

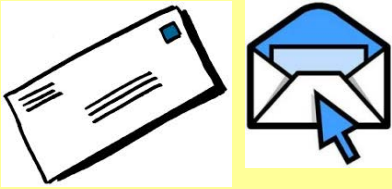
“Building Together” what you told us



Person
Centred
Services



We wanted to listen to your views



- We realised we needed to do this in lots of different way
- We wrote to people and also sent emails
- We did a survey on Survey Monkey
- We met with people



- We sent out emails mostly to health and social care staff/ and other organisations. We told them lots of ways people could join in



- We wrote to parents/parent carers and told them about the survey and sent a feedback form. We also said we to call us if they wanted to speak with us.

Altogether we emailed and wrote to 129 people



- The easy read survey asked lots of questions about people's lives including, where you live, having a job or things to do during the day, staying healthy, feeling safe, fun things to do.
- The questions were based on the REACH standards which helps people with learning disabilities think about their lives and the services they receive

We asked staff and organisations working with people with learning disabilities to tell them about the survey and help



Some people asked:

- “what’s housing and jobs and a social life got to do with health?”

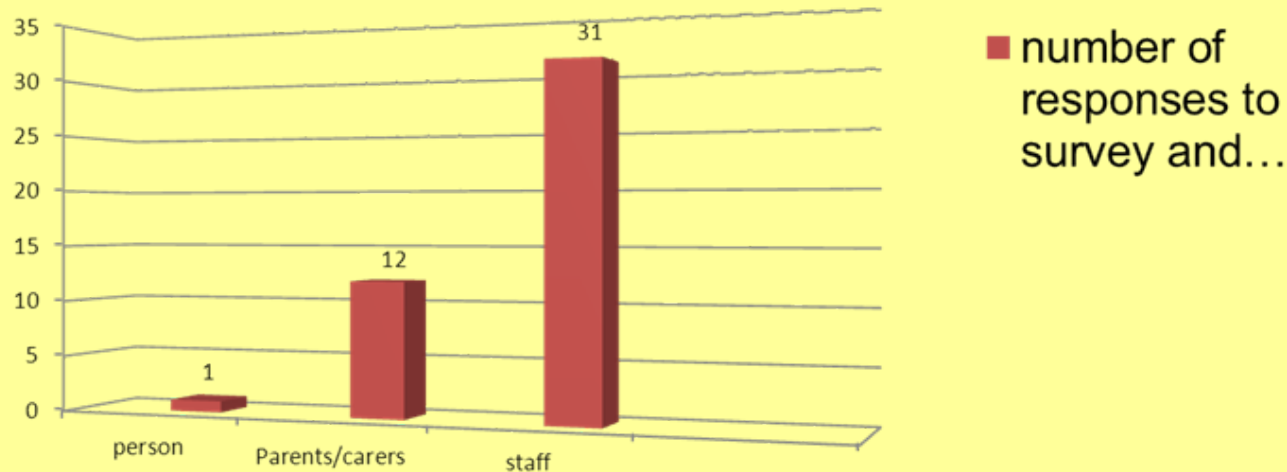
“when people struggle to access the day opportunities and level of support they need-this has a negative effect on someone’s physical and mental health”

Listening again



- We will be getting feedback again in the future. Please give us your ideas –how can we do this better next time? (write them up on the board please)

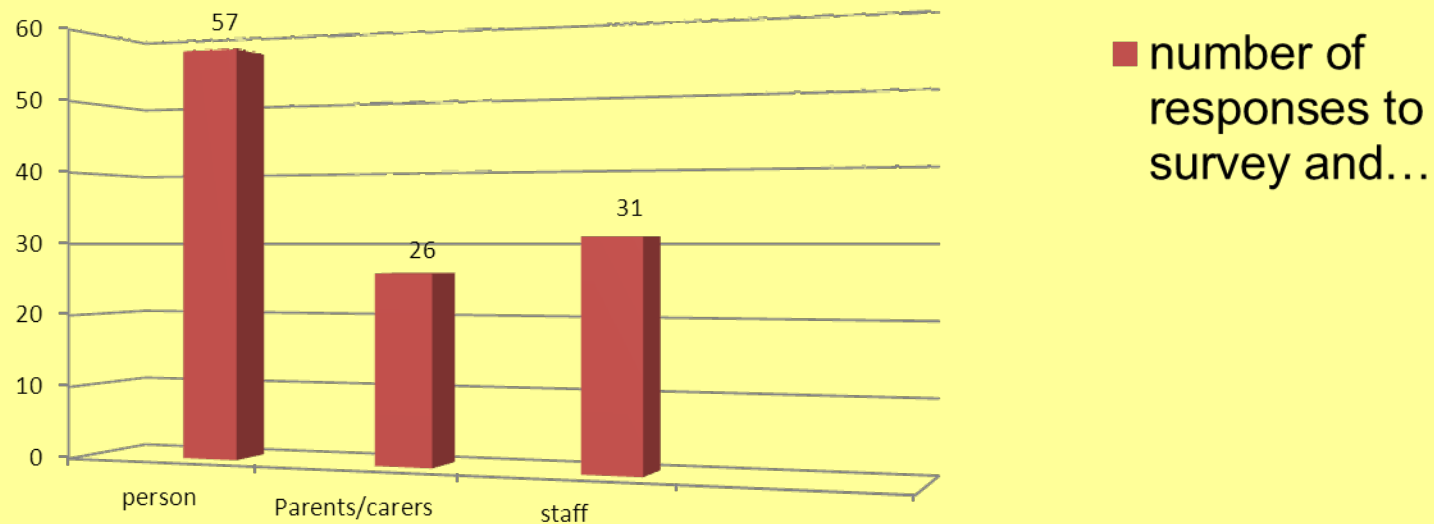
The on line Survey



- We had 109 people have a look at the survey on the internet with 44 people completing the survey
- We had only one person with learning disabilities answer

What we got back

114 answers altogether



- We had 57 answers from people with learning disabilities
- We had 26 answers from parents/parent carers
- We had 31 answers from staff/professionals

What some of the answers told us



- Busy
- Having friends and lots of things to do.
- There is not enough to do or jobs.
- People like where they live but would also like more choice.
- People mostly like the support they receive but some would like more support and also to be independent.
- People know about health and see their GP.
- People feel safe but sometimes can feel unsafe.

Parents and Parent Carer's want their loved ones to feel



- Safe and secure, happy and fulfilled
- A good quality of life
- have confidence, friends, relationships and get married if they want to
- Have choice and be independent
- have fair and equal treatment and be treated with dignity
- Parents and parent carers are worried about services being cut.
- Parents don't feel that services always listen to what they have to say.



- Health staff and staff from other organisations provide a lot of different services to people with learning disabilities.



- Staff think in a person centred way and they feel they try hard to help people with learning disabilities have the best life possible



- there have been lots of changes to the services they work in and things need to settle down

We looked at the same answers people kept saying and grouped these together to talk about today



Things to do

- Things to do during the day an evening



Work Place

- Jobs and Voluntary Work



Budget cuts

- Funding and budgets



Information

- Information



- Communication



**Partnership
working**

- Working together



- Services need to listen



- Independent organisations that provide care



- Service Development



- Relationships/Friendships



- Independence



Anything Else?

There has been some great suggestions that we are doing already



- “True service user and carers engagement- employing people within learning disability projects relating to service development/planning would be a start”

Some other things we can do now



- Some people do not have keep safe cards – we will feed this back to the Keep Safe Group
- A few people have said some good things about GPs – we will feed this back to the local GP groups
- There was two concerns about Safeguarding of Vulnerable Adults- we will feed this back to the big bosses on the board

Any Questions

