

Stoke-on-Trent Learning Disability Partnership Board



Notes of the Meeting on 2 November 2009

People who were at the meeting

John Mawman Hugh Evans	MP, Reach Parliament Adult Social Care, Health & Communities	Co-Chairs
Colin Marsh Kevin Day Anna Dunn Patsy Corcoran Tony Johnson Cllr Ann James Lisa Lockley Mary Carr Margaret Mason Stephen Parkes Karina Johnson Irene Abbots Andrew Garvey Mark Evans Terry Hawkins Cllr Clive Brian	Adult Social Care, Health and Communities Joint Commissioning Unit North Staffs Carers Association Reach Mencap Stoke-on-Trent City Council Mencap MP, Reach Parliament MP, Reach Parliament MP, Reach Parliament North Staffs Combined Healthcare NHS Trust Family Carer also representing North Staffs Carers Association Reach Support Worker Reach Support Worker Joint Programme Director for Personalisation Portfolio Holder for Adult Social Care, Health & Communities	
Celia Challis	Joint Commissioning Unit – Notes	

People who said “Sorry – I can’t come to the meeting”

Lynne Crockett
Julie Roberts
Niamh Reilly
Julie Smith
Chris Herbert
Ian Clarke

Children and Young People’s Services
North Staffs Carers Association
Adult Social Care, Health & Communities
University Hospital of North Staffordshire
Brighter Futures
Adult Social Care, Health and Communities



Hugh and John co-chaired the meeting



Stephen made sure we stayed on time

Welcome and Apologies



We all said hello.

Celia gave apologies from the people who were not at the meeting.

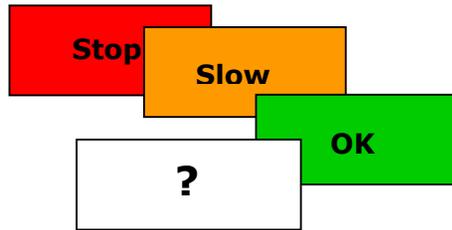


How to use traffic light cards

Traffic light cards can help everyone to take part in a meeting.

How to use traffic light cards:

-  Use the **stop** card to stop the meeting or to vote against something.
-  Use the **ok** card if everything is ok or to vote for something.
-  Use the **slow down** card if the meeting is going too fast or you don't understand something.
-  Use the **question** card to ask a question or speak, or to say that you don't want to vote.



John reminded us about using the traffic light cards.

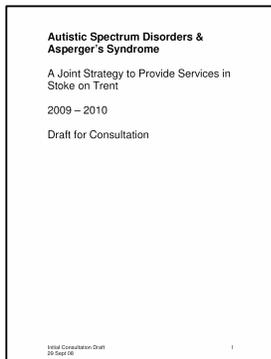
Notes of the last Meeting



People said the notes were OK.

Catch Up On Actions and What's Happened

Autism Spectrum Disorder / Asperger's Syndrome



Kevin has talked to people who have autism, their carers and healthcare professionals about what the Assessment and Support Service should provide. The business case for the service is finished.

Kevin will ask NHS Stoke on Trent to fund the service. If they say 'Yes', we want the service to start in April 2010.

Kevin will let Partnership Board know what happens.

Catch Up On Actions and What's Happened

Learning Disability Strategy



Kevin said that people are having lots of meetings to work out our 'Top 10' things to do. There are some things that we must do, there are things that we want to do and there are things that it would be nice to do.



Reach are arranging some meetings. People will say what they want to see in the strategy.



The new Learning Disability Strategy will link up with Valuing People Now

Catch Up On Actions and What's Happened

Learning Disability Strategy



The Council Overview and Scrutiny Committee will look at the draft strategy.

Tony asked about 'must do's'. 'Must do's' are

- NHS Campus
- Employment
- Making sure that people with learning disability get the healthcare they need



We will talk about the strategy at the next meeting.

Catch Up On Actions and What's Happened

Joint Review Action Plan



Kevin said that we are doing quite well on most things in the action plan. We have fallen a bit behind on equalities and accessing health services.

There will be an update at the next meeting.

Partnership Board Logo and Website



We are now using the new logo - congratulations to everyone who helped to design it.

We will ask Andrew to talk about what's happening with the website at the next meeting.

Catch Up On Actions and What's Happened

Changing Places Toilets



Hugh talked about the Changing Places toilets. There is a lot going on - the people who manage the City Centre want to have a temporary Changing Places toilet in the City Centre for the Christmas period.

People are working hard to find the right place for a permanent Changing Places toilet. When they find the right site, the Council will apply for planning permission. This may take some time.

The Council will make sure proper Changing Places facilities are included in any future plans for the City Centre. This is not only a legal requirement but it is the right thing to do. Hugh will make sure the Council push for this and keep the Partnership Board up to date with what's happening.

People said that not having a Changing Places facility does not show the Stoke-on-Trent in a good light. Other places seem to solve problems and get things in place - why is it so difficult here?

Cllr James talked about how the Councillors feel about this. Members of the public have the right to take part in a 'Question Time' at Council Meetings. If somebody goes to a Council meeting and talks about Changing Places toilets, the councillors could agree to do something about the situation.

Catch Up On Actions and What's Happened

Changing Places Toilets



Tony said that national figures show that over 300,000 people need a Changing Places type of facility. He asked Partnership Board to continue with its campaign to get at least one Changing Places in Stoke-on-Trent.



Patsy reminded us that Changing Places is Mencap national campaign. She wondered why we don't organise a petition.



Irene said she didn't understand why things have to be so complicated. She said that she is aware that space may be an issue. She asked why the Council can't adapt one of the existing disabled toilets. She said people in the Council need to recognise that this is a major issue on the disability agenda.

We will have an update at the next meeting.

Catch Up On Actions and What's Happened

Specific Needs Access Project (SNAP)

We are still waiting to find out how SNAP will work in the future. People have recognised that the project is good practice. Sue Carmichael, Joint Programme Manager, Learning Disabilities at the Department of Health is visiting University Hospital of North Staffordshire NHS Trust to find out about the project. SNAP is the only support project to support people with learning disabilities and other people who need help.

More news at the next meeting.

Things Carers Want to Talk About

Carers' Assessments



Irene talked about direct payments and carers assessments.

Irene wanted to know if there is any money for direct payments. She also wanted to know if there a new system when a carer's assessment is completed. She said that issue had been raised by a carer who felt that she would get a direct payment.

Colin explained how Social Care makes decisions about using the Community Care budget. Decisions are based on assessments. Colin said that the system has not changed but Social Care must ensure that people who ask for services meet the criteria for Fair Access to Care Services (FACS) Social Care must meet its legal obligations when providing services.

Things Carers Want to Talk About

Carers' Assessments



Social Care wants people to make a complaint if they think decisions are wrong. The complaint can formal or informal.

Newstead



Cllr James asked for an update about Newstead. Hugh said that the improvement project is still on. Money is available until March 2011.

Kevin Day is working on a vision document. He will talk to people who use Newstead to find out their ideas. Work done by REACH will also help. We will have some firm ideas for people to think about by the end of March 2010.

People who use Newstead and their carers will be involved in making plans and the new learning disability strategy.

Things Carers Want to Talk About

Portland House

We talked about Portland House. Colin said there are no plans to reduce the service provided there. Social Care may decide to use another building but the service will continue.

Things We Need to Agree

Hate Crime



The Government's Hate Crime Action Plan and a report by Kevin Day were sent to people before the meeting.

Hate Crime will be on the agenda in February.

Kevin asked people think of people we can invite to the February meeting. We want people to read the Government's Action Plan and to think of some questions we can ask the people who deal with hate crime. Celia will ask for questions.

Things We Need to Agree

Hate Crime / Keeping Safe Workshops

Reach are interested in hosting workshops. The workshops help people with learning disabilities learn to live safer lives. We agreed that the workshops may help us prepare for the February meeting. Patsy said that she would like people from the Council to be involved. Cllr James suggested that we include people from Neighbourhood Management. We said that we should ask the following organisations to be involved:

- Citizens Advice
- Fire and Rescue Service
- Probation Service
- West Midlands Ambulance Service
- Staffordshire Police Service
- Safer City Coordinator
- City Council Passenger Transport Team

Safe Places Scheme

Partnership Board has talked about setting up a 'Safe Places' scheme some time ago. Adult Social Care, Health & Communities has done a lot of work to help get the idea off the ground. Unfortunately, the people who run businesses in the City Centre did not think it was a good idea.

Things We Need to Agree

Tools for Taking Control Conference



Information about the 'Tools for Taking Control' conference in January 2010 was sent to people before the meeting.

People who want to go are asked to contact Celia.

We will have some feedback at the next meeting.

Quality Partnerships Event



We sent out the invitation to the Quality Partnerships event on 9 December before the meeting. John and Andrew are helping to plan the event.

We will have feedback from the conference at the next meeting.

Things We Need to Know About

Places to Live



A report on Places to Live was given out at the meeting. A copy of the report is attached to the notes.

The report talked about what has happened in the last few months and plans for the future. Topics included:

- Stallington Hospital Resettlement Homes
- Life Skills Training
- Council Housing Properties
- Domiciliar Care
- Short Breaks
- Housing Strategy - making it happen



Colin talked about the things that Places to Live are working on. This includes



NHS Campus - we aim to finish phase 1 by the end of December 2010.

We will start to look for a care provider for phase 2 soon.

Things We Need to Know About

Places to Live / Stallington Hospital Resettlement Houses

Colin talked about the work being done for the people who live in the Stallington Hospital Resettlement Houses. Social Care will decide if things are to change. There will be reports to Partnership Board if things do change.



Life Skills Training - Social Care is helping people to move out of residential care and into their own places to live.

People who move out of residential care must have the right support. Social Care is working with Supporting People and others to make sure this happens.



Council Housing - the Council have promised 10 places to live for people with learning disabilities. Social Care will make sure that the places to live are OK and in the right places.

Things We Need to Know About

Places to Live



Short Breaks - Short breaks will be part of the new Learning Disability strategy.



Housing Strategy - making it happen

The Housing Strategy is about choice. It is a plan for all the things Housing want to do to 2014.



Supporting People and Social Care want to set up a Keyring scheme. This is where someone with learning disabilities and who just needs a bit of support, is part of a community network.

Things We Need to Know About

Places to Live

Partnership Board talked about the report. Cllr James stressed that people living in the community must have the right support. She said that some things are happening to people that could be hate crime. Irene said it is important for people who work in the community to be able to recognise when someone has a learning disability. Mencap have developed a training package. The Metropolitan Police are doing the training now. Police in other places will also do the training.

Patsy reminded us about the Stephen Hosking case. She said that we have to be careful that we don't end up with our own Stephen. She also reminded us about the recent case where a mother had killed herself and her disabled daughter because of constant bullying. It seems that there was no joined up action to tackle this. Patsy also wanted to know if there is anything about community connections and friendships in the strategy. She said this is an important part of people being safe, happy and well.

Colin said that as part of the modernisation agenda, Social Care has improved its risk assessments. Modernisation is about increasing opportunities and choice and there will always be some risk with this. Social Care will make sure that people have plans to help people keep safe. Kevin said that new strategy will look at a person's whole life not just bits of it.

Things We Need to Know About

Places to Live



Reach MPs had written a report on places to live.

The report told the story of one person who used to live at Pittsburgh House and now lives at Rowan Village. The person is very happy at Rowan Village.

Other people were not so happy about changing where they live. They have some ideas about how things can be better.

Reach will share the report with Ian Clarke.



John shared his story. Andrew asked John questions. He asked what it was like in residential care and what it is like now

John said that he now lives in his own flat. He is happier than he was in residential care. He needs support and gets it from the Community Living Team. John said that there were problems when he first moved but these are getting sorted. John likes it that he can come and go as he pleases. Overall, he is very happy with the move.

Anything Else



REACH Parliament Meetings

Patsy asked that people put Parliament meeting dates in their diary. The next meeting is on 14 December at the Dudson Centre.

Kevin urged Partnership Board members to go to the Go and Speak Up meetings. He said they are very useful and helpful.

Personalisation and Personal Health Budgets



Partnership Board welcomed Terry Hawkins. Terry is the Programme Director for Personalisation at NHS Stoke on Trent. Terry talked about personal health budgets. Information from the Department of Health about personal health budgets was sent to people before the meeting. Information from the Valuing People Team was also made available.

A personal health budget will:

- make it clear how much money there is for someone's health care
- help people talk about and agree the best way to spend the money, so they have more say about their health care.

NHS Stoke on Trent is helping the Department of Health test personal health budgets. This is called a pilot. In Stoke-on-Trent the pilot will focus on people with mental health needs, people with long term conditions and people with learning disabilities.

The Government wants about 5,000 people in the country to be involved in the personal health budgets pilot. This means about 250 - 300 people in each area.

There will be a big report in 2012 about the pilot. The report will talk the experiences of people who use personal budgets and professionals.

Personalisation and personal health budgets

Irene will help launch the pilot. She will be on Radio Stoke to talk about personal budgets. Celia will talk to Debbie Curless about how partnership board can get involved with the personal health budget pilot.



People can also have a personal budget for Social Care services. The Government has set a target that 30% of people who use Social Care services will have a personal budget by April 2011. In Stoke-on-Trent, this means 2,500 people.

We talked about direct payments. Direct payments are used to pay for support and care.



People need support to use direct payments. The City Council website has more information about direct payments. This can be accessed at <http://www.stoke.gov.uk/ccm/navigation/social-care/adult-social-care/direct-payments>

The NHS will be able to make direct payments by Summer 2010.

Irene talked about how her daughter does the things she wants to do using Direct Payments. For example, when she needs respite, she goes on a short holiday instead. Irene feels that direct payments have made a positive difference to her daughter's life.

Questions to the Leader of the City Council



Partnership Board had invited Cllr Ross Irving to answer questions about things that matter to people with learning disabilities.

Unfortunately, Cllr Irving could not come to the meeting because of an urgent meeting at the City Council.



Partnership Board was very pleased to welcome Cllr Clive Brian. Cllr Brian is the Councillor who has special responsibility for Adult Social Care, Health & Communities



Reach Members came up some questions. Cllr Brian answered some of these.

Questions to the Leader of the City Council



There are not enough low kerbs for people who use wheelchairs. Will there be more?

A lot of pavements have bits sticking up where people could trip and fall. Will these be fixed so they are safer?



Cllr Brian said that a lot of people ask for kerbs to be dropped. Every year, the Council decides where dropping kerbs will benefit the most people. Sadly, the Council cannot agree to every request.

The Council has to make sure that pavements are safe. People can report damage to pavements at Stoke on Line, the City Council's website.



A lot of people are worried about road safety. They want more traffic lights, crossings and speed bumps in the roads. How do we get the Council to do something about this.

Questions to the Leader of the City Council



Stoke on Trent one of the safest cities in the country for road safety. The Council has done a lot to make the roads safe and is doing a very good job.

Unfortunately, funds are limited. As the opportunity arises we will introduce more safety features - although we have already introduced a lot.



All public areas of the City need to be suitable for people who are partially sighted. This will make them safer and help with people's mobility. What is the Council doing about this?



The City Council's Access Team is committed to addressing disability issues. They have set up a Technical Sub-group, to provide an expert view on things like new planning applications, pedestrianisation plans, revised road lay outs etc. More information about the Access Team is available from Lesley Brownsill on 01782 232236

Questions to the Leader of the City Council



4

Buses are late when people need to get out and about. Bus drivers need good manners. What can the Council do to make transport better?



First Bus is a private company and it does try to maintain standards. Unfortunately, things happen that make buses late. People should complain to First Bus when they have problems.

Sometimes the bus drivers don't help people in wheelchairs. Again, people should complain when this happens.

Patsy said that many issues about the buses have been raised with Reach. She said that the Council should be aware of the problems because they can contact the Traffic Commissioners.

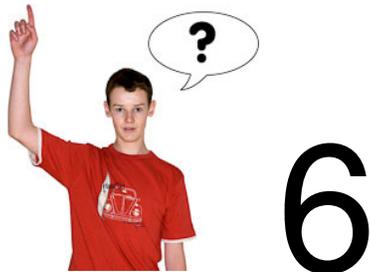
Questions to the Leader of the City Council



People in wheelchairs can only use accessible taxis. These can be expensive. Who can you contact if you feel you have been ripped off?



The City Council's Licensing and Consumer Protection Committee needs to know about this. Details about the committee can be found at <http://www.moderngov.stoke.gov.uk/mgCommitteeDetails.aspx?ID=114>



Waiting for buses can be scary and people worry about safety. Should people have risk assessments to travel?

Questions to the Leader of the City Council



It is our policy that people should have a risk assessment for travelling.

Stoke-on-Trent does not have a bad record on aggression. Fear is a more personal than actual. The Council is raising lighting standards but it cannot do anything to stop people feeling nervous at night.

Mary said that there is no lighting where she has to wait for a lift. Cllr Brian said Mary should contact the district centre to see if they can improve the lighting and access.

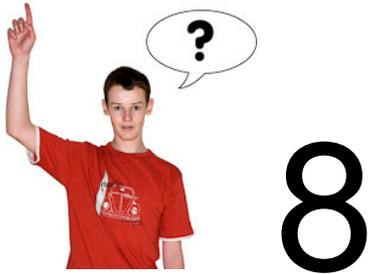


There is a lot of vandalism, graffiti, litter, fag ends, broken glass, noisy neighbours, noise at unsocial hours and people using drugs in Stoke-on-Trent. What are the Council doing about it?



The City Council works very closely with the Police and other partners. We don't have the answer to all the problems yet but more is being done than ever. Sadly, there will always be examples of antisocial behaviour.

Questions to the Leader of the City Council



People need Changing Places toilets with hoists. Is there still money for Changing Places toilets and where will they be?

We have not taken up Changing Places and we should.

Partnership Board had talked about Changing Places earlier in the meeting.

Hugh and Colin talked about what is happening and what we need to do to make sure we have a Changing Places facility in the City.

Colin reminded us that there are a lot of really good things happening in learning disability services in Stoke-on-Trent but Changing Places is a weakness.

Questions to the Leader of the City Council



Friendships are very important to people. When people leave a day service or move house, they need help to maintain friendships. What are the Council doing to help people stay in touch with their friends?



The Council wants to be as supportive as we can. Volunteers from the Council are helping to organise events to help people keep in touch but it is about people helping people - not the Council helping people.



Patsy said that community development is a big part in helping people to help themselves. She would like to think that the Council would support community development.

People with learning disabilities face more barriers. Lots of people with learning disabilities cannot speak up. People with learning disabilities want to be active citizens and part of their community. What help is there for people with learning disabilities to be active citizens?

Questions to the Leader of the City Council



10

There aren't enough things for people with learning disabilities to do (like social clubs and activities). What are the Council doing to make sure people have interesting things to do?



A lot of young people say this. The Council provides buildings for people to use. There are clubs etc in the City but young people don't use them. For example, the Meir Community Centre is not well used and the not many young people go to the Meir 'Uth' Centre.



11

There are lots of changes going on with day services. People are moving or leaving. What are people doing in their spare time now?

Many people at Reach used to go to the day centres and they often talk about their friends and wonder what they are doing. People want to know if there is any sort of checking on people who used to go to day services.

Questions to the Leader of the City Council



Councils will have to stop providing some services they do not have to provide because the Government will give them less money.

Colin reminded partnership board that Hamilton is the only day service to close. Riverside has taken over from Hamilton. People do grow apart. Social Care can do some work as part of the new Learning Disability Strategy but Social Care cannot do much more. Social Care has to support people to do things for themselves or in smaller groups, which is what everyone else does in their normal lives.

Patsy said that Stoke-on-Trent does not have a good record on employment. She said that there will be gaps when people stop doing things they are used to doing. People are worried about the people who do not use words and about Stoke-on-Trent does to help them take part. Communities need help to develop. If there is no support, people will become isolated and will develop mental health issues. There will be costs.

Colin reminded us that the Council is helping to organise a get together. We would like to have venue that is part of learning disability services but this will cost money. If the Council pays for the venue, it will also be asked to pay for food at the get together. Every penny we spend comes out of our budget and cannot be spent on something else.

Partnership Board thanked Councillor Brian for coming to the meeting to answer the questions.

Date and Time of Next Meeting

Our next meeting is

<i>February 2010</i>						
Sun	Mon	Tue	Wed	Thur	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28						

Monday 15 February 2009
10:00 a.m. – 4:00 p.m.
at
Riverside
Units 7 & 8
Riverside 2 Office Village
off Campbell Road
Stoke on Trent ST4 4RG

Lunch will be provided



Thank you to Change Picture Bank and Valuing People for some of the pictures

Places to Live

What has happened and what plans are there are for the future?

Stallington Hospital Re-settlement Homes.



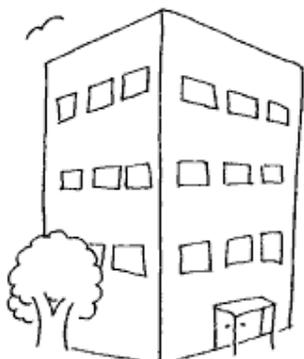
The Assessments have been completed for 58 people in 18 houses. These have raised a lot of issues including poor housing layout, fire risks, small or unsuitable bedrooms and poor tenancy agreements. There is also very poor support in some of the houses. We are reporting on these issues and making sure the providers improve their way of working with people with learning disabilities and we will help people to move if they wish or need to find more suitable accommodation.

Life Skills Training

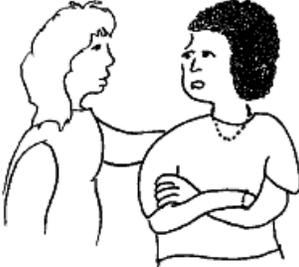
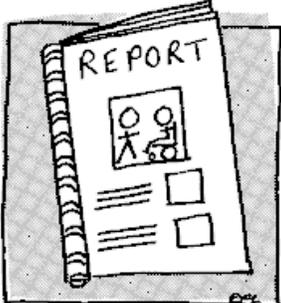


We have looked at how the service will work and we will be sending it out to providers we know. We will ask who may be able to provide this service and ask them how they will do it. We can then choose who the best provider is. They will then set up the service for three people. Once we have one service we can then look at providing others to help people to learn the skills they may need to live independently.

Council Housing Properties



We now have six flats for seven people in different areas of Stoke (two of the seven people are moving in the next month). It has been difficult to find properties that are in the right area for the right people. We have had to turn down some flats due to the area having problems with anti-social behaviour. We have been able to check all the areas to ensure they are safe by talking to the police and local housing offices. We are reviewing the project at the moment and we would like to ask for more properties as the project has been good for the people in it. We have talked to the people living

	<p>in the properties and they have been really happy with the support they have received from Brighter Futures. They also felt that their lives had improved a lot as their choice, control and independence had increased.</p>
<p>Domiciliary Care</p> 	<p>We are now looking at the support available in the community. At the moment there are five providers who have contracts to provide care to people with different needs such as elderly people, people with physical disabilities etc. We think that there is a need for a more specialist service to support people with learning disabilities as they need a different kind of support. This may take a while to get the right provider as we have to follow rules around buying new services. We are also looking at what to do now so that we can continue to support people in their own home.</p>
<p>Short Breaks</p> 	<p>We have just looked carefully at the service at Duke Street. From this we will look at plans on how we can improve it and provide better short break services for people in the future to choose from.</p>
<p>Housing Strategy - making it happen</p> 	<p>The strategy has now been agreed. We are looking to have a team of people who will make the strategy work. This group will consist mainly of the people who make up the Places to Live sub group with the help of housing and report to the Partnership Board on progress. The team will look at things such as communication, specialist housing for people in wheelchairs, home ownership etc. The strategy will help make sure that there is a choice of places to live to meet everyone's needs.</p>