Reach Parliament Meeting
Monday 16th May 2016

Feedback on Integrated Services

Reach is part of asist advocacy services in staffordshire

Background

Reach were asked by Amanda Allcock (Strategic Manager: Learning Disabilities) to support members to give their feedback on integrated services and health and social care working closely together.

Reach organised a series of preparation meetings with members one week before the Parliament meeting to look at some case studies based on services working together.

Reach members used the case studies to:

- talk about the idea of integrated services
- share personal experiences
- share thoughts and ideas on services working together in the future.

Preparation Meetings

Reach held **5** preperation meetings, working with **12** members.

Reach held **3** meetings at the Reach office, **1** meeting at Waterside and visited **1** member at their home to collect ideas and experiences on services working together.

Reach turned the comments from members and turned them into posters for the Parliament meeting.

Quotes from the Preparation meetings

Important to keep **me** involved in the decisions about **my** life.

Need be careful with people's private information. Need know what is being shared.

I had problems with my seizures. My staff at home worked with the social worker and health staff to plan the best way of managing them but still let me do things.

Sharing information is good. If they have the information they can do things for you.

There's a best interests meeting when I go on holiday abroad. Everybody talks about my support. Me, my staff, social care and health.

Two different doctors from different health services are looking at my medication. They talk to each other and me and my family and my support workers.

Quotes from the Preparation meetings

If they work together it'll do lots of good for disabled people. If they don't work together then one wouldn't know what the other is doing.

We don't feel like any of our health issues have ever been shared with social care. We've not had any support from them with things like general day to day support, carers support (we care for each other) or general help and advice.

They (services) just don't talk to each other.

Support staff I work with talk to nurses and doctors about my health so everyone knows what is happening.

Quotes from the Preparation meetings

I don't like my information being shared by lots of people. It's private.

If they're working together they should know more about you - how you communicate and what you can understand.

We think people should have the right to know what is being shared and with who.

Doctors talk to my support staff about medication so they can help me out.

The Parliament Meeting

At the Parliament meeting on Monday 16th May, Reach members met with Amanda Allcock and Alastair Forrester (Acting Head of Directorate for Learning Disabilities) to talk about services working together.

Following on from the preparation meetings Reach members talked about their experiences, sharing good and bad examples of support and services affecting their lives.

Reach members spoke about how important it is that services work together well.

Reach members also said it is really important to keep the person involved at all times making sure that all decisions made are their choice.

The Parliament Meeting

Later in the meeting, Reach members talked about what would make a good intergrated service.

Reach members said good services would:

- share information together as a real team
- be based in the same offices and buildings
- have a G.P (doctor) on their team
- be able to refer people on to other services they need
- listen to the person they are supporting
- answer your calls or get back to you quickly if you leave a message
- challenge other services.

What happens next...

Reach will complete a report based on the information collected and send it to Amanda and Alastair.

equal people in Stoke-on-Trent

Reach will share the report at the Learning Disability Partnership Board in July 2016.

Reach will continue to collect and share feedback and information about Integrated Services (services working together).

Contacts

Pictogram images used in this report were made by Reach.

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Reach is part of Asist, Advocacy Services in Staffordshire.

Thanks to Photosymbols for some of the images used in this booklet.