**Report from Complex Needs Working Group**

**Meeting held online 300523 at 2pm**

* The meeting was attended by 3 Family Advocates, 3 people from Adult Services, 1 from the Integrated Care Board, and 3 from Service Providers.
* After introductions, apologies and review of notes from our previous meeting, Amanda Lee reported that she had again contacted Advocacy Providers in endeavour to find an independent chair for this working group.
* Maria Hayward explained that her job is to oversee the training of staff who are employed by Hampshire County Council to provide services to people who have a learning disability and all those who work in Adult Social Care. She told us that the basic Care Certificate which most people work towards when they first begin work with people who need support, is being reviewed so that there is one minimum standard throughout the whole country. The whole training programme will take much longer than at present, perhaps 12 – 18 months. There will also be a Leadership programme for carers to train for more senior jobs.
* Questions were asked about staff already working and about the added costs. People who provide services will need to ask for more money from Hampshire County Council and the Integrated Care Board when they make their bids for contracts.
* In reply to questions about Care Agencies it was explained that generally these rely on individual workers to keep their training up to date, though large providers do include agency staff who work for them on a regular basis in training sessions with their permanent staff. People who are employed by individuals through direct payments are not inspected by the Care Quality Commission and their training will probably come from the family of the person they support.
* One Day Services Provider runs its own training programme, especially focussed on how to support people who have Complex Needs. It includes separate sessions on a multi-sensory approach, non-verbal communication and intensive interaction. It was agreed that short sessions are better than whole days and face to face training, though more time consuming, probably more effective than online.
* Ally Mole-Collins said she would refer training issues to the Providers Forum as some training could probably be shared.
* It was also pointed out that training is more meaningful when it is done “on the job” when new staff shadow experienced and seniors monitor the work of other staff members.
* Specialist Training e.g., for epilepsy management and PEG feeding is delivered by health professionals through a person’s GP surgery and local hospital.
* Sean McKeown from the Integrated Care Board then gave a presentation and answered questions on the Mental Capacity Act and the need for Community Deprivation of Liberty Assessments for people in Supported Living or living with parents. There are 4 people in his team who have the responsibility of ensuring 386 service users who are supported in such a way as to comply with the Liberty Protection Safeguards Code of Practice. He stressed that Care Plans must be signed and dated to show that they are accurate and up to date.
* He also explained that the Mental Capacity Act is “time and situation specific”. This means that although a person is deemed to have mental capacity unless proved otherwise, a judgement cannot be made in just one situation and then applied in every situation and at any time in the future. For each important decision, such as a medical procedure or a house move, an assessment must be carried out to determine whether the person fully understands the implications in that particular situation before asking them to make their own decision. If it is clear they do not understand what will happen or what the consequences might be whether they say yes or no, then a Best Interests Meeting must be arranged where people who know them well, health professionals and or Adult Service workers make that particular decision on their behalf.
* Everyone agreed this has been a most interesting and useful meeting and it ended at 3.40pm. The next meeting will be at 2pm on 25th July 2023.