



Wokingham
Learning Disability
Partnership Board

Minutes from the Partnership Board's BIG Meeting

Rose Street Methodist Church, Wokingham

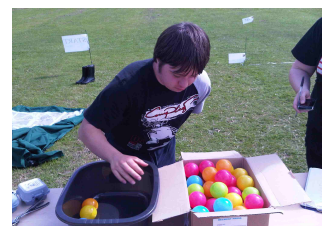
Tuesday 28th June, 2011

Welcome and Good News!

David welcomed everyone to today's meeting and asked people to introduce themselves and share some good news. Here's what a few people had to say:



- **David** had some sad news – his mum passed away recently and her funeral will be this week. His good news was that he was a steward at the Partnership Board's football tournament last week (to celebrate Learning Disability Week) and was given a medal for his hard work.
- **Peter** is looking forward to his holiday in Eastbourne soon.
- **Philip** was pleased that lots of people went to the Listen To Us meeting last week.
- **Sue** has just finished planting up a new garden in the Trunkwell Garden Project and is really pleased with the way it looks.
- **Fiona** is very proud of her son who has just got a place at the Reading Football Academy.
- **Mette** is pleased that the launch of Optalis on 6th June went according to plan, but said there is still lots to do.
- **Richard** spent the weekend taking his daughter around different universities, and was pleased to have survived the trip!
- **Margaret** felt our Partnership Board had run 2 very successful events in the last 2 weeks – one was the Big Health Check Up Event, and the other was the Learning Disability Week celebration
- **Alice** loved the Learning Disability Event last week, especially the Support Horizons 'Sports Day' with games like welly-tossing and an egg & spoon race!
- **Marlena** enjoyed supporting a student on work experience from Addington School last week. He said the best part of the week was helping out at our Learning Disability Event!
- **Jodie** is looking forward to her birthday on Friday, followed by her holiday next week.



- **Cathy** and her children had a great time at the Hurst Horse Show recently.
- **Brigid** is pleased that Turnstone will now be supporting people in Portsmouth.
- **Johan** is very pleased to have recruited John Hennessey to work alongside Philip and Mark as a Safer Places Champion.



Keeping People Safe – Johan Baker

Johan came to tell us about the new Adult Safeguarding Guidelines. The local Safeguarding Report is not ready yet so Johan will come back to a future meeting, to let us how many people have reported a safeguarding concern to the Council in the past year. In the meantime, Johan told us about the policy changes.



There are 3 new pieces of guidance from

1. The Law Commission
2. Department of Health
3. ADASS



1. Law Commission

A part of it (Part 9) covers adult protection.

- The Law Commission have **changed the words** people should use – instead of saying *vulnerable adult* we should now say *adult at risk*. This is because we can all be vulnerable at times, so they want to look at adults who are most at risk.
- The Law Commission said that Safeguarding Partnership Boards should be made **statutory** (which means every local authority *has* to have one) - and with prescribed functions (things that they *must* do).



2. Department of Health

Safeguarding is **everyone's business** so everyone needs to take responsibility - and they want it to be a legal requirement.



There are **6 key principles**:

1. Empowerment (giving people control)
2. Protection (keeping people safe)
3. Prevention (stopping it from happening in the first place)
4. Proportionality (a reasonable response)
5. Partnership (working together)
6. Accountability (taking responsibility)



Also ...

- ✓ The Department of Health says 'No Secrets' will stay until 2013. Recently there was a review and lots of recommendations were made but we are waiting to hear what will happen.
- ✓ Safeguarding Boards **will be made statutory** (a rule saying they **have** to happen).
- ✓ Safeguarding will be **included in a white paper** on social care reform later this year.



3. ADASS (Association of Directors of Adult Social Services)

We should now be saying *adult at risk of harm* or *significant harm* instead of abuse. And think about how it affects the person and makes them feel.



What have we been doing locally?

On Wednesday 15th June, we launched a new safeguarding manual. It is an online tool so people can have to look at it on the computer: www.wokingham.gov.uk/socialcare/safety/safeguarding/ It is a working manual and if you register, you will automatically be sent updates.



Support with Confidence – Johan Baker

Johan is working on a new project called Support With Confidence which is an accreditation scheme - that means someone's work has been checked and is of a high standard. It is coordinated by West Berkshire and Wokingham Trading Standards Service and is mainly aimed at providers, personal assistants and large staffing agencies who don't have to register with CQC (Care Quality Commission).



Support with Confidence

West Berkshire & Wokingham Trading Standards Service



How does it work?

Support with Confidence is a series of checks that people have to go through, and if they meet the criteria (rules) they can use the logo. Then, when people want to hire a personal assistant or someone to help with their home or garden, they will see the logo and be reassured that the service is safe and the staff are well trained.



What is the criteria (rules)?

This is how you register with Support with Confidence:

1. Johan holds an **application and interview session**.
2. Then there is a **vetting** (checking) process which includes safeguarding checks.
3. Next the applicants must sign up to a **Code of Conduct**.
4. They must do different types of **training** (things like Equality and Diversity).
5. Then they get added to a list of **approved national providers** and they can advertise using the Support With Confidence logo.
6. There are **ongoing checks** throughout the year to make sure they are still meeting the criteria.
7. There is also a system for **customer feedback** for people who use their services.
8. Finally, members need to **renew** their accreditation every year.



Support with Confidence



Where can I find out more?

Ring West Berkshire Trading Standards on tel: **01635 519930**
or email: supportwithconfidence@westberks.gov.uk



If you would like to see a copy of the Support with Confidence Newsletter, please contact the Partnership Board.

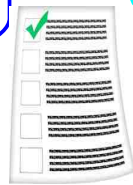
Then it was time for our questions:

Is the vetting procedure for a personal assistant the same as the Council's contract checks?

There will be some repetition, but the scheme will give customers extra reassurance - especially for personal assistants who don't need to register with CQC.

If someone is vetted with this scheme and then goes back to the Council, is there a chance they may not meet the Council's criteria?

PA's could be approved by this scheme without meeting the Council's criteria, especially as the contracts in place for PAs would be with individual clients, not the Council. However – as part of the vetting process by Support With Confidence we do checks with the Council to see if there are any concerns and if there are, then their application would be put on hold.



Do people get certificates?



When we are happy with the checks and everything has been agreed, they will be given a certificate they can display.

Why do we need to stop using the word 'abuse'?

Sometimes using different language helps people take control of their lives.



Also, if someone is living at home alone and not looking after themselves, it would be self-neglect, not abuse. If we use the term 'at risk' this shows the person needs help.

What about charity groups and lone workers?

Even if they are CQC registered, they can still apply for accreditation.

Who will be in charge and investigate complaints?

If a safeguarding concern is raised, then the Council are responsible for carrying out the investigation. They have a legal duty to make sure adults at risk are kept safe. If an organisation or personal assistant is deemed unsafe, they will be removed from the scheme. If it is not a safeguarding concern, Support with Confidence will carry out their own investigation.



How long would a complaint procedure take?

If it is a safeguarding issue the Council has to respond in a certain time. People can go to Webcas and ask for help to make a complaint.

Lots of the Council's social care services sit in Optalis now. Some of those services are regulated (checked) by CQC and some aren't. Support with Confidence is a good way of addressing this issue (sorting it out). All of Optalis' services can apply for accreditation.

Quality Audits (something that the Good Support Group are setting up) could form part of the Support with Confidence checks. Johan will be going to the Good Support Group's meeting on 13th July to see how the 2 schemes could work alongside each other. (The Support With Confidence scheme is to make sure that the person is safe to work with, and the Quality Audit is to check how good the service is – so the 2 should fit together well!)

Self Advocate Workshop – Peter Waite, Steven Allen, Tim Murgatroyd

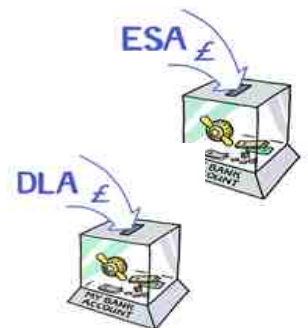


Last week, the Self Advocate Workshop was about **Benefits**. They started with an icebreaker where they talked about the different things people need to spend their money on, and thought about which money they should use to pay for it.

- **Benefits money** (this comes from big government)
- **Social Care money** (this comes from the Council)
- **Personal money** (this comes from family & friends, or wages from a job)



They learnt that if people don't have a lot of money, they can get benefits from the government to help pay for the things they need. But soon the government will be making changes to the benefits system.



They talked about some of the main benefits they might get and learnt that people might still be able to work and claim benefits - BUT there are special rules and people should always get advice and tell the benefits office.

If people claim benefits, they may get free health checks and free medicine. And many disabled people can also get cheaper or free travel.



Steven Allen

Steven gave a presentation about the different ways benefits can be paid to people. He showed some pictures of his local Post Office where he collects his benefits every fortnight.



How to Appeal

Everyone in the workshop found out how to appeal (which means asking the benefits people to think again) about the amount or types of benefits people are given. They also said it was very important that people tell the benefits office if their situation changes (even if they think they will get less money) or they will get into trouble.



They ended the workshop with information on where people can go to find out more about benefits:



Making Money Easier website:
www.making-money-easier.info



Citizens Advice Bureau:
www.wokingham-cab.org.uk
tel: 0844 499 4126



Direct Gov:
www.direct.gov.uk

Directgov

Jobcentre Plus:
tel: 0845 604 3719

jobcentreplus

Address: Fitzwilliam House, Skimped Hill Lane, Bracknell

Handyperson Scheme – Richard Stowell

Age Concern and Help the Aged merged together recently to form Age UK. Richard is a Director of Age UK, Berkshire and came to tell us about their Handyperson Scheme.



The Handyperson Scheme is a service that carries out small jobs around the home, free of charge, for people over 50 years old and people with a disability of all ages. The 2 men who work in Wokingham are called Ted and Chris, and they go round to people's houses to do jobs like changing the batteries in a smoke detector or fitting a door bell. The aim of the scheme is to keep people safe and stop accidents such as tripping over uneven bits of carpet, or falling off chairs when changing a light bulb.



Some of the things they can do around the house include:

- put up curtain rails
- fix a leaking tap
- fit draught excluders on windows and doors
- put together flat pack furniture



Some of the things outside the house include:

- install a key safe
- repair a fence or gate
- repair security lights
- replace small window panes and repair rotten frames



Although the service doesn't cost anything, special items like a new lock for your front door or a new toilet seat, would have to be paid for. The smaller items can usually be provided, free of charge, by the charity.



Ted and Chris aren't able to do large electrical, gas or plumbing jobs, but they can do the smaller jobs like unblocking a sink. They also aren't able to do painting and decorating.

How can you be referred for this scheme and who is eligible?

The scheme is for people with disabilities and people over 50yrs. Anyone can make a referral, just ring: [0118 959 4242](tel:01189594242). Ted or Chris will come over within 24hrs if it is urgent, or for non-urgent jobs, they will try to do it within 3 working days. (Please note this scheme is not for people who live in residential homes or somewhere where it is the landlord's responsibility to do those jobs.)



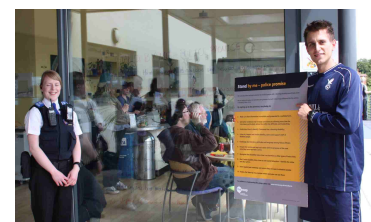
To find out more, ask the Partnership Board for a leaflet.

Learning Disability Week – Jodie Reichelt

Last week was National Learning Disability Week and around 150 people, including the mayor and deputy town mayor, helped us celebrate! There were lots of things going on during the week, and we worked with National Mencap, the Ark Trust and Support Horizons to run an event at the Acorn Community Centre on Thursday 23rd June.



The theme this year is "[Stand By Me](#)" - a 3 year campaign to stamp out hate crime, launched by National Mencap during Learning Disability Week. Here in Wokingham, we've done lots around hate crime, so we used this an opportunity to look back on all our good work and celebrate, but also think about the serious nature of hate crime.



We had stalls and information stands and CLASP talked about the reporting centre. Radio marmalade provided the music with a live broadcast and will be doing a feature piece soon. We heard from Clive who told his story about the time when he was the victim of hate crime and how it made him feel. He talked about the help he got from the police, community wardens and others to help him stay



safe and eventually move home – and now he's much happier. We were also treated to a free curry lunch from the Ark – it was delicious!



At the event the police signed up to a pledge called "Stand By Me" which was 10 things that the police can do to prevent and respond to disability hate crime.

Andy Fowler from Rhythm Zone ran some free drumming workshops, and Support Horizons held some sports day activities which was loads of fun! Throughout the afternoon we had a football tournament with teams from the police, community wardens, Support Horizons, Wokingham Sharks, Horizons Utd and Ravenswood. The police won overall but donated their trophy to the runners up – the Wokingham Sharks. Andy from the Wokingham Sharks told us at today's meeting that it was a tough match!



Learning Disability Development Fund (LDDF) – Jodie Reichelt

Every year we have money to spend on projects that meet the aims of Valuing People. This year we held a Bidding Round on 31st May and invited groups to bid for some LDDF money. The Core Group decided which bids best met the Partnership Board's criteria (most important things) and Jodie gave us a flavour of some of the successful bids.



Good Support Group - £5,000

The Good Support Group are going to work on a project around quality assurance which is [checking services](#). The scheme will be run by a user led organisation (ULO) which is an organisation run for and by people - and people who use the services will be involved in the auditing. We will be choosing a ULO in the next few months and also meeting with Providers, to see what they want from a quality check.



CLASP - £3,080

CLASP would like to find [ways of including people with challenging behaviour](#). The Partnership Board will be running an event in October about how we could improve services to this group of people. CLASP plan to invite someone with challenging behaviour to join their group. They will keep a video journal to share with other groups afterwards about how they can involve people with challenging behaviour in their groups.



Rhythm Zone - £195

Andy Fowler at Rhythm Zone runs **drumming sessions** for people with disabilities. Most of his classes are out of the area (for example in Caversham and Henley) but we have experienced a few of his free taster drumming sessions and love them - he did a great job at our event at the Acorn Community Centre last week! We hope that he will be running some sessions more local to us soon.



Come Dine at Mine - £5,803

Last year we were hoping to support this project but our money was suspended, so the group ran the project on their own. It has been so successful, they would like to run it again this year and include people who don't live in Ravenswood Village. The aim is to encourage people to host their own **dinner party**, by learning to cook, improving their confidence and social skills, and brushing up on their computer skills (making menus and invitations).



Family Bowling Social Evenings - £3,161

ASD Family Help have been running **family bowling sessions** at the Big Apple in Wokingham for the last 18 months. The sessions are very popular with around 150 members, and a great opportunity for people with learning disabilities and autism to have a fun day with their family. This money means the sessions can carry on for another year.



Other Projects

There are a few more projects that we still need to do a bit of work with, but when we have them sorted, we will let you know.

Anything Else?

1. The Big Health Event - 15th June 2011

Every year, the PCT has to write a report (a health assessment) about how well they are doing providing healthcare services in the borough. So the Good Health Sub Group ran an event on 15th June to find out what people with learning disabilities and carers think about local health services.



52 people came to the event and the Good Health Sub Group ran 4 workshops to get people's views. The feedback will go into our own report which will feed into the PCT's report.



2. Winterbourne View, Panorama TV Programme

On 31st May, there was a Panorama TV programme about Winterbourne View, a residential home for people with learning disabilities and autism. There were some very serious cases of abuse and the Department of Health and CQC (Care Quality Commission) are holding an internal inquiry. We have lots of information about this including a letter from learning disability organisations that was sent to the Prime Minister saying what should be done to stop this happening again. Please contact the Partnership Board for this information.



3. Health Event

David has been invited to talk about annual health checks and his health experiences at the Annual Health Check Workshop in July.

We need your help to make sure the Partnership Board works on the things that are most important to people with learning disabilities and family carers. Please let the Partnership Board team know what things you would like us to talk about at the Big Meeting. We would especially like to hear from people with learning disabilities and family carers.

That was the end of today's meeting.

The next Big Meeting will be on....

Date: Wednesday 17th August, 2011
Time: 10am-12noon
Where: Rose Street Methodist Church, Wokingham

