Hampshire Self Advocacy Day

19th May 2016

Working together to provide advocacy

Email: info@hampshireadvocacy.org.uk Website: www.hampshireadvocacy.org.uk

Registered Company no. 6050515 Registered charity no. 1124329
Hampshire Advocacy organisations have received Hampshire County Council grant funding since 2004 to run some self advocacy conferences for people with a learning disability.

For the 2016 event, people with a learning disability were asked for their ideas to help plan the day, including the Hampshire Learning Disability Partnership Board Service User Representatives.

The aim of the day was for people to:

- develop their self advocacy skills by having their say and learning from their peers
- have fun and develop and maintain friendships
- tell the Hampshire Learning Disability Partnership Board about the important issues in their lives

Over 100 people attended from all over Hampshire supported by their advocacy groups, HCC and independent day services, Launch Pad groups, residential homes and support providers.
The day was introduced by some of the Hampshire Learning Disability Partnership Board Representatives.

People arrived from 10am and had tea and coffee.

People getting ready to go to their workshops.
The Transformation 2017 workshop was about Hampshire County Council’s plans to save £43 million by 2017.

We are worried about getting less support, or having to ask friends family and neighbours for help.

Transport problems make it hard for us to be independent.

Some of us want paid work, we need help to find jobs and support to keep them.
The Quality Checkers workshop asked what skills the checkers need and how they should check people are getting good support.

- Quality Checkers need to apply for the job and get training.
- They need to use lots of different ways of communicating.
- Check if it is good support by asking the person and looking at all the support plans.
The Learning Disability Plan workshop

asked people if things are different one year on from the Plan

We went through some of the chapters in the plan to check how things are going

We don’t always have enough things to do, or the support or transport to do them

Some people still don’t get good support and are not involved in making decisions about where they live
The Right Support workshop asked people if they get the right support now since the changes from the Provider Framework.

- Support staff understand how to work in a person centred way.
- We don’t want to go early from our clubs, we are adults!
- Our Launch Pad group is good!
Over lunch people got the chance to take part in other activities:

- The Advocacy stand
- Transforming Care Pathways stand and graffiti wall
- Police Safer Neighbourhood team
- Hampshire County Council housing project stand
People shared the feedback from their workshops after lunch to a group of VIP guests:

- Councillor Liz Fairhurst
- Graham Allen HCC Director of Adult and Health Services
- Jess Hutchinson HCC Assistant Director for Learning Disability
- Andrea Frost HCC Commissioner for Learning Disability
- Michelle Stickland CCGs Commissioner for Learning Disability
- Rachel Harrison Hampshire Disabled Peoples Voices
People then had their say about other things, including one lady who told everyone that she doesn’t think the government is doing a good job!

Graham Allen and the other VIP guests gave their response to what everyone had said.

It was a great day.

I enjoyed the day and would like to come again.

People were asked to complete evaluation forms and the day ended at 2pm.

Fantastic.

I made lots of new friends.

We had such a wonderful time talking, sharing stories and opinions and knowing our rights.
Quality Checkers Workshop

This workshop was used to explain what was happening with Quality Checkers and asking people what they thought would be good to check on during these visits

Important things Quality Checkers need to do

- What’s your name
- DBS
- Contact details
- Previous experience
- Explain why do you want this job
- Dress smart
- Polite/ nice
- Smile/ be happy – approachable
- Time keeping
- Bring certificates/ C.V
- Experience for role
- Willing to train
- Ask questions
- Eye contact
- Audio
- Braille
- Easy read
- Makaton/ sign
- Subtitles are turned on
- Loud
What to look at when we visit supported living

- Clean house
- No violence
- Good staff
- Accessible
- WIFI access
- Good management
- Good security
- Activities
- DBS Checks / CRB
- Money Management
- Fire Alarms
- Speak to Residents
- Room Checks
- Check Files/ Care Plans
- Medication
- Good Support
- Good Hygiene
- Ask Service users about any problems
Transformation 17 workshop
This workshop shared with self advocates the Transformation 2017 plans from Hampshire County to save £43 million by 2017.

Worries

- I don’t like changes – that frightens me a lot, it might make things more difficult for some people. My family won’t be able to help me.
- I don’t think it is a good idea to expect my mum to drive, she can’t drive.
- Fear of the future – what’s going to happen.
- Services may stop
- Support may stop – might not know why – threshold may change.
- Change can be upsetting
- People may be at risk
- Fear of neglect – living

Work

- Work – we need help to find and to keep a job. We want paid work.
- Getting a paid job and support to keep it.
- Jobs would be good for many, some don’t want to work - find it stressful and how to stop people exploiting us at work.
- College is not right for everyone.

Direct Payment

- Direct payments – we need to be able to choose whether or not to have one. But, also have independent support with it.
- Direct payments….. How and what?
- Needs hubs for people to go to find out about services available for those with direct payment.

Transport

- Transport – if buses are out, it makes it harder to get support, or go places. It’s not fair if we live where there are no buses.
- Transport plan is good.
- I don’t have public transport near my house.
- I use the public transport to get to work but I don’t get a free bus pass.
- I have tried to book dial-a-ride but you have to book three days in advance.
- It takes ages to get through to dial-a-ride.
- My family can’t always give me a lift to Gateway club.
- Worried about transport to day services and lack of buses.
- Using transport is good but some will need support.
- Makes people more independent but supports those who need it.
- Bus links have already been cut and caused problems for less mobile folk so more cuts will be really damaging for peoples mobility and independence.
- Are there plans to ‘Axe’ the free bus passes?
- Free taxi to day service would make it hard to access the day support if it was stopped.

**Support**

- A mixture of shared support and some 1:1 is good.
- Short term support to learn skills.
- It’s good to learn new skills.
- Respite – can’t get any.
- Kingsley – I get all sorts of support here.
- What if families can’t/don’t want to help?
- What if family can’t help or we don’t want them to help.
- Friends and family are very important. Some families could provide support but some are busy.
- Friends and family helping more.
- I would feel awkward about friends helping me.
- Using friends to help will change our friendships.
- What about the Care Act and families not having to be involved.
- Worried that we don’t have friends or neighbours that can help us.
- What about trusting neighbours? Protection?
- What happens if we don’t trust our neighbours to help us and we need protection from them.
- I would like staff to continue to help me, I haven’t got friends/ neighbours that could help. I live in a rural area.
- Drop ins may work for more independent people.
- I think it is good that I can have some support to learn how to budget.
- All people should help each other.
- Helpers should get paid.
- Don’t think it’s right if people aren’t paid
- For some things people should get paid.
- Less residential more supported living.
- Live in the right place in residential / care with support and the right people.
- Right amount of support.
- Want to carry on with private day service activities.
- Upsetting if support stops – relationships – might not want to be supported by family members.
- Families have busy lives.
- Can’t rely on friends and family all the time.
• Less face to face staff support will cause difficulties. Not everyone is confident on the phone and some people are hearing impaired.
• Some people do not have family to help provide support if the council cut it out.
• What about those who need residential?

**Communication**

• Skype/ Video is good for some.
• Telephone not so good for some 24/7 service.

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**LD Plan one year on feedback**

This workshop group decided to look at the plan and provide feedback on each of the chapters one year on.

**Does the LD Plan make a difference to lives?**

**Right Support**

• Yes – we are able to choose our support
• X thought about the right support when they moved - needs to have a vehicle driver to drive my mobility car. I was given some names of agencies and was offered direct payment but parents did not think this would help me... not the right people available
• I had two good PA’s in the past but they leave, if I have a non driver that is a real problem, it is very difficult for me to use taxis if they are not the right vehicle and public transport. My Mum is not in good health and cannot always help me.
• People with Mobility cars need staff that can drive.
• Social workers could do more to help with getting the right support
• Now uses direct payments at the weekends
• Had direct payments but PA got pregnant so I had no carer for 4 months, all my cover was from the youth club (local contacts)
• My support is better
• Not enough support when things go wrong, people leave, who helps me?
• No one asks me how I want my support I just get told when they are coming.
• Get support from Ability – happy with that but would like to have more support to go out socially in the evenings. Had a review recently and there are plans to fund a day at Staunton.
• Support don’t tell me when they will get back to me when I call, I don’t always know who is coming on my timetable, I don’t feel like I am kept in the loop.
• Not enough easy read communication from NHS, adult service or benefits (DWP). Can’t understand them and the writing is too small.
• A number of people said they have and have used the hospital passport.
• I have lost half my support hours. Lots of people had lost hours in recent years.
• Too many staff still take personal calls when you have 1-1, I don't mind emergencies
• Where do I get help if I am not happy, I don’t have a social worker anymore.
• Lots of things have changed since the plan was made (Written)
• Not all changes are good, just different

My Day

• I want to learn more
• Want to be out a bit more, I don’t like being at home
• Applying for course is difficult without help
• Wish I could do another day at work
• I can’t just stay at the house but I can only go out when I have support to travel around
• I spend half the week at home, I want to go out but I need somewhere to go to
• I am going to meet with Ways into Work soon, they have just started, You Trust couldn’t find me a job
• I left college because I had done every single course
• Improved choice of day activities in Launch Pad, more person centred and more support with friendships
• Not enough to do in areas away from main towns
• Need to be able to use bus pass before 9am in areas out of town
• Bus user with epilepsy needs a companion bus pass but was turned down even though others have it with less needs
• Lots of people happy with their support for activities
• Club nights have stopped. Why? We want a club night
• We want more support to find work
• We like to have a choice of what to do and to be with friends (day service)
• Worried I will lose my day service
• What if I don’t want to work? I have had bad experiences
• Not qualified to get a job

The right place to live

• I like to have a private landlord, they get things done.
• I want to live in supported living like my friends do, it takes time to get a place.
• It’s not my choice. Likes where living but didn’t feel part of the process of moving.
• Mum and Dad can’t look after me forever, they need me to move out before they are too old.
• We need more safe places to live.
• I have to pay same money for my room but it is not as big as the others. It is not fair.
• I don’t understand how to move.

Staying Healthy

• I had an annual health check and it was good
• Still not everyone knew what the annual health check was or going for one
• Bad communication at health check, questions being repeated too much
• I had to have my feet operated on which wasn’t good, scary because I didn’t understand before I went
• Nurses did a good job explaining my surgery in the hospital and I had to have 5 jabs
• Waiting at the doctors and the hospital is hard, too long. They need to know and not make me wait.
• I get some easy read information now at the doctors. Sometimes there is still too much writing, still needs to be better.
- Services don’t talk to each other such as NHS and adult services, support
- I don’t like the dentist, they don’t understand me
- I am grateful to the nurses that help me, I can talk to them

**Staying Safe**

- No safe places in Havant area, needs to be.
- We go to the same places like the leisure centre because it is safe there
- Stickers on the door about door knocking are not working.
- ‘We like the ld plan because it is person centred that way’
- I don’t like my neighbours, they are not nice to me. I don’t talk to anyone and someone said something so they leave me alone now.
- I have a card with the council and police phone numbers in my kitchen
- People asked me for money in the street (Winchester) I had to get my support to cancel it because I was too scared to say no to them. Charity collectors.

**What I do? 😊 Like**

- Cooking, working on a 1:1, Reception.
- Learning new skills
- Meeting new friends, and old friends
- Accessing community with staff.
- Having a routine and structure I understand.
- Space away from family.
- Activities arranged and chosen.
- Staff and my keyworker

**What I’d miss? 😞**

- Accessing community
- Opportunities to learn new skills
- Meeting my friends
- Without 1:1 support I don’t get a choice
- Too much time with family (extra stress and pressure)
• Accessing activities worried about losing the ones I like.
• No consistency of staff.

Support Workshop feedback

This workshop looked at what is good support as an ice breaker, then looked at what things people were happy with and changes unhappy about since Provider Framework changes.

**Good Support:**

• Caring.
• Understanding.
• Respectful.
• Trustworthy – like having a good friend, believe in them.
• A good listener.
• Punctual.
• Patience – this is important.
• Don’t embarrass.
• Not rude.
• Intelligent – know what they are doing and they are prepared.
• Bubbly.
• A good sense of humour.
• Organised – where you can go for help, who to go to, being prepared, plan.
• Clean and tidy.
• Happy.
• Don’t treat us like kids.
• Confidential.
• Cheerful.
• Polite.
• Reliable.
• Helpful.
• Personal hygiene.
• Time keeping.
Happy:

- Very happy at the moment.
- Has been able to lose 9lbs by getting the right support.
- Very happy with support, some staff are nice some are rude. Difference between staff working in PCP and not.
- Same person supporting me to move “they’ve supported me very well”

Unhappy:

- Leaving clubs early as staff shifts have finished.
- Humiliated feels anger, disappointment, depressed, low self-esteem, low confidence.
- We are young men and women, DON’T TREAT US LIKE KIDS.
- I see people getting abused and can be nasty.
- They mock you that is embarrassing.
- Act so silly, naughty and insult someone.
- Not on time make me annoyed.
- Stressed out staff are very bossy, certain staff makes me upset and stressed. Managed to get support from mum.
- Lock myself in room because of the reason they won’t listen to me.
- Changes are a bit unsettling
- Keep receipts for everything that I am buying
- Need bus support – training

These were the main top 3: Feedback at afternoon

1) There is better understanding from support staff to work in a more person –centred way.

2) The group said Eastleigh Launchpad is “Fantastic”.

3) Still work to do around staff to support hours - “We don’t want to go early from our clubs”. WE ARE ADULTS!
**What we said about the day**

**Quality checkers**

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**Transformation 2017**

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<td><strong>Total</strong></td>
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Hampshire Learning Disability Plan 1 Year On

**HAMPSTEAD LEARNING DISABILITY PLAN 1 YEAR ON**

<table>
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<tr>
<td><strong>Total</strong></td>
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The right support following the framework changes

**SUPPORT**

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<tr>
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Lunch

**LUNCH**

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<td>Didn’t Enjoy it</td>
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<td><strong>Total</strong></td>
<td><strong>61</strong></td>
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Overall agenda and day

### OVERALL AGENDA

- **Enjoyed it**: 57
- **Neutral**: 2
- **Didn't Enjoy it**: 0
- **Total**: 59

### Would you like it to happen again?

- **Yes**: 60
- **No**: 1
- **Total**: 61

Is there anything else you would like to say about the workshops?

- It was good x6
- Being able to talk about your own say.
- I enjoyed it.
- I enjoyed the day and would like to come again.
- It was a Fabulous.
- Enjoyed the chat and information.
- Enjoyed the workshop very interesting and good information.
- Everything went well and I really liked what we discussed and the ideas we shared together.
- Amazing and was a real eye opener and I have learnt a lot.
- I enjoyed it very much I liked the workshop.
- Liked that it could help everyone.
- Very happy I liked all of it. I enjoyed it very much.
• Some of it hard to understand.
• It was good and interesting. I learnt about how to get help to go out more with support.
• Needed more time to talk in the workshop.
• Really enjoyed the day so much thank you.
• Fantastic lunch and refreshments, fantastic venue, would have liked to get round all the workshops.
• We all had such a wonderful time talking, sharing stories and opinions and knowing our rights.
• Really please Advocate explained the meaning of the questions, so we could say what we thought.
• A bit more explanation of the workshop before the event would have been good.
• More in my area. Want to move.
• Intro to the workshop was very fast table of people with learning disabilities, it needed to be explained again when doing the task. Felt the intro to T17 was on the understanding that everyone had heard of T17 before, which was definitely not the case.
• It would be good to have more information about T17.
• The workshops could be longer, and more information beforehand to save time explain each topic on the day.
• Not much time to do the workshop. The workshop was very interesting. Want to do this again next year or 2 years.
• I think the Learning disability plan workshop was really good and it is good to have a choice of things to do and for people with learning disabilities. It is good to have an LD plan because people live their lives in a person centred way in our community.
• I am hoping that after Jess meeting me that it will help me to move on.
• I thought that the quality checkers workshop was very good, very well organised and the she included everyone in the room. She also had help from someone in the room who was experienced as a quality controller. They need more time for workshops.

Is there anything else you would like to say about the day?

• It was good talking about support.
• It was a great day x3
• I had a nice time.
• I really enjoyed it and would like to come again.
• I would like to talk about where I live.
• I would like to do this again. I like the effort for the day.
• It was interesting x2
• I really enjoyed myself.
- I enjoyed the whole thing, I thought it should be longer workshops.
- Would definitely come again.
- Fantastic.
- Friendly people.
- The Food was amazing and there was a wide selection of food, it was also set out lovely as well.
- Many thanks for all you’ve done very grateful thank you.
- Been good.
- The day was fantastic, would love to come again. I made lots of new friends.
- Would come again if it was available.
- More of the same please.
- Thank you for inviting us from Macintyre launch pad Eastleigh.
- The invitation and agenda needs to be easy read for me!
- A good day. We could have arrived later.
- Wheelchair access around the tables was a bit difficult. Maybe reserve outer tables for wheelchair users.
- It was alright. I enjoyed speaking.
- More information about the changes.
- Updating the LD plan needs to happen.
- More time.

Any ideas for future?

- Really enjoyed it.
- Thank you I enjoyed it.
- Come again at this was my first year.
- Being able to have these days again self-advocacy
- Keep it the same and in the same place.
- More of the same things again.
- Make the day longer.
- Beer and BBQ please.
- I would like to save some money and marry my boyfriend, live together in a house / flat with nice support workers.
- Would like to marry my girlfriend and live in a house together with the right support.
- More events like these.
- Yearly or 6 monthly meetings with social service (HCC) to discuss updates and changes and how well you are doing in delivering a service!
- Health
- Older people
- Could talk about jobs – paid jobs.
- Would like to talk about jobs.
- Changes to day services.
• How to do direct payments.
• A reminder of social services commitment.
• What is the care act?
• I think transport is important for meeting my friends.
• Be friends with everybody. To look after mum and dad because they looked after me.
• Maybe that we all get to attend every workshop so we get to try them all out. But, in saying that they were all wonderful.
• I would like to have easy read.
• Just a small thing more diabetic food please.
• Travel by train by myself, full time job, more confidence and independence.
• More time to meet up with other members of the different groups and the workshops should be about an hr.