 8. A Personalised Service That Respects Dignity And Promotes Choice And Control	
'I' Statements	'We' Statements
• (I want) a high quality.	• (We will) focus on the individual need, not costs – we will be needs led.
• (I want) a reliability.	• (We will) be bold, innovate and challenge the stigmatisation of older people.
• (I want) respect.	• (We will) be flexible in outlook, open minded and not <i>'tick boxes'</i>
• (I want) dignity.	
• (I want) choices (e.g. food, environment, staff).	
• (I want) kindness.	
• (I want) services that are responsive to people's needs.	
• (I want) timely diagnostic service and interventions.	
• (I want) service to be informed (about me).	
• (I want) my experience valued.	
• I want to be asked what I want.	
• (I want) support, professional advice and advocacy to manage personalisation.	
• (I want) to feel <i>'equal'</i> , to feel valued.	
• (I want) to be treated with dignity and recognised as a person	
• (I want) good basic customer care e.g. a smile, greeting, eye contact as I enter the ward, to be treated decently.	
• (I want) services that reflect my	



needs and maintain my dignity.	
<ul style="list-style-type: none"> • (I want) to be treated with compassion and dignity. 	
<ul style="list-style-type: none"> • (I want) my care to feel personal. 	
<ul style="list-style-type: none"> • (I want) to feel satisfied and keep happy, safe and worthy. 	
Theme 9. Advocacy	
'I' Statements	'We' Statements
<ul style="list-style-type: none"> • I want) investment in advocacy. Need good advocates, but currently mainly voluntary. Need to be salaried to get consistency and quality. If you do not have advocacy will go to legal aid – another cost on government/taxpayer. 	
Theme 10. Prevention	
'I' Statements	'We' Statements
<ul style="list-style-type: none"> • (I want) preventative services. 	<ul style="list-style-type: none"> • (We will) invest in prevention.
<ul style="list-style-type: none"> • (I want) timely help to avoid crises. 	
Theme 10. Competence	
'I' Statements	'We' Statements
<ul style="list-style-type: none"> • (I want) social workers who really know what they are doing and who are sufficiently qualified. 	<ul style="list-style-type: none"> • We will) learn from failure
<ul style="list-style-type: none"> • (I want) good managers/training. 	<ul style="list-style-type: none"> • (We will) work harder and be dedicated.
<ul style="list-style-type: none"> • (I want people to) stop, reflect and take stock of who we are and where we are going. 	<ul style="list-style-type: none"> • (We will) employ suitably qualified managers who have a collective vision of what integration means.
<ul style="list-style-type: none"> • (I want) robust monitoring and review processes in place to follow the tendering and commissioning stage. 	<ul style="list-style-type: none"> • (We will) stop and take stock of where we are and where going. Frontline staff are overwhelmed by the pace of change.
Other	
'I' Statements	'We' Statements
<ul style="list-style-type: none"> • (I want) transport as part of integration 	<ul style="list-style-type: none"> • (We will give) Adult Safeguarding the importance it deserves.
<ul style="list-style-type: none"> • (I want) better use of telecare and telehealth I want better use of telecare and telehealth. 	