

# **Having a say about Adult Learning Disability Services in the Western Trust**

This is called  
**Personal and Public Involvement (PPI)**



Learning Disability Services



## What is Personal and Public Involvement?

It is when **people** can have a **say** about health and social care **services**.



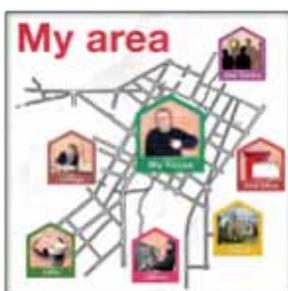
This means that **you** and **your carers** can help **shape** services and help us plan **services** for the future.

It is called **PPI** for short.



## What is this report about?

**We** wanted to **know** how **people** feel about our **PPI plans**.



We held public **meetings** in Strabane, Derry/Londonderry, Limavady, Omagh, and Enniskillen.



We asked groups of **service users**, **parents**, and **carers** what they **thought** about our **PPI plans**.



We want to know **how** to make our **plans better**.



This **report** tells you what **we found** out and what we will **do next**.

**What did we find out?**

We asked people three questions:

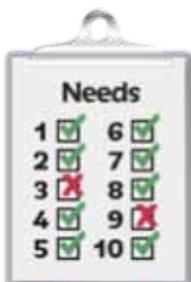


**Communicate**

1. **How** should we **communicate** with you?



2. **How** can we make sure that your **voice** is **heard**?



3. **Do** our **PPI plans** meet your **needs** for **involvement**?



Communicate

These were the answers:

## 1. Communication

People told **us** they would like us to **give** them **information** in these ways:



- Newsletters



- Letters



- Text messages and phone calls



- Emails



- Websites and social media



- Public meetings



- Day Centres and local groups



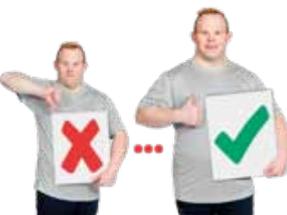
- Social/Key Workers



- Video links



- DVDs



People told us that **they** would like to **choose how we communicate** with them.



People also told us that **we** should put together a **list** of the **names** and **addresses** of everyone in **Learning Disability**, to make sure **everyone** is **counted**.



Some people said they would like a **helpline** for when they need **help** or **advice**.



## 2. Making Sure Your Voice is Heard

It is **important** that **everyone's voice** is heard.

People told us that **we** can **do** this **by**:



- **Teaching** people about PPI when they **move** to **Adult Services**



- Having **public meetings** and using **group work** at the meetings



- Having **local meetings** and **coffee mornings**



- Using **sign language** and **pictures** at meetings



### 3. Do Our PPI Plans Meet Your Needs for Involvement?



Most people said that **our PPI plans** are **helpful**. They said they are **willing** to **try** them out.

They also made these comments and suggestions:



- It is important that all **staff support** PPI



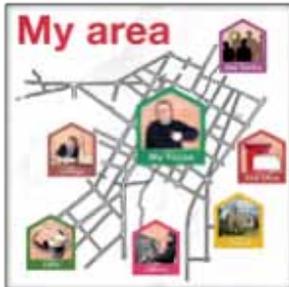
- It is **important** to have a **PPI co-ordinator**. They should not be employed by the Trust



- It is **important** that **service users, parents, and carers** can give **feedback** on how the Trust is doing



- **Some** people told us that they find **PPI hard to understand**



- **Most** people thought it would be **helpful** if we **added** more **local groups** to our plans

### Other Issues



We asked people to tell us about the **issues** in their **local areas**.



They told us these were the **problems**:

- Not enough **money**



- People need **more respite** and **short breaks**



- People want **better relationships** with their **key/social workers**



- People want **better** access to **transport**



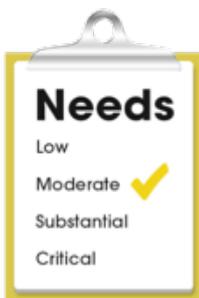
- Some areas need **more nurses**



- People want **help planning** for their **future**



- People want **help** when **moving** from **Children's Services to Adult Services**



- People want **better** access to **carer assessments**



**What Are We Doing Now?**



**We** have **listened** to all of the comments and suggestions.

**This is what we are doing to help:**



- We now have a PPI **Facilitator**. They are **not** employed by the **Trust**



- We are working on **communicating better**. We now have a **Communications Officer** to help us with this



- We are **working on** putting together a **list** of everyone's details to make sure we **communicate** with **everyone**



- We are holding **regular** meetings



This is to make our **plans better** and make sure that **you** can be **involved** in PPI

“This could really work, if we make it work”





Learning Disability Services