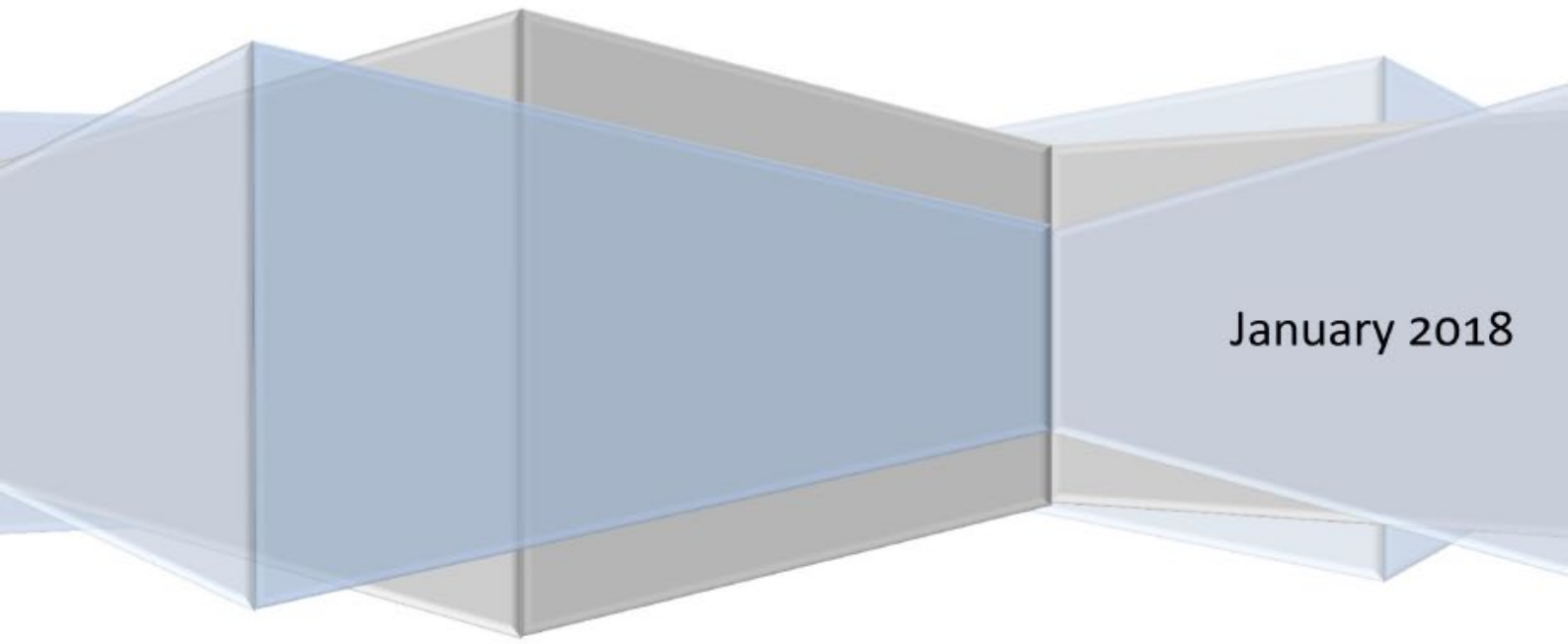




Western Health
and Social Care Trust

PPI Information Sessions: Feedback Report

Executive Summary

A large, abstract graphic at the bottom of the page consists of several overlapping, semi-transparent, 3D-style geometric shapes in shades of blue and grey, creating a sense of depth and movement.

January 2018

Background

Personal and Public Involvement (PPI) is described by the Public Health Agency (PHA) as ‘the active and effective involvement of service users, carers and the public in Health and Social Care (HSC) services’. This means giving the people who use our services, their carers, and the local community a say in how services are planned, delivered, and evaluated.

PPI is a legal requirement for all Health and Social Care (HSC) organisations, and the Western Health & Social Care Trust Adult Learning Disability Service has been working with service users, carers, and the public to develop a model for effective involvement.

Locality Engagement Meetings

The Adult Learning Disability Service recently held six public meetings to engage directly with service users, carers, and local members of the public about our plans for PPI. These meetings took place in Strabane, Derry/Londonderry, Limavady, Omagh, and Enniskillen.

At the meetings, Trust staff and members of the Public Health Agency (PHA) gave short presentations on PPI and our proposed models of involvement, and through small group sessions attendees were invited to provide comments and feedback. This report outlines the feedback from these sessions.

Overall View

During the group sessions, attendees were asked to consider three questions:

1. How should we communicate with service users and carers?
2. How can we make sure that everybody’s voice is heard?
3. Would the models shown meet your needs for involvement?

The responses are summarised below:

Communication

- All six sessions agreed that communication must be open, consistent and timely, tailored to individual needs, and two-way
- Attendees suggested that a newsletter, or local newsletters, put together by service users, carers, and staff would be the best way to send information to families and service users

- Other suggested forms of communication were:
 - o Post/letters
 - o Text messages and phone calls
 - o Emails
 - o Website
 - o Public meetings
 - o Politicians
 - o Social media (including Facebook and Twitter)
 - o Communication via Day Centres
 - o Communication via Social/Key Workers
 - o Communication via local groups
 - o IT links
 - o DVDs
- Attendees suggested that families, service users, and carers should be able to choose their preferred form of communication e.g. some people preferred letters to emails
- There was strong support for a database with all service users' and carers' information
- Attendees noted that they would like to receive more information via their key/social worker and Day Centres
- Some attendees suggested that a hotline or helpdesk would be useful for times of crisis, or when a social/key worker cannot be reached

Making Sure Voices Are Heard

- All groups agreed that it is difficult, but very important, to make sure everyone's voice is heard
- Many groups suggested that it would be helpful if PPI was introduced as individuals move into Adult Services
- It was generally agreed that public meetings are effective, and many agreed that breaking out into smaller groups to discuss issues is very useful
- For those who cannot attend the large meetings, or who do not like attending large meetings, attendees suggested the following:
 - o Holding meetings in local areas and in local venues
 - o Hosting coffee mornings
 - o Hosting small, local focus groups
- Some attendees suggested that a sign language interpreter at meetings could encourage service user involvement

Suitability of PPI Models

- Most attendees agreed that the PPI models are helpful, and would meet their needs for involvement
- Attendees generally liked the 'hub and spoke model'. Some attendees expressed concern that it may not take more unique, local priorities into account, and that it might create inequality amongst parents and carers. They suggested that it would be helpful if the model included another layer of more local groups, to prevent this
- Many attendees suggested that senior managers must consider PPI a priority, and it must be visible at all levels
- All groups of attendees agreed that the appointment of an independent PPI facilitator/co-ordinator is crucial to moving the process forward
- Some attendees suggested that they found the pyramid model vague, and did not understand what involvement at all levels would look like, particularly past level 3
- Overall, however, most attendees agreed that they were willing to trial the new model. They feel that this is an opportunity to rebuild trust and mend relationships if clear, measurable progress is made. As one carer summed up:



Areas of Interest/Concern

During the six sessions, attendees had the opportunity to ask questions and raise general areas of concern that they wish to be addressed going forward. The main issues raised were:

- Underfunding
- Access to respite/short breaks
- Social/key worker allocation
- Transport
- Need for more nurses
- Support in planning for the future

- Moving from Children's Services to Adult Services
- Access to carer assessments

These are the common issues raised across the five localities. Area specific issues are outlined below.

Individual Sessions: Feedback Summaries

Monday 23rd October: Fir Trees Hotel, Strabane

In addition to the issues noted in the overview, the main themes arising from the Strabane session were:

- A key concern was the lack of nurses. Several attendees indicated that there is currently only one nurse in the locality
- Several attendees noted that not all service users, carers, and families are engaged with equally: it was suggested that there is already a 'hierarchy' amongst carers
- It was noted that more must be done to involve families and siblings

Wednesday 25th October: Waterfoot Hotel, Derry/Londonderry (morning)

In addition to the issues noted in the overview, the main themes arising from the Derry/Londonderry morning session were:

- A desire to see resources more 'fairly' distributed outside larger areas
- One group indicated that they would like to have more parent/carer meetings organised with local groups
- Another group expressed that they would like to see the Trust engage with more rural community organisations
- Several groups suggested they would like more help understanding and navigating Self Directed Support and changes in Disability Living Allowance

Thursday 26th October: Waterfoot Hotel, Derry/Londonderry (afternoon session)

In addition to the issues noted in the overview, the main themes arising from the Derry/Londonderry evening session were:

- Several groups suggested that the Trust should work more closely with schools and the Education Authority
- One group suggested that the Trust should look to existing groups like the Western Learning Disability Action Group as a successful model for communication

- Several groups indicated that they would like help understanding and navigating Self Directed Support
- One group stated that much more needs to be done to involve the service user separately from the carer
- One group expressed interest in understanding the needs of other areas in the Trust

Tuesday 7th November: Roe Park Hotel, Limavady

In addition to the issues noted in the overview, the main themes arising from the Limavady session were:

- It was noted that Limavady currently has a shortage of social workers. Trust staff assured attendees that these posts are being filled
- Several groups suggested that they would like to see better Autism services in place in the area
- One group suggested that linking local schools with day centres and bringing students in to meet service users would have a positive impact
- Several groups noted that, going forward, it is important to reinforce that PPI is separate from the issue of underfunding, and is an opportunity for a positive new start
- One group indicated that there is a need for out of hours services in the area
- Several groups suggested that lines of communication in the area need to be clearer: some carers do not know who to contact in various situations
- Concern was expressed over the use of bank staff in day centres

Thursday 9th November: Omagh Enterprise Centre, Omagh

In addition to the issues noted in the overview, the main themes arising from the Omagh session were:

- Several attendees noted that they did not receive letters about the sessions. They expressed concern that there is a gap in communication in the area
- Access to annual health checks was raised as a common need in the area
- One group noted that volunteers should be celebrated and supported
- One group suggested that looking to the structures of local groups and organisations further afield for positive examples would be helpful
- One group expressed the need for better connections between the Education Authority and the Trust, especially as service users move from Children's Services to Adult Services
- One group suggested that recommendations outlined in the Bamford Report must be followed moving forward
- One group noted that the mental health of carers needs to be given much more

consideration

- A parent who was involved in the Speak Easy sessions provided the Trust with a vision of what a Short Break & Wellness Centre would look like in the Omagh area

Thursday 9th November: Killyhevlin Hotel, Enniskillen

In addition to the issues noted in the overview, the main themes arising from the Enniskillen session were:

- Access to family support workers
- One group expressed a desire for the Adult Service to use an assessment tool more in line with that of the Children's Service
- One group suggested that bringing speakers in to local groups to share information and answer questions would be useful
- Several groups suggested they would like more help understanding and navigating Self Directed Support and changes in Disability Living Allowance
- Several service users and carers noted that they did not see or receive an invitation to the session. They expressed concern that there is a gap in communication for the area

Future Directions

The Adult Learning Disability Service has taken the feedback from the six sessions on board, and is currently working alongside the PHA, the South West Carers Forum, the Western Learning Disability Action Group, carers, service users, and families to address the issues raised and suggestions submitted going forward.

The current plans in progress are:

- The Western Trust and PHA have provided a resource for a PPI facilitator, and work is ongoing to put together a detailed job specification for this role going forward
- The Learning Disability Service has resourced a Communications Officer, and is committed to ensuring that all service users, carers, and families receive timely information in their preferred style and medium
- Work is ongoing to collect information from all returned expression of involvement interest forms, and to put together a database for service users and a database for carers with this information
- Regular involvement meetings continue to take place to ensure true co-design and co-delivery of the PPI framework



Western Health
and Social Care Trust



Learning Disability Services