Report for the Partnership Board

The Right Place to Live

15th March 2016
Happy Club gave their views on The Right Place to Live chapter of the Learning Disability Plan

What’s working well

1. Some of us like living with our family because we can do things together and don’t have to be on our own
2. Two people were able to choose where they lived and were happy with their choice
3. Three people were able to move house with help from friends and family

What’s not working well

1. Five people wanted to move from living with their parents and be more independent but they needed support and information to do this
2. Seven people did not feel that they had any choice in where they lived
3. “It is scary thinking about where I will live if anything happens to my parents”
4. “I do not feel safe where I live. There are lots of kids hanging around and it’s too crowded”
5. One person felt that they did not get enough support from their housing provider
6. No one felt that they knew about their choices or rights in regard to their housing options

What people said would make things better:-

- Should have more support given to be able to move if we choose
- Have more choice about where we live and who we live with
- Better support from housing providers
- More easy read information about what’s on in the area and it would be good if housing providers were able to give it to us when we moved in.

Wednesday Network gave their views on The Right Place to Live chapter of the Hampshire Learning Disability Plan

5 members took part in this session
What’s working well?

1. 3 people live happily with family. Family make us feel safe
2. 2 people live with friends
3. 4 people say their support is good, my support give me lots of help when I’m at home and when I’m out
   - My support cuts my hair’
   - ‘My support books my dentist and doctors appointments’
   - ‘Support help me pack my lunch’
4. I have a hand rail outside my front door to hold on to
5. I have a fold up chair in the bathroom to help me shower, it stops me falling

What’s not working well?

1. 2 people live with their friends but, but they don’t always get on

Friday Network

Friday Network gave their views on the The Right Place to Live part of Hampshire’s Learning Disability Plan
18 members took part in this session

What’s working well

1. Nine people said transport is good for us, we’re happy to share with friends and family
2. 13 people say we have enough money to do all the things we want, and to go where we want to
3. 11 said we are happy that we live close enough to our family and friends

What’s not working well

1. 6 people said they didn’t get a choice of where they currently live
2. 7 say they know what to do if they want to move home
3. 4 people don’t think they have enough money
Our ideas we think will make things better
1. We would like more support staff
2. We would like to know who’s supporting us in advance
3. We would like to see more police where we live
4. Public transport needs to always be on time

Blue LIG Rep Report
Farnborough Self Advocacy Group
“The Right Place to Live”

8 members took part

What’s going well?
• We have regular fire practice where I live
• The sleep in room for staff makes me feel safe
• All my staff are really helpful
• I live with my family
• Family is important
• I look after myself, I’m very independent
• We have good transport
• Church is near
• My Friends are near
• I have enough money to enjoy all my activities
• My support is shared, we used to have 5 staff helping us but now it’s 1. I like it better now because it’s less confusing

What’s not working well?
The group had nothing to add.
They had no ideas for what could be made better

Green LIG
Havant Hub

Havant Hub  I asked people what is good and not so good about where they live.

Housing
What’s good about housing?
I know who to speak to, if there is a problem.

I’ve had choice of colour scheme in my bedroom.

Help from social worker, family, staff, and advocacy

We are happy with our support

I had an advocate who helped me and got my wishes met

**What’s not so good?**

We haven’t heard about any new housing projects.
As North Green LIG Rep I have been asking people about the Right place to live chapter.

It was hard to ask about some of the promises as people were at different stages of where they live.

Below are the most important things people have said.

- To live near their family. So there needs to be more housing option for people in areas like Bordon, Alton, Liphook.

- Group member who live with their parent now said what they do during the day is important so they would not want to move away and not be able to see their friends if they move in future.

- “Where you live is ok if you get the right support”

- “If I move out in the future to live on my own it would be really important to know I would get the right help”

- “My support don’t turn up now so family and I worry as if I was in my own place I would have no support”

- “My mum is poorly and if I have to move it would be really important to stay close as I would want to see her”

For the people who do live with other people or on their own the important things they said are

- To have the right support and they are nice and want to help you
To have support that can drive as the things we want to do are further away and buses are hard to get to things with short support time as buses are every hour in someplace.

To my Advocate who has just helped me move to a nice new home in Petersfield. I am very happy there and enjoying doing more things.

Purple LIG
Saturday Drop In – Fareham

8 out of 8 people were happy where they live

My last move, my social worker helped me so did my advocate as they told people what I wanted.

5 years ago when I moved. As house was closing – I got an advocate to help me they helped me make choices about my new home.
I used to live in Barnsley (Due to things being difficult for me) - moved to Lee-on-Solent to be closer to family- Waterlooville.

Some providers still tell me what to do (“Bossy boots and naggers”). Good support is so important we want to help make sure it stay that way.

Advocacy helped me made the choices around me move.

Please tell us and family when support changes –please don’t rush change as we need time to get used to it.

SAY Group on The Right Place to Live
Below shows where group members live

The group wanted to tell you about - Good things about my home

Near shops and town

Post office/ Bank close to get my money

My home is near where I work… near day services… I use bus to get there and my friends and clubs and groups I attend.

Bus route close by
Near the train station

Good staff to talk to/ Have helpful staff that help me learn and take places of my choice.

Staff help me manage my tenancy.

Telecare only 1 person had this

Please still check services are good

SUPPORT IS SO IMPORTANT TO US IN HELPING US LIVE OUR LIVES THE WAY WE WANT. – IT MUST BE GOOD.

The Right Place to Live report from the Purple LIG (Winchester)

Hear Us and Community Link Feedback

Security is very important; most of the group are in flats.

In flats people like to have control over who comes in to the building.

Some people have a phone and a buzzer so they can talk to people before they let them in, this makes them feel safer.

Some people have had problems with neighbours living in flats.
Sometimes people who live in the same block do not always understand learning disability and autism

Some people had neighbours who they were scared of.

Some of the group have had bad experiences, loud, aggressive neighbours and people who are also vulnerable.

Arguments with difficult neighbours has made some people ask to move, these were mostly social housing flats.

Moving can be difficult and take a long time and many of the properties on offer are not ideal because they are not in the right places or they are not safe. It can take a long time and a lot of bidding to get the right place.

Many of the group did not fully understand the bidding system for social housing or where they are on the list. More could be done to provide easy read information.

Council officers could do with more training on helping people with a learning disability when they go to the council offices.

People living in private rented accommodation had a lot of help from family to make the move happen.

Some of the people living in residential have just moved into new accommodation and they are very happy with it. They have a good amount of space and they have been able to choose some of the decoration and fittings. The space was built for them.

Space and light was important to a lot of people, space is particularly important to people who use frames and wheelchairs. Places built for wheelchairs are better but many flats and houses are not suitable and there is not enough space to move about easily.

A couple of people said they were happier in flats where it was light.

More people in the group were living in flats than shared houses.

Lots of people said being able to choose the decoration in their home was important. However unless family helped with decorating many people were living with their home as it was when they moved in. Paying someone to do it is too expensive and their money is often spent on other priorities.

A couple of support workers present mentioned their experience of the difference in people’s mood and motivation when in light airy homes that had been freshly painted and kept up together vs. those in more cramped and or neglected / aging properties.

The group agreed that they feel better when their home looks clean.

Many people in the group had lived in shared houses before they got a flat. They had wanted to move on so they had their own space. Others had moved on into other shared houses to live with people they might get on better with.

One person said they had a bad experience sharing with someone they really didn’t get on with and it took a long time to move. This made them very ill and it took a long time to feel better.
A few people felt they had moved in too quickly with people they didn’t know very well.

People didn’t always feel like they had the right support when things weren’t going very well. It took a long time for people to listen and take action. “Depressing”

People also said they didn’t have a choice really about new people who move in to shared / residential homes. People moving in have more choice about it. Is it fair?

Being near to family and friends is really important and being able to make the journey to see them easily. Not too many changes on the bus.

It’s important to be near to a good bus service. People like to have some things nearby like the shops, but it’s really important that it is easy to get to activities, banks, doctors and work, including at night.

Most people felt safe in the evening if there is good lighting and they don’t have to walk too far. People living in felt safer in some areas than others.

There was a mixture of feelings about the presence of police officers and patrol cars in the local area. Maybe more working in partnership could be done with pcso’s.

Orange LIG

The Right Place to live

Henry met with some of the residents at Homewood in Andover, and also tenants at 2 houses supported by Andover District Mencap on 11 February 2016
What’s working well

1. When I came here I didn’t know anyone but it’s much better now and I feel as though I live with friends (resident)
2. The staff are nice and they explain to us why things can’t happen (resident)
3. My keyworker helps me to buy things. I am very happy (resident)
4. I like to be able to stay at Homewood in the week and then go home to my family at weekends (resident)
5. I know that I can walk to the Wellington Centre to see my support manager for a chat if I want to (tenant)
6. If I want to change an activity I can tell my support worker and my care plan will change (tenant)

What’s not working well

1. Last week we couldn’t go to Gateway because of staff sickness and there was no-one to drive the minibus (resident)
2. It is annoying sometimes to have to wait for support to go out to do my shopping (resident)
3. Sometimes I don’t like living here and get angry and sad (resident) because I don’t have information about when and where I am going to move (Resident, Homewood refurbishment)

What people said would make things better :-

There needs to be enough staff cover so that we do not have to cancel trips out if staff are ill (resident)

More information so that I know when I will be able to move to my new room (Resident, Homewood refurbishment)

I would like to move but I want to stay in Andover so that I can see my sister and brother (resident)
I like living near the shops
I think living next to the shops transport and transport is important
Not enough to information about what housing is available
Like living with mum and dad in the vicarage I always want to stay at home
It would be good to have some information and to see a plan to see where I'd like to live in the future
So I know if I need help in the future to help me move there are people could help me
I'd like to live by myself and become more independent
It's important to have a clean and dry house
If I’m not happy I'd ask for advocacy
I’d like to live in a big house joined together with my mum’s
I'd like to move out but I don't know what to do
Don't want to live with other people I have so many misunderstandings and I misread people's emotions

I'll like to stay in Romsey and live near my mum because she would help me but the houses are so expensive but I don't actually want to live to live with my mum.

I don't think social worker would help me

I what to live on my own

I need support for cooking, cleaning

I'd like to live with other people but I know I can't cope

Somewhere that says, ‘Yes!’ to animals because my bird, dog and cat help me cope and calm down. The problem is that not a lot of places take animals.

I get anxious with constant banging

My place is a bit difficult you need to have the right support staff
Live near shops
I like shops transport important
There’s enough to information about what housing is available

Like living with mum and dad in the vicarage I always want to stay at home
It would be to have some info to see plan to see where I’d like to live in the future

**Eastleigh Self Advocacy – Orange LIG**
I love living with my mum and my brother has just moved back in—which is good!

I hate where I live but my advocate and support worker are helping me. It’s just taking a long time!

I’ve recently moved and I’m the only girl living with all boys but I like it.

My support workers would help me to move

We definitely all easy read information

I like where I live

I like living with my mother too

I wish I could see my boyfriend alone without everyone in the house interrupting

My carer is helping me and my fiancé to find a new home for when we get married

Romsey Self Advocacy – Orange LIG

I think it is important for me to live in a bungalow because I can't do stairs.
I like living in Romsey people are friendly and my church and work are important to me.

I'm able to live independently with my husband because of good support. The support we have is flexible and they fit around our needs and appointments.

I like living in a safe, clean and warm house.

The neighbours are friendly around here.

I don’t think adult social services me with any information on moving but advocacy have helped advise us and so have our support workers.

My social worker has lived up to her job. She’s given me lots of choices listened to me and shown my stuff on accessible format

I’m happy living in shared lives carers

I would know where to go if I needed to move

I like living in Romsey as it has a nice town

The buses can be a problem sometimes

I like living near my community base group

People are friendly around here

I like living with my mum

I like living with my shared lives carer but I wish I could see my boyfriend more. My shared lives carer has been trying to organise it with my boyfriend’s family but it’s difficult.
Eight of the ACTIVE CITIZENS contributed these views. Six people had moved in the last three years, some people had moved more than once. Parents had been very active for some in helping to improve their choice of home. All said they were happy with their present homes.

HOUSING is really important

The location is vital – people want to be able to walk to essential places: the bus stop (5 mins walk maximum), shops. It is good to be near your doctor and dentist too. Being near family and friends is very important. It is good if social clubs are within walking distance too but sometimes you have to use the bus to access different things.

Only one person said that she had everything provided in her local community but she had to travel by bus to work.

People live in bungalows, house or flats.

They want to feel safe and secure at home. They want to be able to be independent but with support available, if needed. They have been assessed to see how much support they need.

People want their homes to be warm, clean, rainproof, with electrics and appliances that work.

If you live in rented housing, it is important to have the landlord’s number so you can report defects and get them fixed.

People wanted good neighbours. Some people said neighbours were noisy or had noisy dogs. Some people said it was better not to know their neighbours.

Some people live at home with their families and have no need to move. Their situation works for them.

Some people said they had lived in places that felt over crowded. They wanted their own space.

Homes can be rented, bought outright or with a mortgage.
Some people are in shared lives schemes. One person has moved with the carer to a new house, which is cleaner and brighter but he has a smaller room and does not have space for a chair in his room. He said he could use the family sitting room as well. In previous Shared lives settings people are sometimes not allowed into the living room or garden, which are exclusively the carer’s space, they have to live in their bedroom.

Having your own flat or place is important – it makes you feel independent, grown up. “My property belongs to me and nobody else.” One person said he has a big TV, a stack of DVDs and can watch Sky. He knows at his home everything belongs to him – there is no dispute!

Looking at the text of the LD PLAN Chapter on The Right Place to live.

6 ACTIVE CITIZENS – Feb 9

Group members had no experience of discrimination in their communities.

No-one in the group is involved in planning future housing or has ever been asked to be involved.

No-one knew about supported living options for people with complex needs.

When people were moving they had been offered housing near their families, if they had said that was what they wanted.

People who had moved recently said they were given the right help to find the best place to live.

One person who had moved said that they had help to choose who they lived with, though this had not been a good choice in the long term. Others were not sure. If they were already in a house with an empty room they were not sure if they had much choice about who moves in.

People said they would talk to their carer or a member of staff if they wanted to move on. One person who fell out with their carer said he talked to others members of the family and a solution was found by changing carer within the family.

No one had experience of home adaptations to suit their needs but thought they would talk to a housing officer or Adult Services if it was needed.
No one is involved in planning future housing plans.

No one said they were interested in being involved in future housing plans.

When people moved they said there was very little choice of where to live.

People were not aware that their support was bought by Adult Services, they thought it was just from the agency.

One person who has a tenancy said he received housing related support and this was mostly about health and safety issues.

People did not know they could move nearer their family if they wanted to.

No one had been asked any questions about whether their support was good/acceptable/otherwise.

People were generally happy with most of their paid support. One person was not sure which agency would be supporting him in future – a cause of some concern.

One person said he was getting telecare installed at home. No one else had any experience.

The only person over 55 in the group was unaware of Extra Care housing schemes…? No-one else knew about them either.

People in their early 20s said they had never heard about housing options during transition or when they were still with Childrens Services.

One person said they had had help from Advocacy when finding a new home.

The group commented on the lack of PCSO and Police officers on the street, they felt they were less visible now. This does not mean that they were experiencing more crime.

Trading standards had worked with us the previous week to bring news of SCAMS to our community. This is an annual visit.
The Right Place to Live

Hampshire LIG report for Yellow LIG.

March 2016

New Milton Friendship group

- I would go to social services if I needed to move
- Some of the information they provide is accessible but not all.
- Sometimes you should have options to live near family so they don't need to travel too far
- Not enough suitable housing for people with learning disabilities
• I'm happy living where I am but if I wanted to move I wouldn't know who would help me
• I like living near to new Milton near the shops near buses and trains
• Important to have respite care I go to shared lives
• If I had to move I would only like to live near New Milton
• More Housing Options
• We still need help to find the right place to live
• If you're not happy where you are you might as well move
• Staff at home would help me if I wanted to move
• I think there's enough housing options
• I like new Milton I like to be near the shops
• I need good transport links

Minstead Students
• Important to be happy
• My mum and friends would help me
• Having the right support is important
• I need help with transport
• All information about housing should be easy read
• I think there is enough information about housing
• We should be able to make choices where we live
• I've been involved in planning but it's taken too long for me to move
• Make sure they have enough staff
• Important to live close family
• I'm happy where I live friends would help
• Important to live near buses
• More choices where you live
• I like living with 8 other people
• I live with 5 people
• Good support when you're in supported living
• Carers would help me move
• I need social services to provide easy read information
• Important to be near shops and transport family. My family live just around the corner and that's good.
• I’m happy where I live
• I live with my best friends and I think you must have a choice over who you live
• Important to keep having information with pictures in it
• I like living by myself but I like to see my family at holidays
I like where I live in Clifton I live with my carers
I live with people 3 more people I chose to live with them
I had helped moving where I lived
I’m free to do what I want where I live I'm independent
I currently live in rented accommodation
I'm currently looking for a council property
House should be warm and clean
Important to near shops and transport when you’re in the forest
It's important to live with people you people like
I live living with 7 people in residential
Don't like it I'm going to have my own flat own one day
My support would help me look for new homes
I need to be near the bus and trains
Like to have a busy house
Don't mind living with men and ladies
Really important that the environment you live and the people you live with is important
I like living with 9 people it's nice to have company

Good amount of staff in my home
If I wanted to move I'd tell my key worker
Very important to live near the shops
Important to do exercise and walk wherever you live
In the summer I can walk on the beach and watch the Bournemouth Air show
I wouldn't like to live on my own I like company and I like living with men and ladies
I can invite my girlfriend to my house

**Spiral Blue**

Everyone at the group were happy about their housing. However, one lady said she wasn’t happy about where she lived. Even though she actually lives in Dorset (but attends Spiral Blue) Choices Advocacy spoke to a Dorset Advocacy group on the spot and got a referral made for her to help her to plan her move.