



HEREFORDSHIRE'S
LEARNING DISABILITY
PARTNERSHIP BOARD
everything about us but not without us



Meeting-LDPB

Date/Time-28 February, 2:30pm-4:30pm

Venue-Zoom Conferencing and Council Chamber, Town Hall

Attendees:	
Name	Organisation / Role
Tracy Crum	Chair, Echo
Mike Cook	Chief Officer, Echo
Chris Smith	Service Development Officer, Envirobility
Glen Crosier	Senior Commissioning Officer, Community Wellbeing, Herefordshire Council
Victoria Davey	Health and Wellbeing Coach, WBC Primary Care Network
Mandy Maxwell	Wellbeing Care Co-ordinator , WBC Primary Care Network
Paul Scott	Trustee Herefordshire Mencap
Rose Hlewisunt	Herefordshire Mencap
Lorenzo Gordon	Maldaba LTD,
Carine Lewis	Channel3 Consulting
Keren Ximines	Operations Manager, Maldaba Ltd
Abi Jayne	Social Worker, County Team, Herefordshire Council
Sean Ladd	Manager, National Star College
Nick Gregory	CarerLinks Engagement Navigator, Crossroads Together
Huw Jones	Maldaba LTD
Mick Gillick	Onside Advocacy
Michelle Lewton Jones	Head of Business Delivery and Practice Improvements, Community Wellbeing, Herefordshire Council
Paul Choppen	Partnership Board Assistant, Community Wellbeing, Herefordshire Council
Mary Simpson	Healthwatch Herefordshire and Our New Our Views
John Gorman	Commissioning Officer, Community Wellbeing, Herefordshire Council
Rob Gorle	Parent Carer
Gill Gorle	Parent Carer
Claire Wilson	Clinical Lead, Community Learning Disability Team
Karen Colburn	Shared Lives Assistant Coordinator, Community Wellbeing, Herefordshire Council

Apologies

Name	Organisation / Role
Carol Condie	Shared Lives Co-ordinator
Lauren Keen	Lead Carer Advisor, CarerLinks
Chris Dunlop	Carer Advisor, CarerLinks
Alexia Heath	Senior Advisor Post 16 Learning and Skills, Community Wellbeing, Herefordshire Council
Ian Harper	Service Quality Director, Aspire Living
Barbara Brown	Executive Assistant to Ian Harper, Aspire Living
Richard Keble	Project Lead NHS Herefordshire and Worcestershire CCG
Jane, Weaver	Shared Lives Administrator, Community Wellbeing, Herefordshire Council
Ian Jarman	Head of Care Commissioning, Community Wellbeing, Herefordshire Council
Hilary Hall	Corporate Director Community Wellbeing, Community Wellbeing, Herefordshire Council
Claire Wilson	Clinical Lead, Community Learning Disability Team Herefordshire and Worcestershire NHS Trust

Welcome and Introduction

Tracy welcomed everyone and asked members to introduce themselves.

Zoom etiquette

Tracy went through the Zoom etiquette.

Previous Minutes

Name	Action		Update
John, Carolyn	Action 1	Mary asked for a written version of the Day Opportunities Framework Review. Carolyn said she wasn't sure but would get back to Mary on this.	Mary has no received a response from Carolyn. Mary asked for a written version of the day Opportunities Review. Paul will contact Glen Crosier about getting this to board members.
Ian	Action 2	To send over details on how Aspire secured funding for the Changing Places Toilet facility to John.	John received no response. He did update board members about the Council has been successful on receiving three bids from the Department of Levelling Up for three changing place toilets which will be at the Courtyard theatre, Maylands and the Aspire Hub on Canal rd. These toilets will hopefully be operational by 2024.
Alexia, Paul	Action 3	To send the link to the webpage to Paul so he can include in the minutes	Paul received this from Alexia, although after the minutes had been sent out. Paul will update the minutes with the

Name	Action	Update
		link before they are published on the LDPB webpage.

Paul Scott raised an issue with their being no specialist learning disability mental health hospital beds in Herefordshire.

Paul Scott also raised an issue with the Day Opportunities Review taking so long.

Glen mentioned they are looking to restart the Day Opportunities Framework Review alongside the Supported Living Review. They are currently developing a programme of work including; the programme structure, the key milestones and timelines, a project board and task and finish groups. They hope to have everything agreed imminently with a clear plan shared with the board in the next few weeks.

Mary asked that when presentations are being made about frameworks that the timetable of the LDPB is taken into consideration by officers. This is to enable work to be presented to the board in a timely fashion as a priority, and that the board can have some input.

Hear me Now, Learning Disability Remote Care Initiative, NHS England tool to improve the health and well-being of people with a learning disability, Lorenzo Gordon

Lorenzo went through his presentation, see attached. Lorenzo discussed how the project which uses one of Maldaba's technologies called Hear Me Now is being done in partnership with the NHS Herefordshire and Worcestershire, Channel3 Consulting and Academia.

Hear Me Now is an app available on Android and IOS. The app enables people with learning disabilities to capture and share the information that matters to them in the way that works best for them such as capturing sound, video, pictures, words or web links. The app has been around since 2016 and has been designed and built with people with learning disabilities.

Information captured can be shared with friends and family, healthcare workers so they can share their preferences and how they want to be treated. Hear Me Now has been used in various different ways such as: as a food diary; for health management; track changes in circumstance and to help explain what matters and is most important to users.

The data of the app is stored on individuals' devices and on servers based in the UK. There is no cost to the end users as the app is being paid for by the NHS with the project running until at least end of 2023. It will then be evaluated and the future funding of the project will be decided. If the NHS chooses not to re-commission the project users can choose to continue to use the app for £60 per year.

Questions:

1. Mike asked what Herefordshire and Worcestershire NHS was looking to get out of the project.

Lorenzo replied that the NHS was looking for improved support using remote devices, improved independence and self-care for vulnerable people living in communities.

2. Mary asked what type of individual with a learning disability is benefiting the most from the project.

Lorenzo said individuals across the learning disability spectrum with people with a mild learning disability using the app themselves and those with a more complex and severe learning

disabilities and additional needs have derived benefits from the app through their family, friends, healthcare and support staff using the app to better engage with them. It has also helped these people better understand the individual's needs, stimulate them and help keep them out of hospital and incorrectly over prescribed. .

Individuals can be refer themselves or others to the project by emailing Glen.Crosier@herefordshire.gov.uk. Young people may also be referred through the 16+ Transition teams within Herefordshire and Worcestershire.

Annual Health Checks- Victoria Davey (Health and Wellbeing Coach, WBC, and Mandy Maxwell (Care Co-ordinator, WBC)

Victoria and Mandy had come in place of Crista Grant who was unable to attend. Both Victoria and Mandy are part of the Wellbeing team which is based across one of the primary care networks in Hereford city which covers, Wargrave, Belmont and Cantaloupe Surgeries. Mandy is the Care Co-ordinator and liaises with people who have been referred to the service, finding out what matters most to them, providing the information they need and referrals to other services. Victoria is a Health and Wellbeing Coach helps people with their motivation for behavioural change.

Victoria and Mandy are passionate about addressing health inequalities. They are looking to run a health inequalities project focusing on people with learning disabilities and trying in improve their health and wellbeing outcomes.

Early on they have been focusing on annual heath checks as they know these can be missed, because of people not being invited or not feeling confident enough to attend or didn't think the appointment would be useful. They updated the written communication that is sent out to patients when booking an appointment so they better understanding of the process.

Mandy has been doing a piece of work on looking at the barriers that stop patients attending appointments and how they can be encouraged to attend appointments at their GP practice.

Both Victoria and Mandy had both come to the board to discuss the barriers that shop people attending appointments and how they can make support offered by GP's more meaningful.

Chris mentioned he had recently done some work with Worcestershire University with Peter Unwin (Principal Lecturer, Social Work) on Gypsy, Roman and Travellers training for social workers. This training would be mandatory for all social workers in Worcestershire. Chris explained that those in these groups who also have a learning disability are particularly hindered and asked it Mandy and Victoria would be willing to work with him on this.

Rose mentioned the Herefordshire Health Checkers group that run by Speak Easy Now who also run the Worcestershire Health Checkers would be worth speaking too. They can be contacted through Gall Greer (Health Checkers Project Co-ordinator) at info@speakeasynow.org.uk

Mary advised Victoria and Mandy to link up with Gillian Pearson (PCN Manager at Taurus Healthcare) who is also doing a piece of work on annual health checks. Mary also suggested offering annual health checks at the venues of day services.

New Way of Working 'Adult social care would like to know how they are doing, by asking the people who they support.

Michelle Lewton Jones (Head of Business Delivery and Practice Improvements, Community Wellbeing)

Michelle went through her presentation on the quality assurance framework within internal adult social care services. She discussed quality assuring the social work practice and the occupational therapy practice that's provided by adult social care.

As a directorate they want to make sure they offer good quality adult social care services to people who approach them. The staff members offering the support could be social workers, assessment and enablement workers, community brokers and business support officers.

To assess the quality of the service they provide they want to speak to the people they support and the practitioners offering the support.

Service users along with their carers and family members will be able to give their views either through an online survey or through an online meeting with one of the members of the auditing team. The auditing team are trained in communication styles and can help individuals answer the questions. All the feedback will be anonymised and published on what they need to improve, how they are improving and how they are evidencing it.

Michelle would like help from members of the board in writing the questions to ascertain whether the directorate is providing good quality social care service. She asked members if interested to participate either be emailing Michelle or through a video conferencing meeting.

Michelle has already started speaking to different groups and pulling together some sample questions. She will send this over to board members for feedback.

Please contact Michelle.Lewton-Jones@herefordshire.gov.uk to give feedback

All the feedback gathered will also help set out learning and future service delivery outcomes as well as informing Mandy Appleby the Service Director Social Care Delivery on how her staff are performing.

Action 1-Michelle will email the proposed questions and presentation over to Paul to insemenate to board members for feedback.

Onside (Advocacy Services) Mick Gillick---Paul share leaflets

Mick introduced himself as the head of services at Onside Advocacy Services who are commissioned by Herefordshire Council to provide advocacy to people living in Herefordshire who are 16+. All of Onside Advocates are trained to a level 4 in independent advocacy.

Mick explained some of the main types of advocacy support that Onside provide:

- Support to individuals who have been detained under the Mental Health Act and where Herefordshire Council has control over their health and wellbeing. The advocates are there to make sure decisions effecting the individual concerned are made lawfully and appropriately
- Advocacy to people who have been detained of their liberty in a care facility and are unable to care for themselves. The advocate will work alongside the individual to make

sure their rights are being delivered and their health and wellbeing needs are being heard and met.

- Advocacy service for people who have been deemed to lack capacity and need support. Such as when agreeing to specific medical treatments, safeguarding matters or a change in accommodation.

All these services are there to support individuals who may not have family members able to support them.

- Onside also support to individuals when they need to make a complaint against the NHS in relation to a service such as a hospital, GP practice, dentist, optician, ambulance service and pharmacy so they can frame their complain as best to make sure it is heard.

Rose asked Mick whether Onside will advocate for people in services that are not commissioned by Herefordshire Council. Mick asked Rose to email him that question and he will get answer for her.

Rose also asked whether Onside provide employment support for people with learning disabilities in Herefordshire,

Mick confirmed that they have only been commissioned to provide that service in Worcestershire.

Feedback from the last LDPB Survey

Mary went through the feedback from the LDPB Surveys

Looking after my Health-see attached. People generally felt they had health concerns, but had enough support.

From the feedback responses Mary mentioned some of ways the board could help such as: support day activities that are encouraging individuals to have annual health checks, publicize easy read resources on looking after your health and how to use health services, tell people that they can take support workers with them to appointments, target support and care support workers with helpful suggestions and information.

The number of people filling in surveys was low for December and January and Mary was unable to visit services to boost numbers because of personal issues. Mary asked members to keep promoting the polls and a sub group will meet to decide the next three polls.

Mary asked the board whether they would like her to do a survey on the changing places scheme and where people would like them to be in the future.

Chris and other members agreed with the lack of changing place facilities in the market towns and agreed a poll on changing places was needed.

Mary also did a survey on the polls and whether they are effective, useful and whether people were happy to carry on filling them in, please see attached.

The limited feedback was that they were useful and the polls could be improved. One person suggested a picture poll.

Tracy asked members if they agreed that the polls should continue, which they did. However members agreed as a board we need to get better at capturing information and showing responders what difference there feedback has made.

A.O.B.

Rose Hunt- Wye Dance Class run by Tracy Monday 1:3-2:30pm at the Halo Leisure Centre. See attached for details

Joint Learning Disability Partnership Board meeting with Worcestershire-Tracy asked board members if this was still a good idea.

Action 2-Members agreed and Tracy will email Worcestershire Learning Disability Partnership Board.

Learning Disability Week-19th-23 June. Rose said for suggestions for ideas for event to run during LD week. Rose said she would also like to organise a get together of all the local group during the week. Chris suggested themes for the week including work opportunities and mental health.

Email Paul with suggestions paul.choppen@herefordshire.gov.uk

Mary would be happy to work with Role to get the local rep groups together and organise get people with authority together so people with a learning disabilities voices can be heard.

LDPB meetings-Rose-would like members of LDPB to attend meetings physically if possible at Plough Lane rather than virtually.

Mary would also like to have dates of future meetings for the year set out.

Action 3- Paul to agree dates for the LDPB meetings for the rest of the year with Tracy, John, Glen and Mike.

Date of Next Meeting

TBC

Name	Actions	Detail
Paul , Michelle	Action 1	Michelle will email the proposed questions and presentation over to Paul to forward to board members for feedback
Tracy	Action 2	To email Worcestershire Learning Disability Partnership Board about holding a Joint LDPB meeting
Paul	Action 3	To agree dates for the LDPB meetings for the rest of the year with Tracy, John, Glen and Mike.