



Big Conversation on Care: How to use this pack

Thank you for supporting the Big Conversation on Care.

This pack has been developed to help organisations engage their own members, service users, staff or wider networks in a discussion about the future of adult social care in England. Feedback from these discussions will be shared with the Casey Commission and considered alongside findings from other engagement activities taking place as part of the Big Conversation on Care.

You do not need any research or facilitation experience to use this pack. The materials are designed to be flexible and can be adapted to suit the needs of your organisation and the people taking part.

What's included in the pack?

The engagement pack contains:

- **Participant information sheet:** Information explaining the purpose of the Big Conversation on Care, the topics being discussed and how participants' views will be used.
- **Discussion guide:** A step-by-step guide for planning and running a discussion, including suggested questions and prompts.
- **Cards to support the discussion:** A set of discussion questions that can be printed out, shown on screen or shared with participants during the conversation.
- **Feedback template:** A form for recording and submitting the feedback you get from the discussion.

Before the discussion

First, decide who you are going to invite to the discussions and how many people you want to involve. These types of group discussions often work best with between 5 and 10 participants.

Decide on how you are going to run the discussion. These can be carried out in-person or online. If they are in-person, you will need to think about a venue that can accommodate your group.

Decide on how many people you need to facilitate the discussion and whether you or the participants will need any other support to take part.

Once your participants have been identified, share the information sheet with them and ask them to provide their consent to take part in the discussion.

During the discussion

The discussion guide provides a suggested structure, but you do not need to follow it exactly.

Some useful tips include:

- Encourage everyone to contribute.
- There are no right or wrong answers.
- Allow people to speak from their own experiences.
- Respect different perspectives.
- Only ask participants to share what they feel comfortable discussing.
- Focus on capturing the key points raised rather than recording every word.

The most important thing is to create an open and respectful conversation where people feel comfortable sharing their views.

Recording feedback

Please use the feedback template to record the findings from the discussion. It is structured in the same way as the discussion guide. Do not include any names or personal information in the template, as it is essential that individuals remain anonymous in the findings shared with the Commission.

In each section, type in:

- The main themes that were discussed

- Reasons people gave for how they felt
- Examples of quotes from people that illustrate key points
- Any areas where it was clear people agreed or disagreed

After the discussion

Once the discussion has taken place:

1. Complete the feedback template.
2. Review the information to ensure it accurately reflects the discussion.
3. Once discussions have taken place, please send the completed feedback templates to enquiries@caseycommission.co.uk, marking the subject line “**Organisational workshop response – Big Conversation**”. This will help us make sure your feedback reaches the right part of the team.

Insights from organisational discussions will be analysed alongside findings from the wider Big Conversation on Care to help inform the Casey Commission's recommendations.

Need to adapt the materials?

The materials are designed to be flexible. You may adapt the format, language or delivery approach to suit your participants, provided that the core questions remain broadly unchanged so that feedback can be considered alongside other contributions to the Big Conversation.