



Big Conversation on Care: Discussion guide for facilitators running sessions on behalf of their organisations

This discussion guide forms part of the Big Conversation on Care and is intended to help organisations engage their own communities and networks. It provides a simple structure for facilitating a group discussion and gathering feedback to share with the Commission.

The questions and prompts are intended to support conversation rather than be followed rigidly. Facilitators can use them in a way that works best for their group while ensuring all participants have an opportunity to share their views.

Feedback from the discussions should be captured in the data capture template provided as part of this pack.

1. Welcome and introductions (5 minutes)

- Welcome everyone and thank them for taking part
- Provide background to the Casey Commission and the Big Conversation on Care as context for your discussion. Read out:

“The Casey Commission on Adult Social Care is undertaking an independent review of adult social care in England.

As part of the review, they are carrying out The Big Conversation on Care, to help understand what the public wants from adult social care.

The Big Conversation on Care will help the Commission to make recommendations for how the UK Government should reform the current system, so that it is better and fairer for everyone.”

- Explain the purpose of the discussion. Read out:

“The Commission wants to hear from a range of people, including people who receive care, people who provide unpaid or informal care, and people that might not typically have their voices heard in these types of conversations.

Our discussions today are your opportunity to feed in your views to the Big Conversation.”

- Provide information to reassure participants about their involvement, reminding them of the information sheet. Points to cover:
 - There are no right or wrong answers
 - All the questions are voluntary – only answer what you feel comfortable answering
 - You can stop or withdraw from these discussions at any time
 - What you say will be anonymous*

**Unless a safeguarding concern arises, in which case we would expect this to be handled in line with your organisation’s safeguarding policies.*

2. Warm-up question (10 minutes)

- Ask people to introduce themselves by sharing:
 - Your first name.
 - A little about yourself.
 - Why this topic is important to you.

3. Current experiences (15-20 minutes)

- Explain that you would like to understand what care and support is currently like for people. Depending on their circumstances, participants may wish to talk about:
 - Receiving care or support.
 - Supporting someone else as a carer.
 - Experiences of care and support in their community.
- Questions:
 - What has your experience of care and support been like?
 - What works well at the moment?

- What could be improved?
- If needed, you can ask people to say more about the following topics if they do not already come up:
 - Reliability of support
 - Quality of support
 - Relationship between people receiving care and carers
 - Having choice and control.
 - Information and advice

4. The One Big Question (15 minutes)

- Show or read out the following question. This is the one big question that is being asked of everyone taking part in the Big Conversation on Care:
“When we are old or disabled, or have a serious illness, who should support us and how?”
- Ask participants to take a few moments to think about the question, either individually or as a group
- Questions:
 - What was your answer to the one big question?
 - Why do you think that?
 - What difference would that make?
 - Who would benefit?

5. Exploring key themes (20 minutes)

- Explain that you are interested in more detail about what the care system should look like in future and have some questions about that.
- Questions:
 - From your point of view, what would **good care and support** look like in the future?
 - Why do you think that?

- Explain that you are now going to ask about specific topics that are linked to adult social care. Only ask about topics that have not already been covered in the conversation.
- If the discussion is in-person, these can be printed on card or paper and given out. If online, these can be shown on screen using slides.
- **Theme A: Outcomes for people receiving care**

What would you expect a good care and support system to provide for the people who need it?

You might want to think about:

- Health and wellbeing
- Independence
- Dignity and respect
- Quality of life
- Choice and control

Are there any downsides or challenges to your ideas?

- **Theme B: How support is decided**

What should be considered when deciding who can access care and support?

You might want to think about:

- A person's condition
- Their income
- Their family or support network
- How easy it is for them to access support
- What feels fair

Are there any downsides or challenges to your ideas?

- **Theme C: Payment and funding**

What should be considered when deciding how care and support should be paid for?

You might want to think about:

- A person's condition
- Their income
- Their savings
- Their family or support network
- How easy it is for them to access support

Are there any downsides or challenges to your ideas?

- **Theme D: Family, friends and communities**

What role should family, friends and local communities play in supporting people?

You might want to think about:

- What is expected from family and friends
- Support family and friends might need
- What is expected from the community

Are there any downsides or challenges to your ideas?

- **Theme E: Information and influence**

How should people be supported to have a say in decisions about care?

You might want to think about:

- Being listened to
- Involvement in decisions
- Having information
- Representation

Are there any downsides or challenges to your ideas?

6. Wrap-up and priorities (10 minutes)

- Explain that you would like to bring the conversation to a close and to give participants the chance to share their final thoughts.

- Questions:
 - Is there anything important that we haven't talked about?
 - Thinking about everything we have discussed today, what should be the biggest priority for improving adult social care in England?
 - Why is this your priority?
 - Who would benefit most?
 - Is there anything else you would like to add before we finish?