Learning Disability Partnership Board Meeting

10th December **2020**
Zoom online

Attending:

Andrew Walker – Self Advocate
Debbie Kennard – West Sussex County Council Member
Daniel Arundey – Self advocate
Harriet Wilson – Impact Advocacy
Lisa Loveman – Commissioner, West Sussex County Council
Mike Smith – Commissioning Team, West Sussex County Council
Steven Bensley - Self Advocate
Sue Fuller – Parent Carer
Debbie Elleston – Impact Advocacy
Niki Carter – Self advocate
Jo Delaney – Impact Advocacy
Emma Wareham – Manager DWP Job Centre Plus
Karen Kirkbright – Worthing Job Centre Plus
Ron Little – Self advocate
Nicola Barham Smith – Self advocate
Liz Holmes – Impact Advocacy
Tracey Light – WSCC Communities Team
Chris Button – Self advocate
Darryl Cooper – Aldingbourne Trust (Techmate Project)
Sue Livett - Aldingbourne Trust
Jason Maher – WSCC In-house Day Service
Casper Beade Rioseco – Aldingbourne Trust
Mel Shaw – Adur & Worthing Borough Council
Paul Richards – Stay Up Late
Rachel Benson – Supported Employment Service Manager
Susie Goodbrand – Sussex NHS Digital First
Tessa Phippard – Sussex Partnership NHS Trust

Yvonne Walshe – Carers Support West Sussex
Amy Dissanayake – Sussex NHS Learning Disability GP Lead

Apologies:
Edel Parsons – Sussex NHS CCG & LeDeR Lead
Michelle Olden – WSCC LLS Transition Team Manager
Audrey Neate – Carers Support West Sussex
Tammy Sherwood – Sussex Partnership Foundation Trust
Jolene Marchant – WSCC Day Services
Anita Beverton – Chair of Learning Disability Provider Forum
Corinne Nikolova – Manager of Health Facilitation Team
Jackie Manners – WSCC Library Service

Introduction

Debbie Kennard and Andrew Walker welcomed everyone and especially the guest speakers: Susie, Amy, Sue, Darryl, Paul and Mel.

The theme of the meeting was 'Better online opportunities and support'. A briefing sheet was sent with the papers.

Debbie went through the key points. Getting on the internet. Having a Broadband connection and using a device. To do this you need:

- Digital Skills
- Access
- A connection

It is a big topic. The key question is 'how to make sure people with a learning disability do not miss out'.

1. Self-advocates

Self-advocates showed a film where they talked about their digital skills and ideas for good support

There are over 70 self-advocates in Speakup, People Come First, Speakabout and Voice. When lockdown started only 3 had Wi-Fi connection, the equipment and the knowhow to use Zoom and be able to see their friends.

Since March many of them have learnt how to use Zoom and have found it helpful. It took a long time and a lot of support to get good at it.

Nikki said 'It is nice to know you are not alone and you can get to see people's faces'.

Nikki wears glasses and needs a screen that he can see.

For some people it has been a long time since they have learnt to use a computer and they are out of practice.

Some people are more confident at using google search than new programmes such as Zoom. Now 15 self-advocates meet regularly on Zoom.

The Library support has been good but that is time limited. Some people need help longer-term because things can go wrong when you try to connect.

Nicola said that the support people need is:

- 1 to 1 support
- Very patient
- Let the person try and do it for themselves
- The person has equipment that they can use.

2. Accessibility

The Board looked at 'Accessibility', which means people can do what they need to do in a similar amount of time and effort as someone that does not have a disability.

In this part of the meeting we looked at health appointments online.

Susie Goodbrand from Sussex NHS talked about the Digital First project.

This Project is looking at how to make technology easier both for GP's and their Patients.

Susie is thinking about what digital skills are needed and how to support people with them.

Susie is planning some guides and video's and is working with local voluntary groups to train volunteers to support people.

There will need to be a training plan for the volunteers.

There are different options for getting help with health. The NHS will think about what different people need help to use technology.

Susie went through the different tech used in the NHS to access GP's:

- NHS App range of services through App
- Online consultations called 'e-consult' 24/7 access to a GP
- Video Consultations called 'Accurx' – like FaceTime but secure
- NHS 111 – phone or online, 24/7 help

Susie wants to ask the Board:

1. How best to tell people about these options?

2. What resources are needed?

Susie would like to involve the self-advocates with developing resources. She will bring the resources developed back to the Board in March for further feedback.

Amy Dissanayake (GP lead) talked about Annual Health checks online

Health Checks are more important than ever.

GP's are 'open' for appointments.

If you are worried about something about your health don't wait, ask your GP or the Practice Nurse.

If you need help to do tell them you can ask the Health Facilitation Team for support.

Things at the GP surgery may look different, for example,

- Make an appointment not just show-up
- staff wearing PPE
- waiting room has spaced out chairs
- ring bell to go in.

Annual Health Checks are happening. If you haven't had one this year call your surgery and ask for it.

Surgeries will send out the invitation. They will send you a letter with easy read information.

You will be asked to fill in a 'Getting Ready' checklist. This will help the GP work out if they need to see you or if the Check can be done by Video or Telephone.

It is important to include anything you are worried about or would like to talk about.

At the end of the Annual Health Check appointment remember to ask how things are going to be followed up.

5

Questions/Comments from Breakout groups:

Social Care assessments and care plans do not seem to cover the tech equipment and support that someone might need in order to access online services. This could be access to broadband, time-limited or ongoing support.

Could Digital First step back and think about what people enjoy doing and will engage with before looking at the difficult things.

Digital first to look at where people with a learning disability get their help from as these people will need the training.

Emma said the DWP are also looking at different ways people can talk to the DWP so there is an opportunity to join things up.

Mel said that organisations think everyone is online or has skills to get online. In Worthing they found that 50% of residents were not online and this included young families and middle-aged people.

Mel said you need to look at the basics. Help people get devices, broadband, IT skills.

Mike said that 'Supporting the Supporters' was very important. They need to be trained and able to pass on these skills. They also need to have time and opportunities to pass on the skills.

There are some worries to think about. Some people think going online is risky. There are scams or people will click onto the wrong websites.

Andrew said the speed of broadband connections is important otherwise your Zoom calls don't work well.

Susie was asked if Experts by Experience will be used and she confirmed that she will set-up a focus group.

Amy was asked how the GP will do physical health checks if online appointment. She said that these can still happen at the GP surgery but some surgeries are lending out equipment so you can also do these at home.

3. Connecting

We looked at how people with a learning disability get support to get connected.

We heard from two Providers about how they have moved services online and the support they give to help this work well.

We also heard about how a local council's is helping residents to be digitally included.

Darryl and Sue from the Aldingbourne Trust talked about their Techmate Project

Sue gave an example of someone who lived 20 miles away who had deleted her Banking App. The Support Worker travelled to help her get it back again.

Sue said we live in a digital world where lots of things are now online including:

- Universal Credit
- Electricity
- Contacting your GP

In lockdown the Trust started lots of different online activities including:

- Baking classes
- Dancing
- Housing questions and answers
- Zoom meetings with other organisations around the country.

Many of these were good fun as well as giving information.

People are worried about online safety and making decisions about what is safe and what is a scam.

Aldingbourne got some National Lottery Funding to set-up the Techmate service for its Customers.

They will also put links to 'safe' websites on the Trust website.

Techmate will give support over the phone or internet. The supporter will be able to help people and will be able to take over the persons equipment remotely to sort out IT issues.

Paul Richards from Stay Up Late talked about this year with no gigs and nothing to stay up late for!

Gig Buddies realised in March that many people who used its service had no internet connection. They have worked with Brighton Digital Inclusion to fund SMART phones and internet connections.

Volunteers helped set-up the phones. They used a Motorola 8 which are a good price and do the job.

This meant that the service was able to offer a range of online social activities when everything else got cancelled, including:

- Daily coffee mornings
- Karaoke evenings
- Master Chef
- Lectures on people's special interest
- Quiz's
- Connecting with groups in other areas of the world

A great success was the Live music festival which they called 'Coronavirusfest'. This was advertised by Radio 1 and after the first 2 weeks they had over 3000 Followers and were able to feature artists with and without a learning disability.

They created easy read joining instructions and preloaded the new phones with Apps and instructional video on the home screen.

They didn't just put 'sensible' Apps on like NHS but also ones to help people socialise including WhatsApp, YouTube and Shazam.

Paul shared a film they did for Disability Arts about this work. Link to film [here](#).

Paul summed up with how important it was to respond quickly to Covid and supporting people online has been a challenge with some reluctant support staff and carers.

People being able to see each other and have fun has meant people have blossomed who could have been isolated and alone.

It has been difficult to help the 'hard to reach' so its important to always have a 'blend' of ways to contact people and they will carry on doing welfare checks.

Mel Shaw from Worthing and Adur Council talked about the Digital Inclusion Project.

The Project started a few years ago. It is called 'IT Junction' and they provide informal (drop-in) digital skills training in community venues. Volunteers have been trained to help people with a range of learning need. Often the volunteer has been a service user. Before Covid-19 they operated in 9 venues every morning.

Last year they helped 1500 people build their confidence. They also do sessions with groups - The Pines and The Rowans day services.

Since March the community venues have been closed so instead, they have set-up a tech loan scheme and

provided a Dongle to connect to the internet. They support via online buddies.

Questions/Comments from Breakout groups:

Could Adult Education have a role to develop digital skills for people with a learning disability?

Library webpage about [Remote Digital Support](#).

Day Centres have IT suites. Are these available for other people to use?

Are there any hardship funds to help people buy tech equipment or internet access?

What is happening in Adur and Worthing is great, is there something similar in the other council areas?

Today has been helpful finding out about help that's available. How is this information being shared and how can we make sure we network, connect in and keep up to date?

Tracey Light and Mel Shaw agreed to look at these questions.

4. Information-sharing

Lisa shared a [link to easy read](#) Covid-19 information which includes vaccination information added this week.

Could self-advocates think about whether an 'alert card/flag' to show when using online meetings would be helpful. If yes could they develop something?

Lisa said that on 28th January Debbie and Andrew have been asked to talk to the Health and Wellbeing Board.

This meeting will focus on health inequalities. There is only 15 minutes to speak. They need to say the most

important things. We will send out a list of ideas to vote on.

5. Bringing it all together

Debbie asked what actions needed to be taken forwarded and added to the Boards Action Plan.

1. Can Social Care assessment think about what tech support and equipment someone might need and include this outcome in their care plan.
2. If you need equipment or tech support to be able to find out how you get it easily.

6. Any other business

Casper shared a Citizen Advice Survey to give your views (click on link Citizen Advice Survey)

Debbie and Andrew wished everyone a very Happy Christmas and thanked members for their support this year.
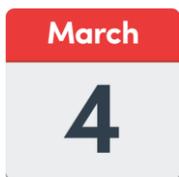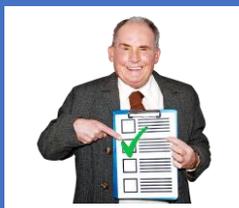
Next Meeting
Thursday 4th March 10am – 11.30am
Zoom Meeting – Theme 'Day Services'

Copies of Papers and Presentations from this Board Meeting can be requested from:
LD.Commissioning@westsussex.gov.uk

Learning Disability Partnership Board 2020 Action Plan

What needs to happen?	By whom?	By when?	Progress
1. New Supported Living contract to say Providers will give Customers easy read information including: • Support Plan • Service description for example saying what 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 to improve their service	Lisa Loveman	September 2020	✓
3. Easy read version of the Employability Plan to be written and shared	Mike Smith	March 2021	
4. Check the Job Centre Quality recommendations have been completed	Harriet Wilson	March 2021	
5. Update Easy Read Safeguarding leaflet and share with Board	Russell Hite	March 2021	
6. Easy Read summary reports to be available where there is a	Russell Hite	When Review Happens	

Safeguarding Review of person with a learning disability			13
7. Winter Flu vaccine campaign to be shared and promoted by Board members	All	December 2020	✓
8. Tech and tech support available through Care & Support Plans	Adult Social Care	March 2021	
9. Top tips for getting support online	Tracey Light	March 2021	
10. Digital First Project to report back to the Board	Susie Goodbrand	March 2021	