Hampshire Learning Disability Partnership Board Representatives

Good Support –
not just good care

Wednesday 22nd January 2014
We talked to people in Hampshire about

👍 What good support means to them

👍 What things might help to make support better in Hampshire

👍 How can we check people are getting good quality support and not just getting their basic care needs met
What good support means to us

What people have told us
What good support means to us

• Support needs to be arranged to suit me and my life – not the support provider

• Support needs to be reliable – on time, let me know changes in advance etc.

• We need to be able to choose our support

• People supporting us need to treat us with respect

• Support need to listen to us! They need to know how to be good listeners

• They need to be good at communicating in a way I understand
• Support needs to be focussed on me – not them or the ‘jobs’ they need to do

• They need to work in a ‘nice’ way so it is enjoyable and positive for me

• Support need to make sure I have plenty of choices

• They need to support me to make my own choices (even if they don’t like them, it’s my life, I have the right to choose)

• Trust is really important – we need to feel we can trust people that work with us
Things that might help to make care better in Hampshire 🤘

Some ideas
Things that might help to make support better in Hampshire

Training support workers

- Get support providers to do training with support workers for:
  - Understanding learning disability
  - Being person centred
  - Supporting people with complex needs
  - Communication skills including listening skills

- Get support providers to report back on how much training all their support workers have
Other ideas

Delivering care as training to develop skills:

- Provide training courses for people with learning disabilities to improve their skills and independence as part of their support plan rather than just doing the same activities with people all the time.

- This training could be done by the regular support provider or somebody else.
Things that might help to make support better in Hampshire

Other ideas

Support plans and contracts for service providers:

• Support planning and contracts could be based around good outcomes for the people receiving services, not just on care needs being met. Things like people having plans and goals of what they want to do and achieve and things that make them happy.

• The providers could then be checked on how well they are supporting people to achieve these not just what they ate or cooked or had their personal care.
Checking people are getting good quality support and not just getting their basic care needs met

Some ideas 😊
Some things to do:

- Asking people is vital!
- Support managers who are trained to ask me questions in the right way (so that I understand and feel confident that it is ok to speak up)
- Somebody who is independent and not employed by the support agency to come to talk to me on a regular basis to ask me if I am happy with my support and to ask me the right questions
- Encouraging people to speak up and building confidence and self-esteem
- Having group discussions where you feel you can be open and it is ok to speak up (self advocacy groups and other groups)
Some other ideas:

- Annual reviews for everybody – including people in supported living
- Measure quality of user experience not just care boxes ticked
- If support plans and contracts were based around good outcomes for people using services, not just on care needs being met then we could check how well they are supporting people to achieve these
- Use something like the questionnaire the Reps have used – people who use services doing the questionnaire with people, looking at the quality, experience and satisfaction aspects not just needs being met
- Service user inspections of services – both planned and unannounced
Our question
What are Hampshire County Council going to do to make sure people in Hampshire get good quality support and not just their care needs met?

We want action not promises!!
Some individual comments

- Turn up when they say they are going to
- Arrange with **you** when and where they see you
- I want to be able to choose my support
- We need to know as soon as possible if support workers are not coming or are going to be late
- It makes me feel angry if support workers are not nice to me
- Not nice support can make my whole day feel rubbish
- I don’t want to have to deal with my support workers problems, it makes me feel down
- Support workers need to listen well and give good eye contact
- Support workers need to stay focussed, the focus needs to be on me, they need to show they are interested
- Support workers need to show good respect
- They should not be distracted and should not use their mobile phones
- They should never be rude
- They should do their job in a nice way
- We should be able to make our own choices
- They should help you if you have problems or difficulties
- They should help you to look after your home
- They should cheer you up if you feel sad or depressed
- They should help you with your medication
- They should take you out to the places you want to go and the things you want to do
- They should help you to have a choice of lots of different activities
- They should help you with your shopping
- You need to know you can trust them