

# What I want for my life

*An exciting time to work together, to develop community supports for adults with disabilities and mental health problems both now and in the future.*



## Issue 2—October 2018



Looking for modern, flexible services that help people to achieve their assessed personal outcomes

We agreed to keep you involved with the Transformation Programme and send you a newsletter by the end of October. We have been meeting lots of people to ask them:

- what aspects of the current services they enjoy
- what could be changed/improved
- what other opportunities people would like to see offered.

We have just received the report from East Lothian Community Care Forum about our survey of people who use services and this will be used to inform the November events.

In September and October we held eight events with people who use services, carers and representatives from the third sector and providers to look at these questions. We are meeting regularly with staff to get their feedback and ideas. Rachel King, leading the Transformation programme, says:

*'First of all, I would like to thank all the people who took time to come along and talk to us. We found out that lots of people felt very positive about the support they get already and about project. Although there were lots of things that people liked about services now, they could see that there was plenty of scope for doing things differently and better.'*

*'Next we are going to ask you to work with on ideas to develop models for community supports. This will be informed by all the things you have told us. We are looking forward to working on bringing that vision to life.'*

Thank you :-)

## What you like about current services

You liked:

- The variety of activities and services
- Personal support and group work
- Person-centred working and individual support
- Routines and consistency
- Making and keeping up friendships
- Having a base
- Sharing services with the local community
- Being able to have your own home
- Services working well with colleges



## What could be better

- **Communication, information and networks**—people wanted to know where to go for information that is clearer about services and supports available; more information in schools, and a network of ‘enablers’ to help with activities
- **Centres**—people wanted both local bases and the keep the current centres
- **Carers**—people said they needed more information, to be listened to and to have more respite
- **Transport**—people thought that transport should be streamlined
- **Housing and relationships**—people wanted to have support to have personal relationships and there should be a wider range of housing options
- **Staffing**—people said they liked the commitment of our staff but we need more staff with a bigger skills mix; all should be well trained (for example, in person-centred working)
- **Money**—people thought there should be more flexibility around personal budgets and how they can be used, and be aware of the challenges of changes to benefits.
- **Buildings**—people thought we should have a review to see if our resource centres are fit for purpose.



## What could be better

- **Health and wellbeing**—people wanted more information about health and wellbeing, and better links into health,
- **End of life care**—Some people have asked us about support arrangements for end-of-life care
- **Other comments**—some people have told us that we need better at personal development; the council should promote and offer supported employment.

## What you would like to see

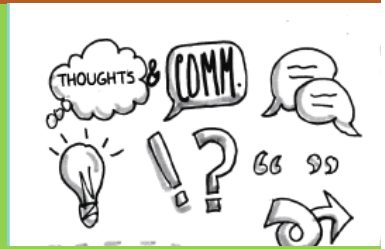
- **Activities and events**—people thought there should be more variety; more use of community groups; more social events and meeting places for people to use in the evenings and weekends
- **Personal development**—people thought there should be more focus on learning skills, volunteering and a plea for real, paid work
- **Health and wellbeing**—people felt GPs should take service-users and carers seriously and listen to them; there should be more health and wellbeing education and information for service-users, carers and professionals; and a focus on improving mental health
- **Hubs and communities**—people have told us that they would like to keep the Resource Centres and also have local centres too (possibly at community centres.) Staff could work both centrally and in the community
- **Staff**—people felt that everyone should have appropriate training and good terms and conditions
- **Social work**—people wanted better access to social workers
- **Communication and networking**—people felt that:
  - the interests of people who use services and carers should be represented better
  - there should be a well-advertised information point about services and support
  - there should be more focus groups
  - people who use services should be involved as early as possible in planning of any services
  - there should be good networks to make sure that everyone has a voice.



# What happens next?

## Next events

At the end of November and the beginning of December, we will be holding five more workshops. We want to develop the ideas for community supports.



People have told us that they would like the events to be arranged around particular groups. The events are:

- 20th November (10am-12 noon )—Maitlandfield House Hotel, Haddington—Community supports for people with physical disabilities and sensory impairments
- 20th November (1pm-3pm)—Maitlandfield House Hotel, Haddington—Community supports for people with mental health support needs
- 27th November (10am-12 noon)—Fisherrow Community Centre, Musselburgh (hours)—Community support for children and young people with disability, autism and mental health support needs
- 27th November (1pm-3pm)—Fisherrow Community Centre, Musselburgh—Community support for people with learning disabilities
- 4th December (1pm-3pm)—Fisherrow Community Centre, Musselburgh—Community support for adults with autism.

If you can't attend the session or sessions best for you, you may join another session. Or you can give us a ring or drop us an email so that we can make sure that you are involved in a way that suits you. The sessions are open to people who use services, carers and families, staff and providers.

## How to book or give us feedback

If you need more information about anything or want to book a place at one or our events, please:

- Phone 01620 827 827, or
- Email [elhscp@eastlothian.gov.uk](mailto:elhscp@eastlothian.gov.uk), or
- Write to Communications and Engagement, East Lothian Health and Social Care Partnership, Room 211, John Muir House, Brewery Park, Haddington EH41 3HA