Northamptonshire Learning Disability Partnership Board

Thursday 24th September 2015 at 12.00 noon
The Beehive, Northampton

People who came to the meeting:

**Board Members**

Dawn Bell- Co-Chair  
Carol Coe – Co –Chair  
Nicola Hobbs-Brake – Co-Chair  
Sabrina Coe – Representative from Corby  
Aileen O’Connor- Representative from Kettering  
Richard Sherratt – Representative from East Northants  
Dawn Line – Representative from East Northants  
Mike Whitley - Local champion, South Northants  
Sue Guiliano- Commissioning Manager, NCC  
Kate Hamilton – VoiceAbility  
Bradley Hurrell – Young People’s Champion  
Alex Bell- Representative from Kettering  
Angela Still – Local Champion  
Emma Baross – Health Facilitator, Nene CCG  
Paula Cash – Representative from Daventry  
Ric Barnard - Representative from Corby  
Amanda Barlow – Mencap  
Jim Vokes – Employment and Disability Service  
Ann McGale – Transitions Service manager, NCC

**Visitors**

Tom Oakes- Project Worker, NGH  
Jenny Osbourne – Northamptonshire Carers  
Howard Osbourne – Commissioning Manager, NCC
John Welsh
Sharon Tansley – carer
Suzanne Palmer - carer
Ali Wright - CTPLD

Staff
Debbie Allen - Partnership and Involvement Manager, NCC
Lisa Judge – LDPB Support Officer
Claire Walliker – Participation & Development Officer

People who were not able to come to the meeting and who sent their apology

Cllr Sylvia Hughes – County Councillor
Christine Davies - Representative from Wellingborough
Debbie Wigley – Learning Disability Liaison Nurse, NGH
Tansi Harper – Co-Chair and Corby CCG
Cllr Suresh Patel – County Councillor
Luisa Jepson – Northamptonshire Police
Ashley Poulton – Children’s Rights Service
Simon Bisgrove – Local Champion
Julia Green - Employment and Disability Service
Jenny Cotton-Howells – Spectrum Northants
Jackie Williams – Representative from South Northants
**Introduction**

Introduction from Carol Coe, the first hour will hear the views of people with learning disabilities.

Carol tells us that the Local Partnership Group Corby meeting did not go very well as information was not accessible. Now information has to be sent to us in advance and follow our guidelines. In meetings, if people do not understand, put your hand up and say stop, if the presenter cannot make their presentation accessible, they will be asked to leave.

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**Health Services by Emma Barross and Tom Oakes**  
*(Customers and carers only)*

Emma is a nurse; she works with services in the community, like doctors and dentists, and makes sure health professionals work with people with learning disabilities the same as anyone else in the community. Tom is the learning disabilities project worker at Northampton General Hospital (NGH); he helps people with learning disabilities on wards. He was awarded a certificate in personal care, along with Debbie Wigley in the Unsung Heroes awards at Northampton General Hospital.

Tom and Emma hand around items to help people understand the importance of different
health checks.

Angela likes to see pictures on the menu when in hospital.

**Doctors**

Who has been for an annual health check or check up?

- Mike been for asthma check up, they test his blood pressure and breathing.
- Bradley says you wait for hours.
- Dawn has been for health check.
- Angela says they should check prescriptions.
- Paula has never had a health check. The GP does not know or recognise that she has a learning disability
- Alex and Sabrina had a letter about a health check. Mike and Paula have not had a letter.
- Alex and Dawn have not been asked to have breasts checked in annual health checks.
- Amanda Barlow asks - are letters sent out in easy read? Emma is working with doctors to make sure they are.
- Do people get health action plans after a check? Not always.

**Opticians**

- Mike has never seen an optician
- Angela goes every 2 years. She looks at pictures not letters
- Paula goes every 2 years, the pressure in her eyes is measured
- Richard had a special opticians test

**Pharmacy**

- Sometimes, colour or packaging or dosages may change when people get prescriptions, this can confuse people.
- The Pharmacy can do some health checks

**Dentist**

- Richard went to dentist 5 times before he would allow them to take an x-ray. Local dentist, very nice.
- Angela’s dentist explains what he’s doing
- Mike’s dentist talks to him and his mum
- Paula’s dentist is good and goes as a family.

**Hospitals**

- Mike has been to NGH Accident and Emergency department. Slow for everyone, checked his head. Can’t remember doctors
- Angela has been on a ward at Kettering General Hospital (KGH), the doctors didn’t speak good English or explain themselves.
- No one had a hospital passport. Tom
explains them. Debbie Wigley at NGH gives them to anyone with learning disability admitted to a ward. Same at KGH.

- Dawn Line says some doctors and nurses still do not know about Debbie Wigley. She does a very good job and lots know her but some cut themselves off.

- Healthcare providers need to use the passport.

- Can be used in any hospital around country, take with you.

- Bradley says, you don’t always have one with you everyday, if it is an emergency might not have it.

- Community Team for People with Learning Disabilities (CTPLD) have A5 (small size) passport for people going to hospital, she will send around for people to use.

- Angela has Rocket team come to house to examine her.

- It is suggested that hospitals use a sign telling people they can ask for information in easy read.

- Bradley, do you have an app? Emma, are DVDs still the right thing to use? People want apps, you tube and internet Not sure if people will go home and watch screening DVDs. GP could give you a link to use or embed in website.
Sabrina had letter from physiotherapist all in easy read. CTPLD letters are not in easy read.

Debbie, we will feedback our important points to the Board later.

Action: Send around information about health check after meeting.

Action: have health section as part of LDPB website, put health check, hospital passport and CTPLD leaflet on it.

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**We have a break**

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**Rules, apologies, introductions.**

Nicola is new a co-chair and tells us about her role and how she can work with the Board. She normally manages commissioning, she works with you to see what services you need and how this can be put in place in Northamptonshire also working with health services. Also she looks after the teams that check services. She works with the care management teams for working age adults

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**Minutes**

There are no comments on the minutes of the last meeting in June
One Health

Paula and John read the feedback from the earlier session

How do GPs know people have a learning disability? We need to make sure GPs have complete lists of people with learning disabilities. Howard Osborne will meet with service providers next week and will remind them about this. Ric Barnard says GPs get money for providing health checks. Emma says sometimes new people move into area or transition that have not been added to list, they might only be added to list if they access the service. Dawn Line suggests it could be part of transition service, a tick box to pass information over.

Dentists are good, they tell people good information

People did not know they could get information or health checks from pharmacy.

Hospital passport is good but more people need to know about them.

Easy read information is important. Apps and You tube could be used for those who access them. Not all services, like GPs and CTPLDs send out easy read letters.

Consultants need to explain things better. Ric says, before 18 you get 1 paediatrician, after 18 you get lots of doctors. What happens to the information?
Pictures on signs and menus are needed, and signs to show people can get easy read information.

Ali from a Community Team for People with Learning Disabilities (CTPLD), says Jane the speech and language therapist worked with Northampton General Hospital to make flip pictures of menu choices. Action: Ali will follow up what happened to that.

Health check letters need to be sent to everyone. Sharon suggests text message reminders for appointments. Dawn Line has text messages from Kettering General Hospital but it does not say which department, this is confusing when accessing lots of different departments.

Health checks need to be followed up with action plans

Nicola says she is getting together a big plan for services for people with Learning Disabilities. She has agreed with health that we will have joint meeting and plan together so we can meet the needs of people with a learning disability. When decisions have been made how it will work, she will come back to us and tell us more and how we can be involved. Emma explains about the health and social care big plan, Nicola says she will look at how they can fit together.

Sue Giuliano – Update on High Needs project.
Please see Sue’s presentation for more
information

Suzanne’s family give up 6 hours or more for a review. Her son had a review at the end of July, she chased this up and was told there is more important work than review paperwork. Told there are no updates to the review so not needed to update. Suzanne says this attitude is no good, they need a final copy. Sue Giuliano will go back and find out when Suzanne will get a paper copy. Some take a lot of time and have to go through quality check. Suzanne, is also waiting for paperwork of speech and language therapist 2 months down the line. Sharon has had same experience. Nicola says she will look at those 2 cases and come back to another LDPB to show what the process and timescales are for the process, as they are the exception and not our normal standard of work.

Nicola says after being safe and healthy, we are looking at how we can improve lives and what is next for people, so people can move forward.

Ric asks if they are looking at fair charges for services. Nicola says fairer charging assessments were brought in last year and all have moved through the process.

Action: We can circulate papers about fair charging.

Ric says people are still coming back saying it’s not fair. Nicola replies some people need to pay more now and some pay less but it is fair.
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<tr>
<td>Has anyone got anything they want to say? Anything we have missed off? Look at the list today or in your own time, we want to know if you are happy that everything is on there and we haven’t missed anything.</td>
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Carol and Debbie will be meeting with the team involved to show them how to make it accessible and easy read for the future. Carol says we will do this with all teams in future. We want people to come to our meetings but it is a waste of our time if we do not understand it, we will not be a tick box.  

Debbie is meeting with the NCC communication team to put our guidelines on the NCC website so everyone can use it. It was suggested that we should add an example presentation to it. |

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<td>Carol says the new logo is being used and the website is getting there. We need to promote the Board more so we are doing lots of</td>
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events. Angela, Dawn and Sabrina have been there to represent the Board. We have lots of new promotional items to advertise us. We will be putting a plan together for next year about how people can know we are here.

There was a comment that not many professionals are here today. Carol replies that we split the meeting to make a shorter session for professionals so they can attend more but maybe the message has not got through. We will look at why not many people have attended today.

**Well done to all the local champions for finishing their training.**

Certificates were presented to Bradley, Paula, Dawn and Angela for completing local champions training.

**What is happening in your area?**

Amanda Barlow will work with Debbie and Emma, to put together a group to give their views about the local community. The meeting will be at The Beehive soon.

Paula is the local champion for Daventry, with Dawn and Mike she was on a Radio Northampton programme about having a learning disability, being bullied and being a champion for the Board. She said it was nerve-racking, but glad she did it and raised awareness of what it is like to have a learning disability. Paula emailed Chris Eaton-Harris, her local MP, about bus passes and trying to
organise a visit to the houses of parliament. Paula has had a reply and will be going to see him.

Action: We will put photos in the newsletter about all of the events.

**Work group updates**

Please read presentation for more information

Local champions had a meeting with Richard Haynes from the council about assistive technology. In future, we could ask Richard along to Board to show us items, but only ones that are affordable.

**Any other business?**

Thank you to Simon for the newsletter, it is very informative.

On Wednesday 7th October – 1 to 3pm or 6-8pm at Kettering Conference Centre there are meetings to tell us what you think about the 20 ideas in the big plan for people with learning disabilities. See Sue Giuliano for more information.

Champions did their training on parliamentary elections in March. The company is now doing training for people to give them skills to run the sessions themselves. Debbie can do the training and the lady will come and train Paula and Mike so they can deliver the training. It is really good for the champions and well done for their hard work so far.
The Next Meeting of the Board

Thursday 17\textsuperscript{th} December 2015 at 12-3pm
The Beehive, Harborough Road,
Northampton, NN2 8LR