



North Wales **Together**  
Gogledd Cymru **Gyda'n Gilydd**

Seamless services for people with Learning Disabilities  
Gwasanaethau ddi-dor i bobl ag Anableddau Dysgu

# North Wales **Together**

## Seamless Services for people with Learning Disabilities

### **Bulletin** December 2019

# Welcome

from Kathryn Whitfield: Programme Manager



## Hello

 and welcome to our latest bulletin!

The North Wales Together programme has been up and running for about 6 months now and we have lots of information and photos to share.

In this issue, we will cover some of the areas we have been working on. We have had some great events and met lots of people along the way. Charlie Percival is our newest recruit and he will be helping us to build a website. Watch this space!

As well as receiving this bulletin on a regular basis, during the year there will be plenty of opportunity to take part in different workshops and meet ups to talk about what we are doing and how we are going about it. We will use our social media platforms to keep you up to date and to also tell you when and where these activities are taking place:

[www.facebook.com/LDTransformationInfo](https://www.facebook.com/LDTransformationInfo)

[www.twitter.com/TogetherYnghyd](https://www.twitter.com/TogetherYnghyd)

We also have a dedicated website for the project, here you can catch up with the team and read our regular blog spot telling of the progress being made and any issues we have identified and what we are doing to fix them. It's not up and running yet but watch this space for when we unveil the website! [www.northwalestogether.org](http://www.northwalestogether.org)

If you would like to get involved on a more regular basis then please email us at Learning.Disability.Transformation@flintshire.gov.uk and we will update you with the current opportunities we have for you to play a part of the team, you can even earn yourself time credits by way of thank you for your support ([www.timecredits.com](http://www.timecredits.com)). We hope you enjoy reading about the progress being made and remember to get in touch for any more information or to get involved.



# Focus on...

## Assistive Technology

by Paul Mazurek



It is quite clear, that like in many areas of modern life that when it comes to care, support and outcomes then technology can play a part. This applies to both actual equipment and Apps – the modern way! What is also quite apparent is that there is still a lot of apprehension about using technology and this can be for a number of reasons; fear, availability of information, needing support and costs to name a few.

A lot of these concerns are the same as when the ‘Traditional’ telecare lifeline, alerts and alarm systems first came about almost 20 years ago with these pieces of kit now taken for granted as being just a part of people’s lives. One of the messages that I have received is that people just don’t know what is available and what does what for whom.

As part of the programme we are going to try and get more information out there for people, one of which is by looking to sponsor an event to demonstrate different types of equipment. There will be some pilots of different tech applications taking place with ‘demo’ events to go with them. This can be specific for people or groups as required and we welcome input on this. We’re looking to partner with Wrexham in setting up a demonstration facility with a new range of equipment and applications which can be used on display with information on how they can be useful.

I would also like to take this opportunity to inform you of a really valuable resource that is available across the whole of North Wales: Digital Communities Wales (DCW). They are part of the Wales Co-Operative Centre and they are in place for the next 3 to 6 years to promote Digital Inclusion for the people of North Wales.

They have lots of initiatives available, including on hand training and loaning of equipment.

Please contact us if you want further information on DCW or any other element of Assistive Technology.



# Focus on... Health Checks

by Paul Hosker



**T**he review of the GP practices on Ynys Mon is underway but is taking longer than planned as not all practices have confirmed a time to meet. They have all received a questionnaire which will help us to identify potential areas to explore for improving the uptake of Annual Health Checks. Due to the Health Liaison Team securing funding, it will be possible to increase involvement with GP's over the next three years.

We have been working collaboratively with the Health Liaison Team to target 18 year old students on Ynys Mon who will be entitled to their first Annual Health Check. We have been to MENCAP Mon Hub to try out the training materials we will be using and to seek their help and feedback before proceeding. Three training events are now planned.



Public Health Wales have completed their review of information linked to Annual Health Checks and will be launching their new health information and training materials in the New Year. They will also have new Easy Read information on their website.

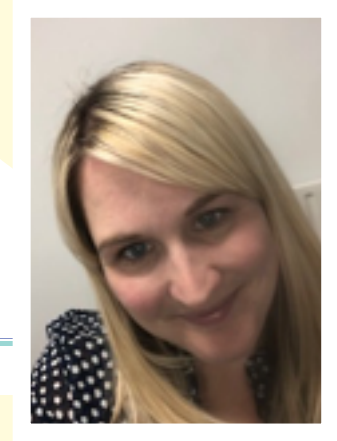
We have continued to work closely with our colleagues from Leeds and will be using their 'Get Checked Out' accessible information on our own website very soon. We have identified that we will need to set up a panel to ensure that the information conforms to Easy Read guidance and is fit for purpose. North Wales representatives of Public Health Wales are seeking to work with us and may also adopt some of the 'Get Checked Out' information. Public Health Wales are seeking 'clinical opinion' on the materials before proceeding.

Bids are now being prepared to co-produce with citizens from the 'participation group', TAPE music & video and the Health Liaison Team four short video films on Physical Health & Wellbeing & Mental Health & Wellbeing (English & Welsh versions).

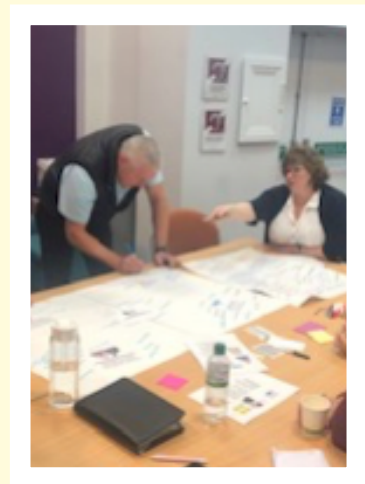
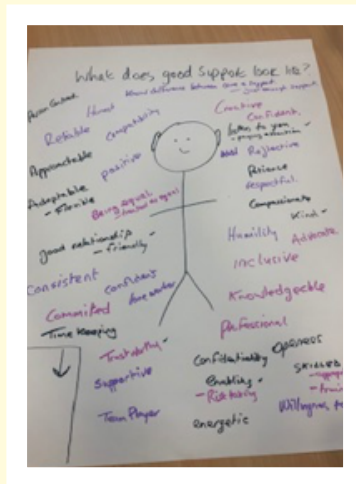
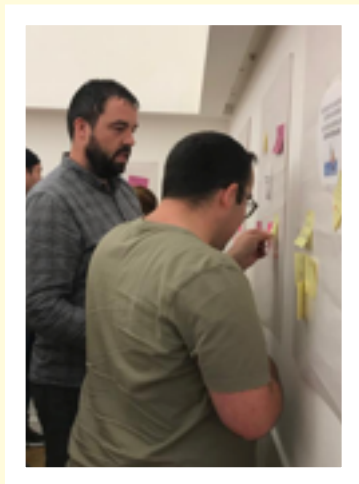


# Focus on... Values

by Sian Croston



The North Wales Learning Disability Strategy 2018-2023 cites the development of a consistent value based skill set for staff across the region as one of the priorities developed under the workforce development workstream. Not everyone is fully aware of, or on board with the strengths based approaches and there is mixed practice across the region. It has been identified that support needs to be more flexible to the needs of the individual. During September 2019 a number of workshops were ran across North Wales to really make an effort to co-produce what our North Wales values should be. A large amount of feedback has been gathered during the workshops and we are currently taking feedback on our proposals.



Please see information over the page on the proposed values and groupings and if you have any specific feedback or comments regarding these please email [Sian.croston@flintshire.gov.uk](mailto:Sian.croston@flintshire.gov.uk). We are aiming to launch these fully in the New Year along with our website, therefore there is still time to have your say if you want to see any changes or have any useful suggestions.





Focus on...

# Values and Behaviours Framework

**Treat me well** Everyone is an individual and should be treated with dignity and respect

*“Respecting me includes respecting my space, my things, my decisions and my relationships” “Listen to me and take the time to get to know me!” “Be kind”*

## Top Tips

- Communicate in an open, accurate and straightforward way
- Don't use jargon
- Protect and respect peoples confidential and personal information
- Use humour appropriately
- Check how people want to be addressed
- Be on time and do what you say you will do

**Let me be in charge of my own life** Voice, choice, control and independence is at the heart of everything we do. We embrace coproduction.

*“I want to have choice about where I live and who I live with” “support me to do what I want to do and listen to me” “I want to feel important and be able to make my own decisions”*

## Top Tips

- Empower, encourage and enable people who need care and support to do things for themselves and to make their own decisions.
- Support individuals to maximise their decision making and have control over their own lives

**Help me be the best I can be** We deliver person centred care, putting the person at the heart of everything we do and helping them achieve their potential.

*“Learn from me and recognize what I am good at” “Help me learn new things” “Give me just enough support”*

## Top Tips

- Be prepared to take positive risks, clearly explaining the consequences to others
- Look at tackling new and emerging problems creatively.
- Don't see mistakes as a bad thing, see them as an opportunity to learn and grow
- Be warm, kind, empathetic, reliable and compassionate in your actions

**Always be honest** We are always honest and transparent and not afraid to say when something goes wrong. We are self-aware and regularly reflect on the work we do, how we do it and the impact we have on those being supported.

*“I want people to just be honest with me and tell the truth”*

## Top Tips

- We learn from others and share knowledge and best practice
- Seek, reflect on and learn from feedback from colleagues, service users and families
- Have the courage to speak up and challenge others when you have concerns about the quality or safety of care being provided

# Focus on... Events



## Providers of Support Event

Monday 14th October 2019

This engagement event was aimed at providers of support to give them information on the project and the North Wales Learning Disability Strategy, giving everyone opportunities to see how they can get involved! The world café approach covering areas such as staff recruitment and retention, risk enablement around relationships, the progression approach, health checks, having something meaningful to do, assistive technology and active support allowed for a really useful discussion to draw out ideas.

## Children's Event

Thursday 17th October 2019

In the shift to a preventative health and social care framework, getting it right for children and young people is of critical importance. The event was thus aimed at families and the people and services who work with children and families in order to provide them with the opportunity to find out more about the Learning Disability Transformation Programme; to get involved and to explore in more detail the issues highlighted in relation to children and young people in the **North Wales Learning Disability Strategy**.

By also involving both the Children's Transformation Project and the ALN Transformation Project, the event provided a further opportunity for participants to find out more about these programmes and to explore areas of synergy.

To ensure the format and the content of the event would address the interests and concerns of all stakeholders, the event was co-produced by the Learning Disability Transformation Team, The Children Transformation Team, Children's Services and the Denbighshire Children's Centre. This helped to ensure that the day included 'something for everyone', families, young people and professionals.

A key focus of the day was the inclusion of 9 young people from the Denbighshire CALDS/ Children's Centre who helped out as volunteers. Their presence and active involvement at the event, elevated the discussions on the day and highlighted the fundamental importance of tackling the issues and barriers that prevent children and young people with learning disabilities from achieving their full potential in North Wales.

Including the young people, and working together to organise the event, also highlighted that co-production is at the heart of the Transformation Project and that we can achieve more when we work together in equal partnership.

Being helped to make my own decisions...

Being allowed to grow up...

Happy smiling faces, jokes, good sense of humour..

Someone I can trust...

My needs, wants, likes and dislikes, and preferences, are understood...

Finding out about me!

# Focus on... Active Support



## North Wales Active Support Community of Practice

October saw our inaugural meeting in Colwyn Bay, Coed Pella. People from across North Wales were welcomed and took part in a full day of talks and work groups, in how we help develop practice across North Wales. We welcomed Dr Edwin Jones who helped us understand what a Community of Practice is, and how it can be developed to help mould views and shape the future.

55 participants on the day, gave us their thoughts on what the future should look like, for people with learning disabilities.

Our colleagues from Gwynedd were able to show how they have developed Active Support and embedded this in practice.

We were also joined by Prof. Sandy Toogood, along with Dr Jones the pioneers to Active Support. We had an insight into 'Active Support in 21st century', with developments for the future and where Active Support came from.



**Our next meeting is planned for 22nd April 2020, Conwy Business Centre.**

Booking soon by Eventbrite.





# Our co-production journey



**C**oproduction isn't always smooth sailing – it can be tricky to define, hard to measure and sometimes not clear whether we are doing coproduction or something else entirely! In the Learning Disability transformation team we are really trying hard to learn about coproduction and embed it within all the work we do. We are certainly not experts but we are really giving it a go!



Here is the team learning about each other's strengths and assets to help build our team profile.

The team is continually exploring what it means to be inclusive and representative and we strive to practice what we preach with a process of self-checking and peer checking our coproduction methods! It helps that we have a coproduction expert within the team – Mark, who has been guiding us along our journey.

Our vision is

- To help support people with learning disabilities to be involved in all decisions that affect them at every stage. By working together power is shared and increased.
- Support and solutions occur through trusting relationships
- A wider group of people see its value and use this approach to create change.
- Local areas see that co-production leads to a more effective system and better outcomes for people
- Local areas have the knowledge and expertise to make co-production meaningful and feel confident doing it.

Here is the team presenting at the Learning Disability Wales Annual conference about the stages of coproduction!



# Focus on... Measuring the Mountain



**M**easuring the Mountain is a Welsh Government funded project that is exploring people's experiences of being a carer or of using care and support services. The work of the project will help identify what is working well and what could be improved within care and support services and is part of Welsh Government's evaluation of the Social Services and Well-being (Wales) Act.

Last year people across Wales shared an incredible 473 stories with Measuring the Mountain. Stories that highlighted the complex and very personal nature of being a carer and of using care and support services. These stories, helped to paint a picture of what social care is really like for people.

MtM presented these findings to Welsh Government earlier this year. You can find our full report, including our recommendations, on our website [www.mtm.wales/resources](http://www.mtm.wales/resources). Since then, we have received further funding for the project to continue its work until October 2020.

This current phase of the project will focus on gathering further stories, hosting a second Citizens' Jury in May 2020 and continuing to share the findings from the first phase. To help further build the picture of what being a carer or of using care and support services is really like, we are asking you to share stories with us again. You can do this by going online and clicking the link on our website – [www.mtm.wales/share-my-story](http://www.mtm.wales/share-my-story) - or you can invite Katie (Katie.cooke@southwales.ac.uk) to visit a group you are part of to hear stories.

MtM would love to hear from people who contributed last time and from people who are new to contributing. Every story is important, every story tells us something valuable and every story could help shape the future of social care and support service delivery.

*For further information, to invite MtM to your group or if you have any questions visit [www.mtm.wales](http://www.mtm.wales), follow us on Twitter @mtmwales or contact Katie - [Katie.cooke@southwales.ac.uk](mailto:Katie.cooke@southwales.ac.uk) / 07964 407 739.*



# Focus on...

## The Institute of Public Care



**T**he Institute of Public Care (IPC) at Oxford Brookes University is carrying out an independent evaluation of the North Wales Together: seamless services for people with a learning disability programme.

The purpose of the evaluation is to check whether the Programme, through its five workstreams, is having a positive impact on the lives of people with learning disabilities in North Wales.

### Key Milestones in the evaluation

IPC has delivered workshops with the Programme Team to develop a Theory of Change for each workstream that summarises:

- ***What is the problem/what needs to change?***
- ***What do we need to do to effect change?***
- ***What will look or feel different if we do these things?***
- ***What longer term outcomes will result if we succeed?***
- ***What measures will we use to determine whether we have been successful?***

A desk top review of policy guidance and best practice has been carried out to provide an evidence base for the approaches being implemented by the Programme. Data will be collected and analysed twice during 2020 in April and November. A final report summarising the evidence gathered and making recommendations for future programme activities and evaluation arrangements will be written by December 2020.

### Evaluation Reference Group

A new group has been established with representation from people with learning disabilities, their parents and carers and professionals from health and social care organisations in the public, private and community and voluntary sector. The group will oversee the evaluation, to ensure that it takes on board the views of stakeholders, runs smoothly and the objectives are achieved.

### Co-production

IPC is undertaking the evaluation with service user organisation Barod Community Interest Company to ensure people with learning disabilities are involved at all stages including the evaluation design, delivery and analysis. Trained personnel from Barod, who themselves have learning disabilities, will be collecting and analysing qualitative data from a range of stakeholders through interviews and surveys, to feed into the comprehensive IPC evaluation.



# Neil Ayling

## Closing statement from our project sponsor



**W**ow, the team have been really busy over the past few months, meeting up with hundreds of people across North Wales and facilitating a number of events! This process has helped the team to identify priorities and how success could be measured.

The key themes that underpin the priorities include:

- The general profile and rights of people with Learning Disabilities needs to be raised within the wider community and general workforce.
- People need seamless services - agreements around funding (between Health and Social Care) are fundamentally important to breaking down the barriers to integrated working and Health and Social Care service structures need to support a smooth transition to adulthood.
- The profile and needs of people with profound and multiple learning difficulties (PMLD) need to be at the forefront of people minds as often their voices are not heard and the specific challenges are not recognized and responded to
- Changes need to be coproduced with key stakeholders
- It is recognised that public sector agencies have had real cutbacks in times of austerity and will continue to have constrained resources for the foreseeable future. Therefore service models need to provide the best quality outcomes for people, at affordable costs.

I am really excited to support the project team as they progress into the next phase of implementing a number of projects and initiatives as they work towards delivering on the priorities.

