



Chair – Tanya

Topic – Learning Disability Roadshow
with Hampshire County Council



We spent some time today thinking about the questions we had asked to the Learning Disability time at the staff roadshow



We have been invited to attend in February and thought about questions we might ask together



We heard feedback on what providers do when the carer visiting changes at short notice



Adult Social Care Working Group



You Said

11 January 2024

You said if you are able to attend on 1 February

Have they changed the way they work?

Did it make them think?

We need to know what are their thoughts?

For carers visiting having information about them and a photo is helpful

We Did

We noted who is able to attend

Trish said a Buddy Scheme is being thought about since a meeting with staff at Hampshire County Council and will keep everyone updated

We can feed this back to providers



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You Said

11 January 2024

Self advocates would like to choose how they receive updates from providers – text, phone, email.

Rota is sent but can change quite quickly and have to change plans

Popular ideas were having client account access for staff and using verbal passwords



We Did

We can feed this back to providers – this might be something the Communications Group pick up

Provider said it is sad to hear you change your activity to fit the carer you get. Care should be about you and getting the support you need

Password sounds like a really good idea



Adult Social Care Working Group



You Said

11 January 2024

For Social Workers you said you would like to be told when they change

Would like a clear phone number to use

It would help to have a list or poster of phone numbers

It could be colour coded

Letter with direct address and phone number

A drop in in libraries to get to know people



We Did

We will share this feedback

Thank you for picking your favourite ideas for communicating with Social Workers



Adult Social Care Working Group



You Said

11 January 2024

Finding Activities – you want to know the cost and where to find it

Libraries are good for finding whats going on in communities

Groups you already attend can share information about other events

Notice boards and posters, don't really look online for this information – friends and family help

Social Workers could have a list of local things they share each year at reviews so it is up to date

You like the idea of buddy support to attend events



We Did

We will share this feedback



Adult Social Care Working Group



You Said

11 January 2024

Jolly holidays is something you've seen on facebook where a team support people to go to places like Alaska

With annual reviews you should have who you want there and not be asked to meet without your family

You asked for provider feedback on what they do if you carer is going to change that day



We Did

This experience has been fed back

Jason fed back there are 3 main providers Purple Oak, You Trust and J&K

This is the feedback:

- J&K - All are made aware of a change in advance and as soon as possible. Someone new may just turn up if have been unable to contact the person receiving the visit on phone eg if the phone wasn't picked up
- YouTrust – No formal policy –Usually match individual people to what staff/needs prefer. Will honour a visit rather than cancel. Has a smaller team who shadow each other, rare that someone completely new has to turn up
- Purple Oak - A group of people work with each individual – rare for someone unknown or agency to be used.
- Good to hear what people receive, customer service and ideas to feel safer
- You can speak to a provider if you are not happy with a service maybe with an advocate



Adult Social Care Working Group



You Said

11 January 2024

Jason reminded everyone about the consultation

You raised an issue about someone being left by carer outside a pub whilst they went home to get a jacket, you said the person wants to resolve it in house but you wanted to raise it

You raised concerns about not having the same social worker



We Did

We will be meeting with Nicky who will tell us more about this at next meeting

If HCC pay for this care and you're not happy with provider response you should tell HCC

Social workers are provided for a short time for set piece of work due to amount of support needed in Hampshire



Chair – Fahmina

Topic – Hampshire County Council
Future Services Consultation

Hampshire County Council Future Services Consultation

Hampshire County Council is asking for people's views on the future of some local services in a public consultation on options to help the Authority meet a £132 million budget shortfall by April 2025



Nicky came to talk to us about the big consultation Hampshire County Council is doing

She told us how important it is to fill it in and to tell other people, like friends and family in Hampshire to fill it in too

It is in Easy Read on the website, here is the link: [Easy Read](#)

Nicky gave examples of how paying for care might change



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You Said

8 February 2024

It is hard to know what to think about changing pay for care

You don't think it is fair that the same people get service cuts all the time – some felt the poor get poorer

Nicky said the closing of recycling centres has had the biggest feedback so far



We Did

Nicky gave some examples of the maths

The charging proposal affects those who pay towards their care and they will have had a letter in Easy Read

This affects everybody which might be why



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You Said

8 February 2024

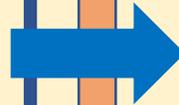
Nicky said it is really important to get lots of people to fill in the survey – it has gone on buses, in food banks, on social media, out through social workers

You gave more ideas to tell the Dome and Friday Network

You said 'having services is important to us'

You said 'disabled people get hit the most, more than the rich'

You said 'whatever you do it will affect people'



We Did

Nicky asked where else could we tell people about it?

Nicky said of the 13 proposals it is important to fill in what matters to you, like:

Passenger Transport, grants for small, local groups and costs for care.

Tell people to do the survey



Chair – Marcia

Topic – HLDP presentation slides recap
2024



We talked through what has been done in 2024 and put this into a presentation for the Partnership



You said the buddy scheme is important and that sometimes the hours given in care aren't enough to plan activities for meaningful support

