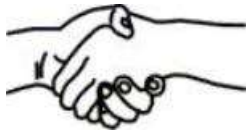




## Partnership Board Meeting on 2<sup>nd</sup> October 2014

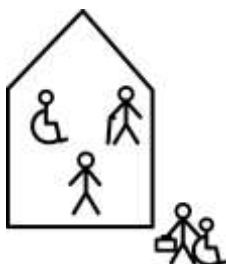
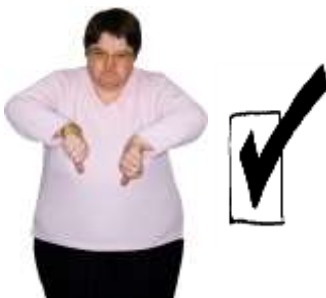
### Self Advocates Workshop Feedback

#### What is a good quality service?



- Working together
- Good Carers
- People who work hard
- Good relationships between family, me and my supporters
- People listening to me
- Being safe at home and feeling safe where I live
- Doing what I'm really good at.
- People knowing what I'm good at doing
- Listening to my opinion
- Staff being nice to me
- Feeling safe when I go out
- Avoiding conflict and arguments. Sorting out the problem quickly
- Being Person Centred
- Doing what you want not what they want
- Having choices and choosing what you do
- Having your own things around you
- Making decisions
- Being with friends
- Avoiding jealousy
- Treating everyone the same
- Knowing how to complain about something. Knowing who to complain to.

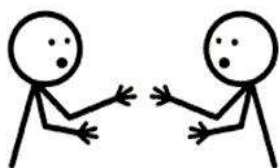
Need to know who to go if I am treated badly



- If I am not happy, having someone to talk to. Someone to talk to at home but also someone to talk to who doesn't live at my home
- Don't treat me like a little boy or little girl
- Treat me as an adult
- Having different ways of making friends
- Know your rights
- Know who to speak to about your care and your housing. Know what my care service should be. Am I getting what I am supposed to get?
- Knowing about the boundaries of friendship and love. Staff must be professional
- Staff must be professional about what they say. They need to be clear about what they mean if they give you a hug or say I love you.
- Need to be clear about what you say and what you mean
- Doing things if you want to but taking a break if you don't want to do it
- Knowing that it's OK to complain and that you will not be victimised. Victimised means you get a worse service/care if you complain. Staff must not pick on me or take it out on me.
- Speaking up
- Knowing that if your family are tired or poorly that you need help. You need someone to understand that this affects you.
- Keep families safe
- Staff helping with all parts of our life

- Be as independent as we can

## What is dignity and respect?



- Respect is confidentiality. Staff keeping things private about things they know about me or things that I tell them.
- Being treated as an equal and as an adult
- Having skills for life
- Respect our beliefs
- Know that it is OK for us to disagree
- Respect my personality
  
- Dignity is having the right values
- Good communication
- Having the right clothes on and getting the right food
- Looking clean and tidy
- Not having dirty clothes on
- Ask us first if we want someone's support