Members attending

Andrew Walker – Self Advocate
Ashvin Patel – West Sussex County Council Member
Corinne Nikolova – Sussex Community NHS Foundation Trust
Chris Blyth – Self advocate
Daniel Arundey – Self advocate
Harriet Wilson – Impact Advocacy
Lisa Loveman – Commissioner, West Sussex County Council
Mike Smith – West Sussex County Council
Casper Beade Rioseco – Aldingbourne Trust
Gillian Rhodes – Self-advocate
Cathy Cassim - Self Advocate
Elizabeth Holmes - Impact Advocacy
Steven Bensley - Self Advocate
Sue Fuller – Parent Carer
Debbie Elleston – Impact Advocacy
Kathia Gleeson – Self advocate
Niki Carter – Self advocate
Sophie Jones – Self advocate
Janet Wilson – Provider Strawfords
Tammy Isherwood – Provider Strawfords
Trevor Thomas – Self advocate
Tom S. – Self advocate
Hayley Smart – Self advocate
Suman Korpal – Self advocate
Audrey Neate – Carers Support West Sussex
Alison Hunter -
Introduction

The Chairs, Ashvin Patel and Andrew Walker, welcomed everyone.

News and updates

1. Coronavirus

We talked about government advice about handwashing and watched the NHS handwashing film link.

Corinne shared easy read resources, including helpful posters on these topics:
- Washing hands
- How to stay safe
- What if I get ill?
- Coronavirus and health issues

They can be found here in the resource section near bottom of the webpage.

Comments from Board members

Hands can become very dry and sore. Only use hand sanitiser when soap and water is not available. Dry well and use hand cream

2. Annual Health Checks

Corinne, Manager of the Health Facilitation Team, told us about exciting work with GP surgeries. The aim is to increase number of GP surgeries offering Annual Health Checks and for people with a learning disability to get a better service.
A new way of checking called ‘Quality Kite mark’ has been developed. The GP surgery is inspected by Corinne’s team and self-advocates. They are given a rating (Gold, Silver, Bronze) and have a plan to move up to next rating. If they improve then they are paid extra money by the NHS.

The kite mark is being tested in 3 GP surgeries before it starts.

Self-advocates in Brighton have helped to write the kite mark.

Action: The West Sussex self-advocates are also interested to take part in this work

3. New contracts

3 new contracts to deliver prevention services in West Sussex have been awarded:

1. Living Independently – includes My Network and My Network Plus was awarded to Aldingbourne Trust and starts on 1st April.
2. Supported Employment – includes Workaid and Workability was awarded to Aldingbourne Trust and starts on 1st April.
3. Specialist Advocacy starts on 1st July.

4. Our Town

There is news that the ‘Our Town’ will soon cover Chichester and Bognor.

Our Town is a scheme where shops, cafes, bars, libraries, museums, and jobcentres can join. They put a sticker in their window. You carry a card with 3 phone numbers to call if you are upset in the town. You can go into the place with the sticker in the window and get help.
5. Living Out Loud – Nightclub

Casper, from the Aldingbourne Trust, said the new night club in Bognor called ‘Living Out Loud’ is now going to be held regularly. For dates click here.

6. Free exercise

Corinne has found out that free time-limited membership to gyms, swimming and exercise classes is available via GP’s.

It is under a scheme called ‘Social Prescribing’.

What is available is different in each area. You will need to contact your local Wellbeing Hub to find out about social prescribing in your town. Click on this link for contact details of each Wellbeing Hub.

Action Plan

In 2019 the Board had its first action plan. This is a list of things the Board said needed to happen. Most of the things on the 2019 action plan have been done or are underway.

When the Board makes a recommendation staff in the council use these when making plans and decisions. That is why it is important for the Board to discuss things that are important to people.

Mike gave an example of what has happened to the Boards feedback. Bernie Dawes, who is a Commissioner, is looking at how more community activities and opportunities can be used by disabled and autistic people of all ages.

Last year the Board looked at the barriers to taking part in the community. This feedback has been
passed on to Bernie so she can take it into consideration in the plan.

**2020 Agenda items**

In 2020 we will be having 4 long meetings. The plan is to talk about:

1. Supported Living  
2. Work and Day Services  
3. Safeguarding and keeping safe  
4. Friendships and personal relationships

The Board discussed what they would like to include on the next agenda looking at work and day services.

Ideas included:

- Self-employment
- Information from all supported employment services Workaid and Southdown.
- Benefits information
- Personal work stories including work for people with complex need
- What has happened at Job Centres following the self-advocacy quality check.

**Self-advocates film about supported living**

People come first made a film about peoples experience of supported living. People had lots of issues with their support which included:
- staff not turning up or not coming on time
- staff always being in a rush and not having time to listen
- staff talking to each other and not to me.
- staff using mobile phone for non-urgent things whilst giving support.
- No flexibility in the times when the support staff visit.

The Board talked about the film.

Some Board members had very good experiences with support staff teaching them new skills so they can live more independently.

People with a hidden disability felt they do not always get the help they needed.

Some people said they can do tasks independently but need someone to prompt them. An example is making yourself breakfast. Without a prompt then breakfast is missed.

Can be difficult if staff members keep changing so holding on to good staff is very important.

Having a chance to feedback regularly catches any issues early.

We talked about what people can do if they are not happy with their support. Ideals included:

- Speak up for yourself
- Speak up in a tenants meeting
• Speak to the service manager
• Speak to the Duty Social Worker
• If there’s a problem with your building talk to the landlord.

If you need help to speak up then you could ask:
• family or friends
• an advocate
• My Network
• Citizen Advice.

**Action:** New contracts should ensure providers give their service users easy read copies of:
• Their Support Plan
• Service agreement – what service standards they will provide
• How to complain or give feedback

**Action:** New contracts should evaluate how well bidders regularly collect feedback about the service and use this feedback to make improvements.

**Supported living presentation**
Lisa Loveman, Commissioning Manager

Click on icon to see the presentation slides
The Board talked about the new contract and how it is important that providers do what it says in the specification. Lisa said there are ways to check:

1. Providers who want a contract say how they will deliver the service and what their service standards are. Commissioners check this meets the contract.

2. Providers are inspected by the Care Quality Commission.

3. The council’s Contracts Team monitor providers and follow-up complaints, quality concerns or safeguarding.

4. Service users and their families give feedback to providers and say if standards are met and they are listened to.

5. Care Act Reviews completed by social workers to check if an individual’s needs are being met.

Any other business

No other business.

Supported living workshop

Lisa went through the feedback report from the Supported Living engagement click [here].

The Board were asked if they agree with this report.

The following things need to be added:

- Providers should provide an easy read support plans, service standards and how to complain information.
• Providers should say how they are going to quality check.

• Providers to help people to have as much control over their lives as possible.

The Board voted and agreed the report.
## Learning Disability Partnership Board
### 2020 Action Plan

<table>
<thead>
<tr>
<th>What needs to happen?</th>
<th>By whom?</th>
<th>By when?</th>
<th>Progress</th>
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| 1. New Supported Living contract to say providers will give service users easy read copies of:  
  - Their Support Plan  
  - Service agreement – what service standards they will provide  
  - How to complain or give feedback | Lisa Loveman | September 2020 |          |
| 2. Supported Living Tender – Providers will say how they will collect and use regular feedback from service users | Lisa Loveman | September 2020 |          |