RECAP:
Parents/carers should be treated as equals
No ad hoc decisions should be made after the review
Promises should be quantified with time scales
The letters detailing what the money is for (direct payment) should be sent out
There is not enough choice for housing
Older carers are stressed and respite choice is not there
Older carers should have more respite
Annual health checks can still be an issue with some surgeries
The plans are still not read by staff
Concerned about police hoods – please make reasonable adjustments
Changes in big organisations are always a worry
Accountability needs to be more specific and measurable
PC reviews can be impacted on due to staff changes.
LIGs are very important (sharing information and support network)
Assessments are generally improved but not everyone is invited.
Communication issues still
Some people are still not turning up or lack of continuity of staff – delivery of service, difficulty in recruiting
Form filling – benefits issues
Housing is difficult in the green LIG (some rural parts)
Risk assessments are not always read
Ensure that contracts are closely monitored
Parents carers need to be told what they are entitled to
Safer places are important
Social workers should read reviews from the past.
Thanks to Kym Anderson for all her hard work (Orange/Yellow LIG)
How long does it take for carers assessments to arrive? Far too long
Parents are stressed. It feels like a battle all of the time.

What new promises would you like to be included in the Learning Disability Plan?

We ought to ask the NHS to get GPs to give an annual health check to everyone with learning disabilities. Are many surgeries do this?
Do GPs know how many people with learning disabilities are on their books?

Young people are not represented at our Board meeting. maybe we need to add to a new promise.

Encourage GPs’s to come to our LIG meetings. Each organisation to promise to send a rep.

Accountability: Ian said he would like the promises made to be measurable especially those by adult services given the budget cuts and reorganisations ongoing. He also wants the Police to promise to make reasonable adjustments for people with LD.

What would you like the Plan format to look like?

More easy read please.

A5 document so that people can take in their bag.

Bolder and bigger print, new pictures.

It would be good to have a quick summary of the promises.

Has the LD plan made a difference to your life? (give examples)

Accommodation: is this really happening? The responsibility is the district council to provide accommodation but HCC is fixing this (not that it is their job!). clear housing plans to provide housing please.

The transforming care programme (long stay hospitals) is creating a solution to a problem but it is taking a very long time.

Marcia said that it has made a difference to her when she goes to meetings. She is a lot more confident.

Leon said that his confidence has gone up since he has elected rep for this LIG.

Ian said that plan is best practice.

Marcia likes the chapters.
Yellow LIG New promises and notes:

Mental Health and Adult Services need to communicate better when they have a client who has learning disabilities and mental health problems. Even in the Totton Hub, where they are in the same building, there seems to be a communication problem.

When a person who has learning disabilities is living with parents who are aged 65 years or over, this needs to be highlighted for the sake of the person who has learning disabilities and their parents. As parents become less able to do things with and for their son/daughter because of ill health or lack of energy, it is all too easy for the son/daughter to become more “institutionalised” in their home. It is all too easy for these families to “vanish”.

The parents may need help regarding what to do but only some will ask for help. At the moment there seems to be little realisation of the needs of this group of people at a time in their lives when they need more help but may be less likely to ask and will struggle on until something goes dramatically wrong or someone dies.

Add new promise on nutrition/well being/healthy lifestyle from Health and HCC (on provider’s contract) so that service users have access to the right food and healthy life style. This includes also exercising and fitness.

Monitoring is important. Use SMART (Specific, Measurable, Achievable, Relevant, Time-Oriented) objectives

Examples of how LD plan has helped people

Improving the communication across services helped me get a job.

Improved my communication skills; information tool access to communication

Professionals said it highlights gaps, for instance people told us they were upset with the fact that they lost hospital liaison services. As a
consequence of feedback (and other things) hospital liaison nurses have been put back in place so the plan has helped with that.

Plan has helped some people a little bit but not loads.

One person said it has not made a difference and that they wouldn't use it because they could just call up whoever they needed.

**Negatives**

Has not been well publicised.

Airy fairy. We need accountability.

**Action Plans**

Emailing plan to people to print off copies.

Give out at annual health reviews.

Put hard copies in GP surgeries so people can read them like they do magazines

**Green LIG**

LIGs are our main source of information. Without our LIG, we would not have any communication with adult services. It is important for us to have the LIG.

**Parents/carers group:**

- Generally assessments are improving. It is working for some people but still not everyone is invited to the assessment. Can do better.

- Some communication issues still.

- Providers can be good if things are monitored carefully and staff is good.
• Health: people are listening more and professionals talk more to the service user (than before)

• Still some issues with housing benefits

• Councils need to be brought into planning early. They need to be made aware of people with learning disabilities.

• Lack of continuity is still an issue with carers. It changes all the time.

• How do you make staff read the risk assessment and support plan?

• How do you get people into SKIP training.

**Service users group:**

**How has the LD Plan made a positive difference?**

• Some agencies are making a better effort to listen to people with learning disabilities.

• Support has been person centred usually.

• Support has been more flexible and less led by staff shifts.

• There has been some choice in the gender of staff.

• The service at the doctors and dentist has been better, and they speak to people directly, not to their parents or support worker.

• There are some exciting housing projects under way.

**What bad things are still happening?**

• Adult services don't communicate very well after assessments, it's not always clear what is happening to my care package or what changes are being made.
• Adult services don’t always communicate very well with parents and carers

• There have been a lot of staff leaving the organisation that provides my support. I don’t like too many changes.

• Sometimes my support worker doesn’t show up and there is no communication about this, it makes me very anxious.

• Staff have been complaining about things such as ECM in front of me, this isn’t very professional.

• Staff have been too busy to talk to me, or say they can’t talk to me because of ECM.

• My care package has been cut and I am now stuck indoors a lot, I get very bored.

**What new promises do we need?**

• Adult services need to communicate better and more openly

• Support providers need to do more to retain their staff

• Support providers need to tell me if my support is not going to happen

• Staff need to be professional at all times

• We need the District and Borough Councils to recognise their obligations and to help people with learning disabilities with housing issues such as noisy neighbours and hate crime.

• We need things like noise and hate crime to be thought about when the County Council is developing its new accommodation projects.

Orange LIG

Better communication from adult services from a parent/carers perspective.

Treat parents/carers with respect, for their knowledge and experience too. This is not currently happening
Use practical ways to communicate with people with complex needs who cannot speak for themselves.

Allocate a care manager. Continuity of care is very important. Get that crucial information. Don’t ask people to repeat, time after time, this is happening with “duty”.

Read the profile of the individual. “Me” book. Everything should be person centred, in all agencies. This is still not happening.

When a provider changes information should be passed on to the new provider.

Add new promises for the Care Act.

Make the plan very easy to read. There are too many promises currently and it is too much for some people. Make it easy, plain English. One sheet type, could also be on a computer system where it is monitored (how many people are looking at promises and who).

On a positive note, housing is improving.

PCP is not as it was before.

Purple LIG

Ros did not have the best experience at Winchester Jobcentre+

The Fareham group would like the ambulance service and transport to make promises.

Accessible format and app

Everyone should read the plan and know what it is about

Talking and listening helps me

Some people in some areas still have to return home early because of staff change.

Sharron group like the booklet and a DVD