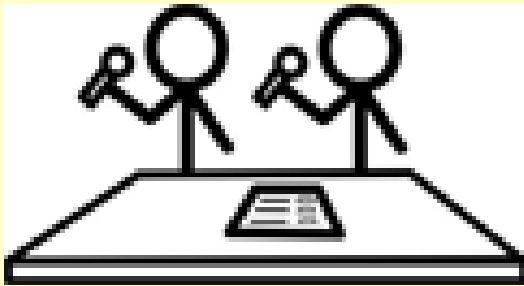




Leicestershire Learning Disabilities Partnership Board

Thursday 7th July 2016

Welcome to the Partnership Board



Ground Rules



Everyone should take it in turns to speak

Everyone should respect what other people say

Everyone should always have good manners

No one should speak in a rude way to anyone

When the meeting is in progress people should only talk about Partnership Board work

Please do not have private conversations during the meeting

Only Partnership Board Members are allowed to vote

Mobile phones should be switched off or put on silent at all times

No texting on mobile phones, e-mailing or working on laptops during the meeting



Communication



At the Partnership Board everybody is equal. We are all important. It is important that we can all join in and say what we think.



To make sure we do this we all need to use easy words and no jargon



Please hold up the yellow card if you want to speak. Please do not speak until you are asked to do so by the Chair.



Hold up the red card when there is something you don't understand, or if people are talking too fast. Anyone can hold up this card at any time. As soon as you see the red card, please stop talking.



Making things easy to understand is a difficult job so at each meeting we will ask someone to help make it easier for everyone to join in. Their job is to be the Word Police. Please remember, the Word Police is there to **help** us all.



Word Police

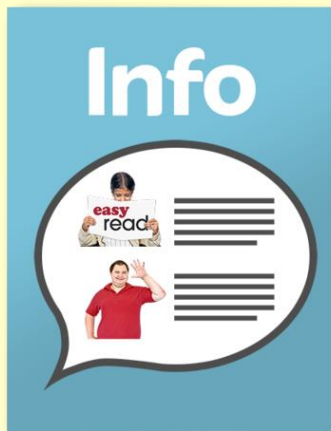
Please put your hand up if you would like to be the Word Police today.



At the last meeting in April we talked about 'how to be part of your community'

Our theme today is

Communication and Accessible Information Standards





Talk and Listen Group

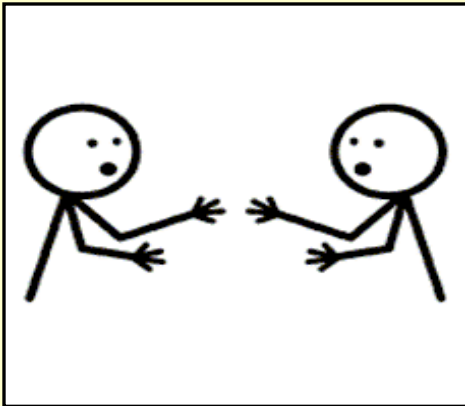


Talk and Listen Group

Leicestershire Partnership Trust

0116 2955205

jane.parr@leicspart.nhs.uk



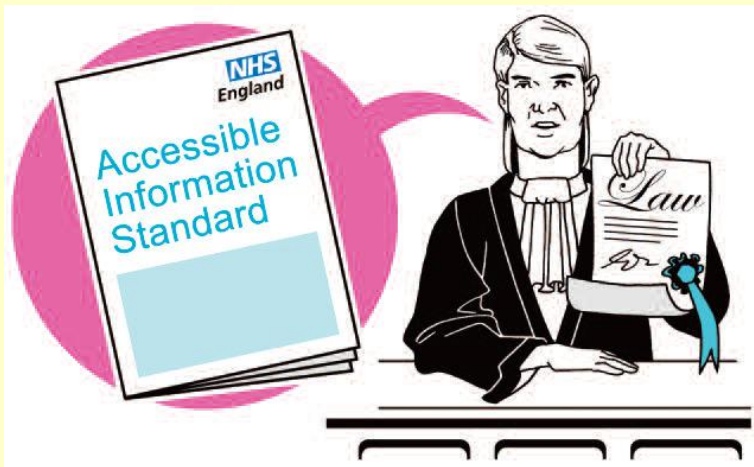
- We will be talking about our Communication Work
- We will be telling you about the new **Accessible Information Standards**
- We want the Partnership Board to know about the communication work and think about how everyone can make communication better.

Accessible Information standards

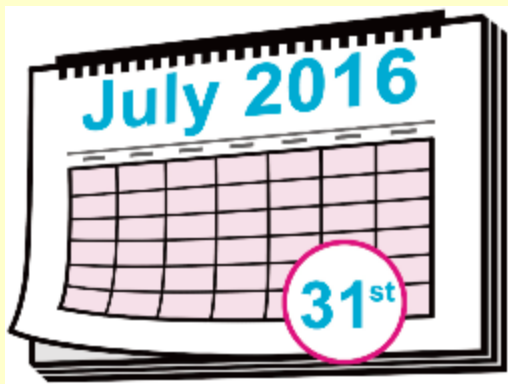


There are some new standards that all health and social care services need to follow.

Why is it important to meet these standards?

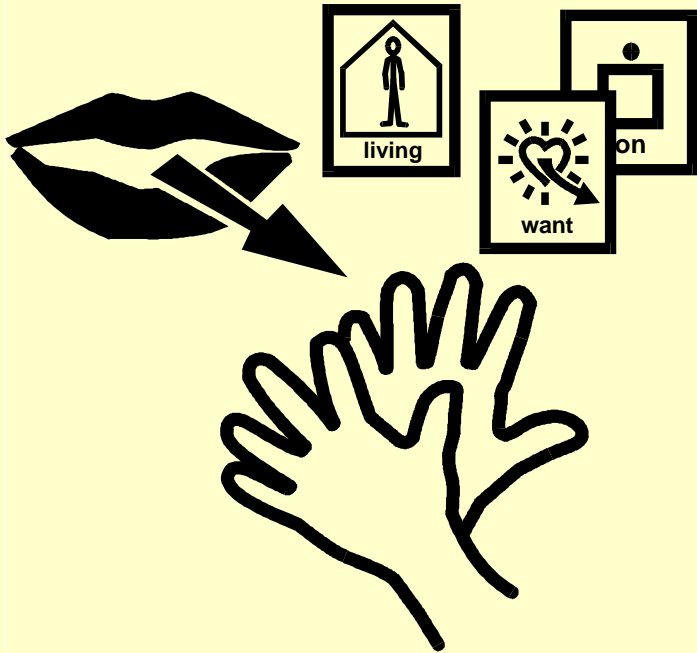


The law says that all health and social care services must follow these standards.



Services need to meet these standards by 31st July 2016.

But even more importantly



It is the right thing to do.

We want to get communication right for everyone.

We call this Inclusive Communication.

The aim of the standards



To make sure that people with communication needs have:

- Information that they can understand.
- Any communication support they need.

The standards are for anyone who uses our services and their families and carers.

What do the standards mean?

The standards mean that we have to present information in the best way for each person.



This could be information that is usually written.



This could be information that is usually spoken.

We need to do 5 things to meet these standards



1. Ask people if they have any communication needs. Then we need to find out how to meet those needs.



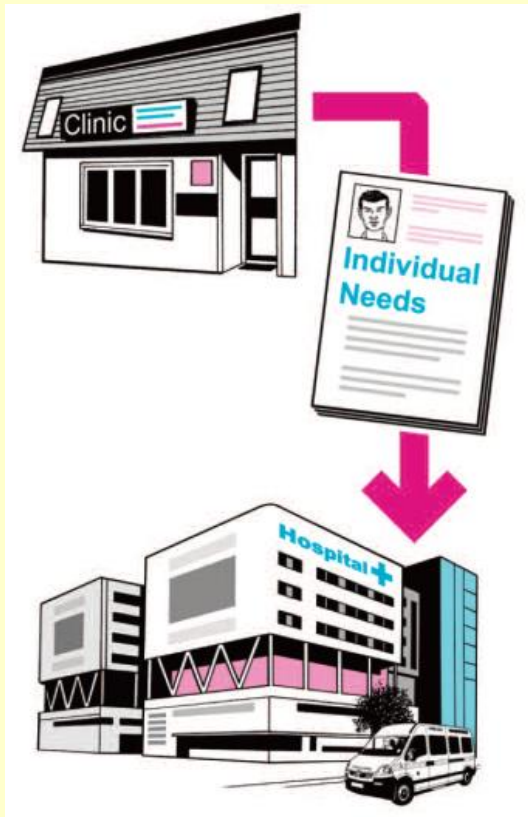
2. Make sure that we record these communication needs in a set way.

We need to do 5 things to meet these standards



3. Highlight in the person's record to say that they have communication needs. The record should also say how these needs can be met.

We need to do 5 things to meet these standards



4. Share information about the person's communication needs with other health and social care services. We will only share information if the person says we can.

We need to do 5 things to meet these standards

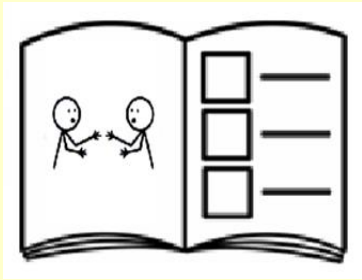


5. Make sure that people get information in a way that they can understand,

People should also get any communication support that they need



Top 10 Tips for getting communication right for people with learning disabilities



1. Find out what helps the person to communicate well. Ask if they already have a communication passport.



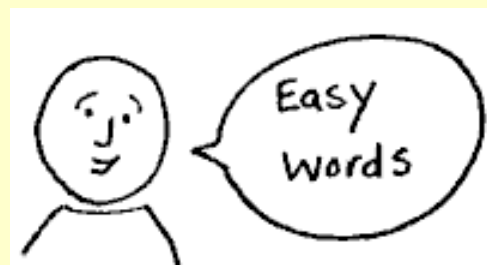
2. Then make sure you use the best ways to communicate with the person to help them to understand. For example signing, pictures, objects, easy read information



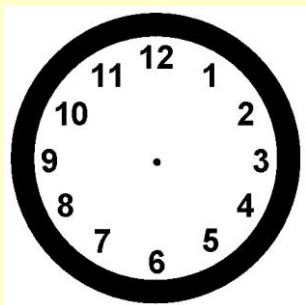
3. Think about the best place to communicate – somewhere where the person feels relaxed and safe but without too many distractions.



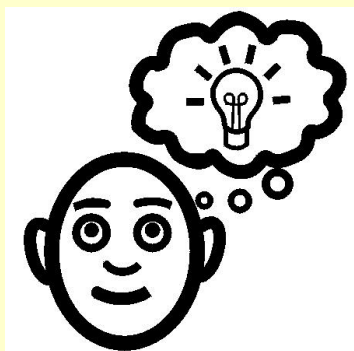
4. Make sure the person is ready before you communicate. Get at eye level so that you can give eye contact if this is right for the person.



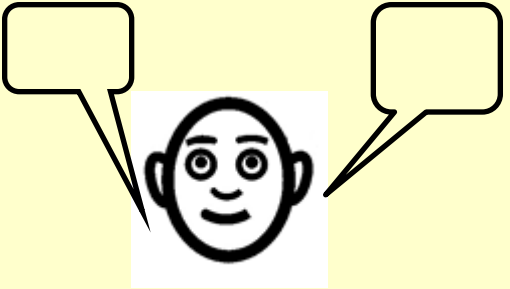
5. Use easy words and short sentences. If you have to use a big word, explain it.



6. Give the person time to understand and respond. Speak slowly and clearly and do not rush.



7. Check that the person understands what you say. Check this by asking them to tell you what you said in their own words.



8. If information is important or difficult, you may need to say it more than once.

Easy read information can help people understand and remember.



9. Clearly introduce each subject you are talking about. Make it clear when you are changing subject.



10. Always be respectful, friendly and polite.



Communication Training



- We did the training to help staff to get better at communicating with people with learning disabilities.



5 Good
Communication
Standards

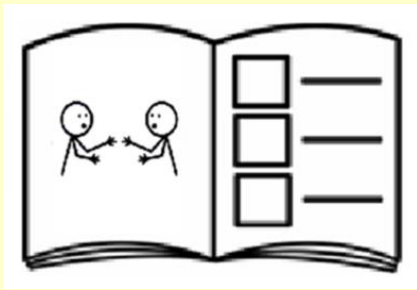
- We wanted to tell them about the **5 Good Communication Standards** and how to use them.



- We used lots of ways to teach staff so that they could practice their communication skills.



What did we do in the training?



Communication Passports:

how to make a good communication passport and why they are important.



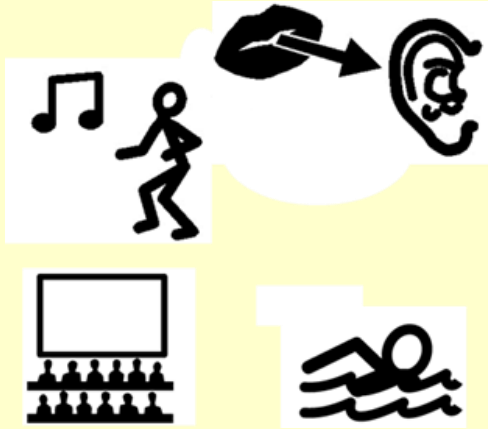
Using the best ways to communicate:

For example, signs, pictures, easy words



How to help people be involved with decisions about their care:

- Making choices – including talking mats
- Giving consent
- Making written information easier to understand



Helping people to join in when we work with them:

- Being flexible and person-centred
- Using different materials, media, activities

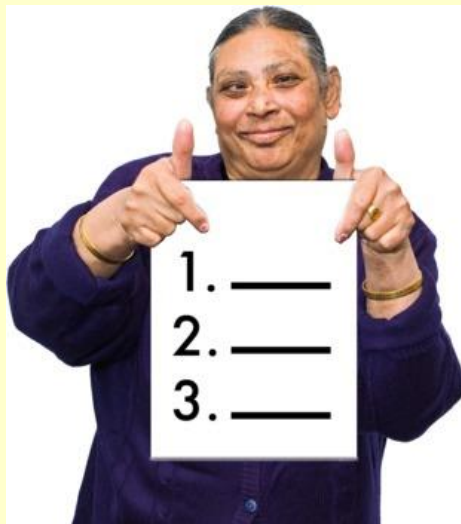


Helping people to understand and express their needs about their health and wellbeing:

- Tools we can use
- Case studies



- Involve people with Learning Disabilities in the planning and delivery of the training.
- Involve carers in the planning of the training.
- Possibly more regular signing sessions for all staff.
- Clearer presentation of new laws about accessible information.
- Consider further training regarding communication and consent.
- Plan the use of leaflets/ summary sheets for communication information e.g. top 10 tips for communication.





Drinks in Sparkenhoe

Break time 30 minutes



Partnership Board news and catch up



Healthwatch Leicestershire
Ann Collier

Melton Re-launch short film
Helen Illsley

Learning Disability Mortality Review
Heather Pick

Partnership Board Celebration Event in 2016
Heather Pick

Invite to 'tell us what you think' event
Heather Pick

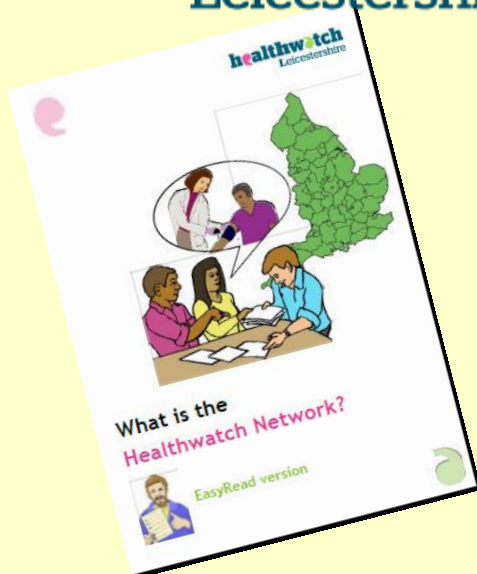


Healthwatch Update



Ann Collier
Representative of Healthwatch
0116 2574 999
info@healthwatchleics.co.uk

healthwatch
Leicestershire



This presentation tells you about the work of Healthwatch Leicestershire network. It updates you on what they have done in 2015 and what they are planning to do this year.

What is the **healthwatch** Leicestershire network?

Healthwatch is an organisation that help children, young people and adults to speak up about health and social care in England.

Healthwatch makes sure that people who plan, run and check services:

- Find ways to listen to people who use services.
- Think about what people are saying.
- Use this information to make services better.

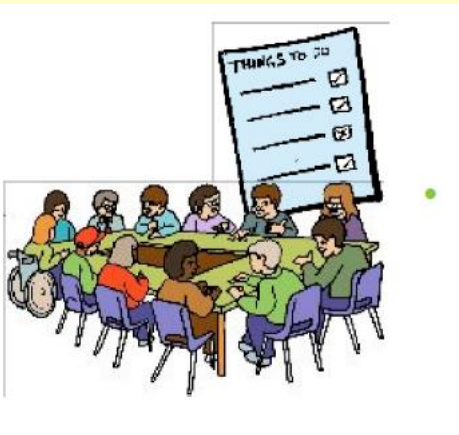
The law says the government, Care Quality Commission (CQC) or organisations that run services must listen when we tell them about problems and say how they will change things.



In the past 12 months we have spent time listening to people's experiences of health and social care



In 2014 to 2015 we were in contact with 5621 people across 200 different events and activities.



This year we have grown our membership from 1455 to 2415 members who live in Leicestershire. So it's a 66% bigger.

Talking with people who use health and social care services



We did this by

- Special Inquiry – a special report to check out why something has gone wrong
- Quality Services
- Summer Tour
- Leicester Royal Infirmary
- Enter & View reports

Giving information and signposting for people who use health and social care services



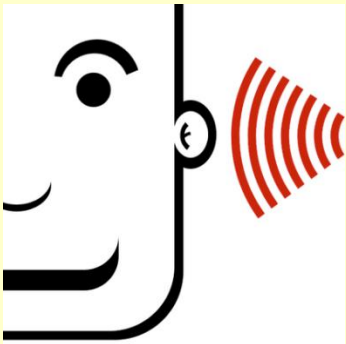
We did this by

- Signposting service
- Magic Cards
- Healthwatch Directory
- Information for carers

Helping to change decisions with evidence from local people.

This information that we found out is fed back into meetings like

- Better Care Together
- Joint Strategic Needs Assessment Steering Board (JSNA)
- Stakeholder meetings
- Leicestershire County Council Consultation – Prevention
- A Week at Leicester Royal Infirmary Hospital



**We listened to 609 people
over 16 events**



In 2015 to 16 we want to find more ways to make sure that we are finding out what people think about health and social care in Leicestershire.

We will be doing this in lots of different way like....



- Community Conversations
- Insight projects
- Quick Polls
- Enter & View Programme
- SIMTEGR8 Project
- Healthwatch Hubs
- Local Area Volunteers
- Healthy You, Happy You

Thank you for listening



Learning Disabilities Mortality Review (LeDeR) Programme



A team based at University of Bristol are working on a report into why people with learning disabilities are dying younger than other people. We need to stop this.



NHS England has said that we look at all the deaths of people with learning disabilities.

This new work is called the **LeDeR Programme**.



Leicester, Leicestershire and Rutland are working together to reviews the deaths of people with a learning disability.

We will collect information about people who have died and look at some of these deaths in more depth.



Louisa Whait will be leading on this piece of work and will come back to the Partnership Board to update us on the report. For more information contact:



Louisa Whait

Regional Learning Disability Officer

louisa.whait@leicester.gov.uk

Or ring 07809101466

NHS England invite you come to an 'Tell us what you think' event on Thursday 21 July 2016 in Leicester



There are 4 workshops.

- **Community Support** - Help keep people in the community who might need a bit extra support
- **Contact with the law** - People who may come in contact with the law now or in the future
- **Non-secure settings** – People who are an assessment and treatment unit or a locked rehabilitation unit
- **Mainstream services** – Have more people trained in learning disability so that people with a learning disability can use mainstream services

If you have experience of these services – we would love to hear from you.

**To book a place LDEngage@nhs.net
or you can phone us 0113 824 9686.**



Partnership Board Celebration Event

A small group have met to talk about planning a celebration event in 2017. We are still looking at where we will have it but we hope that we can link it in to Learning Disability week in June.



We hope that this event will

- Celebrate people with learning disabilities' talents and abilities in Leicestershire.
- Encourage locality group members to run a stall or do a job to help run the day.
- Involves younger children and families who have learning disabilities.
- Have Fun!





Workshop

The talk and listen group have planned a workshop.

We have both Sparkenhoe Committee Room and the Executive Room available.



Next Meeting

Thank you for coming today

Our next meeting is on
Thursday 27th October 2016

from 10 am to 1 pm.

Please note this date has changed



The theme is **'working together'**