**Hampshire Learning Disability Partnership**

A picture containing shape

Description automatically generated

**Complex Needs Group**

**Meeting Notes from 25th February 2025**

Present: 10

Apologies: 6

Everyone introduced themselves and the minutes of the last meeting were agreed.

**Matters arising –**

JS raised there has been no update on the Voyage Care incident at a home near to her friend. There have been complaints made to the council as JS said the residents were told it would be an elderly care facility as it is not, it is set among bungalows, and JS said the staff cannot cope with the residents meaning ambulances and police are called regularly which blocks the road and causes distress to other residents.

There was no new feedback from the Steven Kinnock meeting and no other matters arising from notes.

**Respite Care** –

MG attended to give a presentation on respite care (slides attached). There are 4 respite facilities in Hampshire that accept planned stays with an allocation of a number of nights. New Croft has 8 beds, Orchard Close 10 beds, Jacobs Lodge 8 beds, Hindson House 8 beds. There is also West Street which is for crisis, short term stays. Some of the buildings are equipped with specialist facilities and staff are trained to support people with complex needs with health involvement.

Alongside these are Shared Lives support (in a family home), daycare and respite. Shared Lives is being developed to increase the offer. They do not provide personal care.

Access to these services is through a carers assessment or for a cared for person. People are directed to their most local service and the number of nights needed is added at the start of the year. There is a person centred approach and high demand for bed based services. Needs are met within budgets and staffing blue prints. JS raised if beds are kept back for emergencies MG confirmed they are not. JS raised someone in Gateway Club had lost a parent and needed respite care, JS to provide MG requested JS send his details to make sure he is on the waiting list or has been contacted.

No plans to change the Respite Offer.

No other questions were raised around queries or difficulties to access services.

**Updates –**

Some have experienced problems with PA Finder for recruitment. Someone from HCC going to visit JS to look at this. People need ideas of where to find staff. Notices in shop windows not an option anymore. Agencies are expensive and staff are not consistent. It is not helpful having different faces every day and hard to find regular carers. EE shared she now has exceptional staff caring for her daughter the way that she would, had tried Indeed previously, now has a company looking after care and it is working well with consistent staff attending. The third-party deals with the recruitment, training and payment of staff, which is working very well.

National Insurance changes are still being disputed at a local and national level. HCC have notified of their fee uplift, ICB rates awaited.

Companion pass being withdrawn for buses and changes to the times when travel is free, affects when people can access services. This will be discussed at the next Partnership meeting as an issue affecting all.

Nimbus/Access cards are working well giving access to lots of venues with carer support.

The group would like to discuss accessible places next time to create a list to share to help others. Good and bad accessible places.

BL said it was good to hear people’s experiences and attendees requested a talk about Liaison Nurses and how to find them. Having a named person is invaluable in hospital. Needs can be tailored and more advertising needed to be aware of this support. Health Facilitators have also been a great support to families.

Information about health fairs shared, happening across the county:

[NHS Hampshire and Isle of Wight | Our Keeping You Well events are fast approaching! These health fairs are for people with learning disabilities, their carers and... | Instagram](https://www.instagram.com/hantsiownhs/p/DFhxq3RMxid/)

Attendees requested a future topic on Hospital Liaison support.

Next meeting 27 May 2025 on Teams