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Complex Needs Meeting – Notes

Tuesday 28 March 2023 2-3.30pm on Teams



* Actions from the last meeting:
  + Request for support from MC regarding a personal issue for attendee – Action Completed
  + Amanda to circulate details from DR about therapies in Epsom to be shared – Action Completed
  + Providers to be re-contacted about chairing this group – Re-sent – awaited
  + Circulate a list of identified topics for discussion to plan agenda – Action Completed
  + Circulate SD Presentation – Action Completed
* Everyone introduced themselves and explained their role within this group
* There was one response from the request sent to find a chair for this group from those who have expressed an interest to be involved in the Partnership and advocacy services. The response receive mentioned not having the skills to be able to provide in this role. There was a discussion around the needs in Hampshire and a concern that no one has chosen to take up this offer. Parent Carers felt this highlighted the issues that with more complex needs cases arising this would seem to be an area of lack in skills to provide for this group of people particularly around advocacy. Parent Carers suggested SO and FG as possible chairs. It was later agreed at the Partnership meeting that contact should be made again with these groups to find a chair. Parent Carers highlighted that in the role as chair the advocacy service can learn from Parent Carers. Parent Carers felt this situation highlights a gap in services.
* The topic for this meeting was a focus on Staff Training and the needs to consider when working with someone who has complex needs. Points were raised by parent carers’ about new staff struggling in providing care and how agency staff are not the answer. Parent carers’ need confidence in services.
* Points raised in the discussion:
  + A care certificate is achieved in the first few weeks
  + Senior and Management levels require NVQ level 4 & 5
  + Regulated by CQC on Safeguarding – can be service/care specific
  + For the Care Certificate – Service provider decides if an individual has a pass or fail
  + Agencies are not CQC registered
  + Stop Look Listen document shared (see attachment)
  + Trading Standards expectations from Concordat
  + Questions raised about Communication Skills needed – expertise and positive support
  + Having confidence in skills when high staff turnover
  + AAC draws on experts
  + Joanna Grace as an expert [The Sensory Projects](https://www.thesensoryprojects.co.uk/)
  + Dissemination in practice
  + Ongoing training and monitoring in place
  + Hard to gauge recruitment – all have 12 week probation
  + How can we do more, what can we do?
  + Training and values are 4 areas: Accessibility, Sustainability, Competency and Individuals.
* Attendees agreed they would like to invite MH to the next meeting to discuss this more. To discuss what could be improved and issues such as how to feedback when agencies are not good, what is the mechanism? Feedback to commissioners, whistleblowing, deterioration in services and consistency from day to day, funding, lack of staff, small providers where is scrutiny and one to one support.
* Discussion followed on choosing topic for next time. This topic to be revisited, other suggestions:
  + Input on design in respite care/facilities to champion complex needs
  + Mental Capacity Act and Complex Needs – LPS Team – TW
  + Changes to DOLS – name change
  + Assistive Technologies – new technology and cobots
* Next meeting 30 May 2pm on Teams
* Meeting ended 3.30pm