



Chair – Leon

Topic – Future Topics & Meeting
Structure



Adult Social Care Working Group



You Said

16 January
2023

You would all be able to meet on Thursday afternoons going forwards

You would like a topic discussion before the break

You would like for questions about Adult Social Care and updates from Professionals after the break

More staff are needed to ensure people can get out and have the right support



We Did

We agreed this will be the second Thursday of every month

We will structure future agendas to do this

Jason fed back about recruitment of staff and an increased uplift to providers



Adult Social Care Working Group



You Said

16 January
2023

You would like to look at different templates to use as questionnaires
To get feedback from people who have a learning disability in Hampshire

You want to get out and speak to others, you said you all have clubs or groups you can visit to get feedback

Jason explained Direct Payments will be changing and letters will be out soon.
Jason offered to bring recruitment figures to the next meeting



We Did

We will draft questions in this group to then go to the communications group

For the next few sessions we will look at questionnaires and where to visit and map this

You said you would like to hear the recruitment figures next time



Adult Social Care Working Group



You Said

16 January
2023

Henry announced that he would like to retire now and 9 February will be his last meeting

There are less people attending your clubs now and would like to know why

You would like providers to attend this meeting



We Did

We thanked Henry and will dedicate some time to say thank you at the next meeting

This could be included in questionnaires

Amanda to follow this up



Chair – Richard

Topic – Farewell to Henry



Adult Social Care Working Group



You Said

9 February
2023

Farewell to Henry – Self-Advocate

Everyone shared some kind words and memories with Henry. Henry liked his certificate. Henry said we could use the photos with his certificate in the newsletter



We Did

We thanked Henry and said we would pass on this returned communication cards. Took Henry's photo for the newsletter and will contact him for some words for this.

Updates

Updates:

Jason Norum (HCC) gave an update on difficulties of balancing the budget and provider costs.

There are lots of conversations with providers about this happening. HCC have a legal duty to balance the budget

HCC staffing: more people have completed their induction. It takes a lot of time and resources to recruit, onboard and train new people to the point where they can do the job well.

Updates:

Nikki Hickman (ICB)

Similar situation. Our suppliers and teams want more money to deliver the service and quality.

Our LD staffing: We want to make sure that the people we support are getting what they need, and that they don't feel an impact. We've also sent lots of letters to providers – it's all hands on deck to make sure we're moving forwards



Adult Social Care Working Group



You Said

9 February
2023

R talked about all the strikes - nurses, ambulances, teachers and postal workers. He thinks they are right to ask for more money, but there's only so much money in the pot. He feels it's wrong that people are in this situation when the private sector and MPs keep "giving themselves pay rises like 10%"

How Strikes affect you:

L- might affect me getting to the footy on the train.

R - I'm lucky because I can use my bike to get around.

It's a bit worrying – will there be people to look after me if I need it, or if I get unwell?

J- fees, like bus and train tickets, go up ALL THE TIME...are they trying to get their money back after Covid? I'd like to speak to whoever's in charge – are the systems actually talking to each other?!



We Did

We highlighted that the care workers are even more poorly paid but they aren't striking.

The self-advocates agreed that they'd like to see a general election.



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You Said

9 February
2023

Jason spoke about some ideas on how HCC could make some more money and asked if people would be happy to pay more council tax. Most agreed. R said "I think we'll have to".

Nicki brought up the legal limits for increase anything above the legal limit would need to have a public consultation.

Self-advocates would like to help share any consultation with their groups/communities to help people have their say.



We Did

We will link to this group consultations to share for feedback



Adult Social Care Working Group



You Said

9 February
2023

Transport costs have increased – like Dial-a-Ride – that could impact people getting to their activities.

L felt it could be a Human Rights issue if people can't get out and about.

AOB:

- R going for a meal to celebrate his brother's 60th birthday
- L will be enjoying watching the footy at Arsenal
- J sad news – his bike was stolen in town the other week – he's had to walk or get bus



We Did

There is a high demand for transport that can't be met at the moment. It seems as though taxi prices keep going up.

Some companies have many cars parked up because there aren't enough drivers.

Topics:

You said you would like to talk about:

Self Assessments and Reviews

When Providers Change

Social Activity – support, transport and choices

The pandemic – worries and returning to groups

Increase in prices – daily living

Topics: we want to talk about reviews and assessments in Adult Social Care



Chair – Leon

Topic – Experiences of Social Care



Adult Social Care Working Group



You Said

9 March 2023

Presentation on Review of Staff in Social Care Across Hampshire

Talking to people about their experience

Ideas of where to put adverts to recruit new staff and how to keep staff

Visa restrictions and money could be barriers want to get an understanding of what would help to recruit and retain good staff

What does good support look like? You said:

- people who listen to me
- people showing they understand your views
- people go above and beyond – extra time

We Did

The presenters thanked you for your feedback which they will feed into their report

vel



Adult Social Care Working Group



You Said

9 March 2023

You said a good experience was when someone:

- helped you lose weight and everyone noticed
- cleaned the shower curtain for you
- was there for conversation and food
- you said now you are more reserved with things since support changed
- you said language barrier when making chilli con carne, didn't understand what I wanted
- to know the people being supported are expert at when they need
- gets hard with too much agency staff as they don't know people



We Did

The presenters thanked you for your feedback which they will feed into their report

We heard getting to know the person and building a bond is important – make a connection with people



Adult Social Care Working Group



You Said

9 March 2023

Things are more relaxed if you know the person

Decrease in staff can mean decrease in activities for a person, not enough volunteers to support

People might communicate in different ways

Family worry about complete strangers coming in

Feedback – Jen – interesting to hear your views and helpful
Lisa – keen to understand what you would like to hear from providers and what the needs are



We Did

The presenters thanked you for your feedback which they will feed into their report

vel

We heard getting to know the person and building a bond is important – make a connection with people

Reminder to take photo ID when voting
Easy Read guides with Dimensions & Mencap & Southampton Council



Chair – Fahmina

Topic – Experiences of Social Care



Adult Social Care Working Group



You Said

13 April 2023

You spoke about your personal experiences:

I liked the social worker but not a good experience from carers (Brighton 3 years). My Social Worker was the same person who would listen and I could ask questions, issues and concerns, they helped me move from Brighton to Basingstoke

Basingstoke there is not much information, I had a temporary social worker and communication was not clear. Felt unheard, has helped to join this and other groups. Waiting to meet social worker there has been delays.

Using local groups rather than support workers, and partner and family.

We Did

We will raise this with SW team and ask someone to attend to answer questions

Some formal complaints are about communication. The way the case management system works means that allocated social workers change to a different person once someone arrives in Hampshire

There will be more care packages in Hampshire as it is much bigger than Brighton. This makes it hard to have same person due to staffing levels



Adult Social Care Working Group



You Said

13 April 2023

You said:

You've had a mixture of experiences with CART

**When someone is new it is hard to work out who to ask
Wanting to know progress and next steps**

Some people do not listen on the phone, sometimes the support worker does not listen

Friends do not have enough staff in their homes

Not notified when social worker has moved teams and no new contact to get help

Annoying when people do not call at the time they say they will makes me feel agitated

We Did

We will invite someone from the CART team to talk about their processes



Adult Social Care Working Group



You Said

13 April 2023

We talked about questions for the questionnaire and what you want to know from people in the Adult Social Care Working Group:

You said:

- how well people get on with Adult Services
- Keeping people out of care homes – what is the most helpful for people / families to help this
- Communication is important
- Level of need – family and provider support levels
- What's important to you to keep safe and well?
- What is important to make sure it continues – eg going out
- You would like comments boxes and information in braille



We Did

At the next meeting we will spend some time choosing two questions



Chair – Marcia

Topic – ideas for Stuart and Survey
Questions



Adult Social Care Working Group



You Said

11 May 2023

You talked about what you would like to do to say farewell to Stuart – you decided you would like to make video clips with support, for Stuart to keep

You discussed what questions you would like on the survey:

- Experience of carers and social workers
- Have you had a review, how was it – there are systems at Hampshire County Council that show who is waiting for a review
- How happy are you with support

You decided on two questions

We Did

We will support you to make video messages for Stuart to give to him to say goodbye and thank you

We will add you choice of questions:

- How do you feel about your support?
- How do you feel about your support from the council?

Both will have a text box to say more



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You Said

11 May 2023

Jason gave updates:

- There is a letter coming out about cost of living with a £50 payment to take to the post office and get cash for food and bills
- DWP is making an extra payment to some of £300 in May
- Direct payments contract ends in November 2023
- Providers are under pressure with money and keeping staff

Leon and Fahmina updated about the Basingstoke event, Basingstoke Disability Forum.

We Did

Alice to speak at next meeting about Direct Payments and Advocacy

No providers in attendance today

We will keep looking for events to attend to advertise the Partnership and website



Chair – Marcia

Topic – Direct Payments &
Advocacy



Adult Social Care Working Group



8 June 2023

Alice came spoke to us about Direct Payments

Some of us have direct payments

We asked if information about them is in Easy Read

You Said

We Did

This group can help with Easy Read –

we will find out if information is in Easy Read and if not, help to make it happen



Adult Social Care Working Group



8 June 2023

Alice also spoke about advocacy services that are used across Hampshire County Council for people who need support

Alice said she would like feedback from this group about advocacy in future

You Said

We Did

We can invite Alice to a future meeting and talk more about advocacy support and what you think about it



Chair – Marcia

Topic – Self-Advocates questions to
Adult Social Care



Adult Social Care Working Group



You Said

13 July 2023

You planned your questions for the meeting today

These are the questions and what was said

- Not having the same social worker
- Arriving into the area and not knowing who to contact



We Did

Ally explained that staff leave or move jobs, but everyone thought if they could let service users know they are leaving, that would help if the new social worker could introduce themselves as soon as possible

You gave some examples and we will work with you to co-produce something to help this process



Adult Social Care Working Group



You Said

13 July 2023

- Calling the main number CART team with a question but not being able to speak to someone to help
- Communication on next steps needed

We Did

You told us that it can be hard to understand the phone system and that sometimes you don't know who you need, you just need help, but that doesn't work. We will invite someone from CART to come to the October meeting and talk

You said that you're left waiting and not knowing quite a lot. A social worker might have a plan – like at an annual review, but you don't hear the progress this can make people feel anxious or confused – clear updates would help



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You Said

13 July 2023

- Finding the right person can be difficult
- Review once a year changes with different people

We Did

You explained sometimes it can be hard to get the right help – we will work together on this to find ways to help – we will all discuss this again at the next meeting

Social Workers might change but you said you would like consistency in your reviews – to be discussed more, what would help and what is needed

Adult Social Care



Meets: Monthly
Meets: On Teams

Members:
8 self-advocates
Donna HCC representative
Janine from CCG
Amanda HCC to facilitate
Provider reps –
Dimensions (Jennifer Lake)
Purple Oaks (Lisa Rogers)
Choice Care

What should it talk about?

1. Making social care better for people with a learning disability in Hampshire (How we do social work)
2. How can Hampshire County Council improve how it supports people with a learning disability
3. Other topics related to adult social care

Possible ideas to talk about in 2022

1. **Video / easy-read to help people to understand how to access services**
2. Automated reviews roll-out
3. Increase diversity amongst self-advocates



Chair – Leon

Topic – What can we improve in
Adult Social Care



Adult Social Care Working Group



You Said

14 September 2023

Today you talked about:

Adult Social Care quick fixes

How can we improve the system

What can we do to help make things better

You talked about if you would like to attend the event
or make a video



We Did

Donna said self-advocates are invited to an event in 17 October where they can speak directly with staff

We will help you to put questions together for this event and make videos



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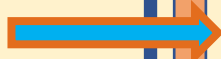
You Said

14 September 2023

You said it would be helpful to understand delays, if someone is away to know the reason helps of you said they need some time but could give a time to come back by

You said you feel anxious or worried when you are left waiting for a response with no information

You agreed an update even if there is no progress is still helpful



We Did

We will take these ideas to the meeting on 17 October

Donna explained the process and asked how many weeks people have had to wait

Jason talked about the importance of good customer service and response

We could look at an Easy Read Customer Charter



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You Said

14 September 2023

You didn't like having a meeting without your family present and having just an advocate instead

You mentioned someone who had a burn and the care staff did not know how to deal with it

You said you have had problems with bin collections

We Did

This will be different for everyone – having choice is important

We can share contract expectations and what needs to be done

We shared the local council information about bin collections in your areas and can help afterwards if needed



Chair – Leon

Topic – CART Team

Gillian came along to talk to us about the CART Team and what they do



- Contact Assessment and Resolution Team (CART)
- Hampshire wide
- They receive - Telephone Calls, Web chat and online referrals
- Help a person to find support
- Ask about your wellbeing and what support you have
- May offer a full assessment or signpost to groups to help
- Finance case workers and invoice teams
- 2 Team managers and 48 staff in CART



Adult Social Care Working Group



You Said

12 October 2023

Not everyone has a named social worker and can be hard to get help

Call waiting times can be long



We Did

People are signposted to a team not a name

You can send a text - looking at how to improve this.

There is a call back system where people can leave their number, 200 calls are received a day



Adult Social Care Working Group



You Said

12 October 2023

Can someone see my information when I call in?
why don't they try to help me out?

Feels like ignoring me, I had to use an advocate to
get the answers I needed

Feel anxious to call if they are not able to help me

Don't want to repeat information to someone new

How many questions might you have to answer
when you call CART?

We Did

There are different teams for different
services – you will be given a list to
choose from

If you're not known you will complete a
wellbeing check

If you are known we need, name, date of
birth and address – then you will be
asked 'how can we help?'



Adult Social Care Working Group



You Said

12 October 2023

What happens if a service user moves in Hampshire from another part of the country?

We Did

Social Worker out of area should contact CART and AHC and give new information about someone moving to the area and they will advise if the person will need ongoing support.

This will be passed to the local area team as a 'transfer of care' they will need to pass information across

Gillian happy to receive more questions and to attend a meeting in future again



Adult Social Care Working Group



You Said

12 October 2023

Direct Payments

We Did

Social Worker out of area should contact CART and AHC and give new information about someone moving to the area and they will advise if the person will need ongoing support.

This will be passed to the local area team as a 'transfer of care' they will need to pass information across

Gillian happy to receive more questions and to attend a meeting in future again



Chair – Leon

Topic – Learning Disability Roadshow
with Hampshire County Council



Adult Social Care Working Group



You Said

9 November 2023

M explained about the event for those that didn't attend.

M question was about someone new arriving at your door – the ideas given were

From the answers – M felt password was a good idea and L liked the idea of an account and password

We Did

Ideas given for M's question:

- Give advanced notice of changes
- Have photo/info about the person
- Have an ID check
- Grab and go care plan
- QR Code to scan
- Password
- Client account

We will feed back that you like the password, account and ID check ideas



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You Said

9 November 2023

Why do they change support worker? Always doing it, depends what person needs – some times call in sick and wrong time to be covered

Sometimes don't ring to let me know, takes a while to get used to when it happens. Then think no need to panic it will get covered

Felt someone being nosy to me in my group the other day – I don't like that



We Did

Sometimes people are off sick or cover is needed quickly somewhere else

It is difficult when things change

There should always be cover arranged if someone is off sick

Don't feel you have to answer questions if you don't want to



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You Said

9 November 2023

People in your groups, support workers are on their phones and not supporting people, how could we get support workers to do better

Rules given but still not following them

Some people come late to the groups because support worker arrives late

If they don't speak English they may not understand the rules



We Did

There could be more audits and reviews to monitor this

Support workers must support and not be on their phones

Communication barriers should be addressed

Training needs?



Adult Social Care Working Group



You Said

9 November 2023

F question difficulty finding right person with phone calls and hard to update information

You said contact details on letters would be helpful, more accessible and would get better responses



We Did

Ideas given for F's question:

- Have a local office to visit
- Easy read letters
- Put phone numbers on letters/emails
- Allocated SW's on different phone
- Make expectations clear
- Be transparent
- LD specific support
- Communication on how to share info



Adult Social Care Working Group



You Said

9 November 2023

Follow up actions are not always done

More consideration to others

When keeps changing to new people you have to repeat everything again (M & F) – sometimes you've got to make it easier for you not them



We Did

We will share this feedback

That timely follow up is helpful to save repeating and worrying about actions being done

That it helps if information is up to date and a new person knows what has happened already



Adult Social Care Working Group



You Said

9 November 2023

K question was about help to connect to activities near where you live

You talked about the groups you like going to and would be happy to share about them for the website:

Snap Club, Stables Activities, Mayhem, Saturday Club, Fun Disco, Coffee mornings, DJ-ing

You said you learn about events from Providers or family – word of mouth

We Did

Lots of ideas given:

- Facebook
- Social Media
- HLDP could collate info
- User friendly newsletter
- Set up own groups
- Put social things on HLDP website
- Get more people to groups
- Support to attend groups



Chair – Marcia

Topic – Learning Disability Roadshow
with Hampshire County Council



Adult Social Care Working Group



You Said

14 December 2023

You said yesterday (in person HLDP meeting) was really good. T said it was a lovely day and L said it was good yesterday thank you.

You said that sometimes people talk too much about personal experience rather than the wider needs

You felt the presentations were good this time and more accessible



We Did

We thanked you for your positive feedback 😊

We ask for experts by experience so sometimes people will mention their own situation, but it is important to represent more widely than this too

We will feed this back to other presenters



Adult Social Care Working Group



You Said

14 December 2023

We looked at roadshow feedback for K's question
How can we connect people to activities where they live?

You like the idea of a buddy system – keep busy with someone you know, it helps you

You said you really enjoyed activities with Alison at Parity, Dash and Jaxx – found out about these through friends and family



We Did

Ideas from the LD teams were:

- Connection App
- Online groups
- Colleagues/buddy system
- Volunteer groups
- Connect2Support website

If we put info on website it will need to be kept up to date and may not be on Connect2Support if a small group



Adult Social Care Working Group



You Said

14 December 2023

Could Social Workers have a directory they bring to the review to talk about groups and clubs?

Connect2Support (C2S) is hard to use – would need help to use this, could it be more simple to use

M question was discussed – it was helpful when support worker called in advance and said what they would do, made me feel happier



We Did

We will find out

Suggestion to connect with C2S team and find out what is possible

We will pick this up in the Communications Group

We will feedback communication with new person before they arrive helps



Adult Social Care Working Group



You Said

14 December 2023

Changes what I would do if the person is different as I think about that person and how best to plan, eg cooking with them or preparing in advance

You said you would like feedback on this and also on agency staff process too

You said (L) Complex Needs is confusing – M suggested Alison could help with understanding



We Did

J said he will find out the policy, what different agencies do, and feedback – what staff should be doing when changes happen

J will find out more and feedback

We will invite Alison to a future meeting (new chair of the Complex Needs Group)



Adult Social Care Working Group



You Said

14 December 2023

You said the old LIG system now being working groups since the review 'it works lovely'

'I love the group situation' (T)

Being face to face was good – it was very positive

AOB – (T) Happy Christmas and Happy New Year – see you all in the New Year

All Self-advocates exchanged Christmas messages



We Did

Feedback from Ally – who came along that she really enjoyed it

All present wished Happy Christmas to all