



Partnership Board Meeting on 3rd July 2014

Professionals and Family Carers Feedback



Workshop 1

Demonstration and Practical Exercise using Communication Apps on iPads



- iPads are not for everyone but there are some good 'Apps'. Some are free so you need to check before buying expensive Apps.
- Mental Capacity Act/Mental Health Assessment Decision Making Tool App and PMLD Apps
<https://itunes.apple.com/gb/app/mca-mha-decision-pathways/id760860982?mt=8>

<https://itunes.apple.com/gb/app/profound-multiple-learning/id615253643?mt=8>

- Leicestershire County Council's way of communicating is digital by default but only 30% of adult learners have an email address. Time and support to use the library is often needed.



Workshop 2

Good Communication Standards

General comments

- Contracts should include something about Communication
- Partnership Board should request a timeline to include Communication Standards in Contracts and agreement on wording
- There should be standard guides for things like blood tests to help explain
- We need to work with Health Watch – let's get them on the Partnership Board

Ideas:

1. Get Councillors and Council on board
2. Get organisations to sign up to use Easy Read
3. Contact Equality Officers at each Council
4. Consultations should be available to as many people as possible.
Not just on computers – not everyone has one

Who do we want to ask to sign up to say that they will make the 5 Good Communication Standards happen?

- Locality Groups / Sub Groups
- Dave Houseman and Leads/Directors of LCC and District Councils
- Children and Young People Services
- LCC Finance Department
- Police, Hospitals (UHL), East Midlands Ambulance Service and 3 Clinical Commissioning Groups
- Voluntary Agencies
- Contracted providers – Louisa Whait to email all providers about standards
- Department of Work and Pensions (DWP), the Jobcentre. The Chair of the Employment Sub Group will raise this with them
- All members of the LLD Partnership Board to make a list of contacts
- Members to commit to telling 10 people
- Libraries and GP's
- Community Safety Teams – Damion Nickerson to take to Community Safety teams
- Link to Dignity in Care Award
- Churches / Religious Communities
- Disability Independent Action Groups
- Leicestershire Matters / Staff Matters
- Autism Info Hub
- Supermarkets

How will the Communication Network (Group?) run / work?

- Include in the Events Calendar on the Better Lives website
- Social Media
- Transitions Link Workers (Fiona Campbell)
- Carers
- Provider Forums
- Supporting Leicestershire Families

What can we do to help?

Increase embedded communication in Adult Learning Classes Show DVD to tutors and possibly a guest speaker as part of in service training Link this with employment opportunities (Employment Sub Group)	Liz Coates, LALS, LLDD Programme Manager
Contact Providers about Communication Standards and joining the Communication network List Harborough Action Team area possibilities – approach people I know	Louisa Whait Ros Jarvis
Healthwatch Carers Task Group – message will be passed on by	Linda Wright
Increase use of the Easy Read documents and presentations in Glebe House and display notices on all sites	Peter Warlow
Contact Director Adult Social Care to ask him to sign the pledge	Dave Houseman
Challenge other people	Fiona Campbell
Keep challenging people to get it / understand it	Mary Flynn
To try and sign up all the District Council Safety Partnerships and the Anti Social Behaviour professionals	Damion Nickerson
Speak to the Bosworth Academy on board/to sign up	Sarah Arthurhead Speech and Language Therapy Student -Magda Allen
Challenge communication methods eg Use Plain English, Easy Read for policies	
Make sure everyone understands (not just think they know/understand). Ask them to say back	Phil Linggood

what they think it means. Then put it in writing to put it into practice

Use the Leicestershire Autism Information Hub to pass on information. Use it to promote the date of meetings and events eg for the Communication Group

Laura Clark
Leicestershire Autism
Information Hub

How can we check that the Partnership Board meetings are easy to understand? What support can the Partnership Board offer?

We talked about this at the Steering Group on 10th July and we said that:

We will ask the Locality Groups about who comes to the Board meetings regularly. We can have a workshop to develop their Communication Passport. We can say

- These are the things we do at our meetings to help communication. Is there anything extra we can do?
- Is there something special we can do for you to help you communicate and understand?
- The Board can give some money to do a quality check questionnaire about how easy our papers are.