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Complex Needs Meeting – Notes

Tuesday 25 July 2023 2-3.30pm on Teams



* Everyone introduced themselves and explained their role within this group
* JS has raised the issue with DOLs with her MP about the delays being over a year and that after a year they have to be done again, she is waiting to hear back from them as to what they will do on this issue.
* The topic for this meeting was a focus on using technology to support people with complex needs. Everyone gave examples of different systems they use.
  + CCTV has been good for incidents to look back on what's happened and to keep everyone safe, it also acts as a learning tool and it can monitor sleep as well to enable planning for the next day.
  + Seizure mats have been useful and can be taken on holiday as well
  + a listening device similar to a baby monitor
  + Having a camera in the bedroom can be less intrusive than checking if someone is asleep or not and can identify if pads need changing
  + eye gaze technology can be helpful if someone has no functional hand use but this has not been as successful for some, lower cognitive ability can limit the options
  + music therapy has helped aids communication and reactions show engagement and response
  + using mats can be successful and allows people to communicate choice
  + Having linked alarms to Fire and Rescue in supported living
  + red button alarms where people can get help
  + interconnecting doors so that staff can be available to two homes rather than one
  + having pipe music in the home and a story at night using technology
  + using an iPad has helped for vision impairment instead of the television
  + Using a mobile phone soul music and videos and with the find me app on it
  + having an induction hob so it doesn't stay hot after use
  + a special torch that will come on when the electricity goes off as well as being a priority customer in power cuts

Using CCTV has not been an issue for staff no one has objected and gives the option to playback an incident and discuss how things can be done differently together

Providers present also shared some of the equipment they use in their services

* Sound beams the idea of cause and effect and having an influence on surroundings you can break the beam
* magic mirrors and carpets images are projected onto the floor and fish will come up to you or they'll be glowing embers, you can get a sheet in a pillow for someone in a wheelchair and play games, the image can also go on the wall and it plays sound
* magic carpets which costs over £2000 plus overhead costs
* Applications on iPad with music
* Big Macks these are a switch that speaks a message or you can plug it in

There was a discussion around the costs of equipment:

* the magic carpet is more than £2000 how much of this could come from personal budget?
* It would be good to have library to try out equipment
* A seizure matt can be funded some have paid for equipment themselves

There needs to be greater recognition that some people cannot access what others can who have a learning disability. There is nothing in South Central Hampshire is it a lack of awareness or a lack of funding? There was a roadshow of what was out there in Ashburton Hall several years ago with equipment demonstrations.

There are some ways you can borrow equipment which can be lent for an unlimited time, for testing out together. Carers Together have a funding round coming up if you can demonstrate equipment will support your own well-being you can apply. The Lions and Rotary club sometimes support individuals to get the equipment they need.

There is a catalogue of equipment and some of it is quite limited at news application and can do things like open the curtains and there is a speak pre recorded to be put on delivered at different times and in different accents it would be good to have an event (PIA?) In person or online and to understand about funding streams

Argenti in Andover has things like Alexa and Google TV. There seem to be two areas one being keeping people safe and the other enhancing experience and sensory. Funding seems to be more available for keeping people safe.

Assistive technology seems to be more available to children’s services, it would be good to link to children's services for this. Finding information would be though GP or OT.

PMLD Link are very good, AC shared about Joanna Grace and her online conferences anyone can make videos teachers, therapists and there are national PMLD standards people give their time for free and share their experiences it costs £15 a year to get involved. A parent carer said it feels like County Council should have a policy or strategy separate one on PMLD as needs are not being recognised or met.

The ageing population PMLD is huge now compared with 50 years ago. Recruitments also came up as an issue with finding staff who genuinely want the role. Providers may have a difficult time recruiting at the moment but have reassured the group that all employees go through a rigorous process to ensure they are competent and able in their roles.

The recent survey about the budget highlighted that 18-65 year old range are particularly impacted by proposed cuts.

Awaiting a response from HCC about DOLs – AL to chase

Aims of this group – will focus on tech again next time – how does this group want to influence eg designing a roadshow and ensuring all the right people (parent/carers of people with complex needs in Hampshire ) are invited