



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

*Seamless services for people with Learning Disabilities*  
*Gwasanaethau ddi-dori bobl ag Anableddau Dysgu*

# Providers of Support - Event Evaluation Report



## North Wales Together: Seamless Services for people with learning disabilities

**Event:** Learning Disability Transformation – Providers of Support Event

**Date:** Monday 14<sup>th</sup> October 2019

**Venue:** Conwy Business Centre, Llandudno Junction

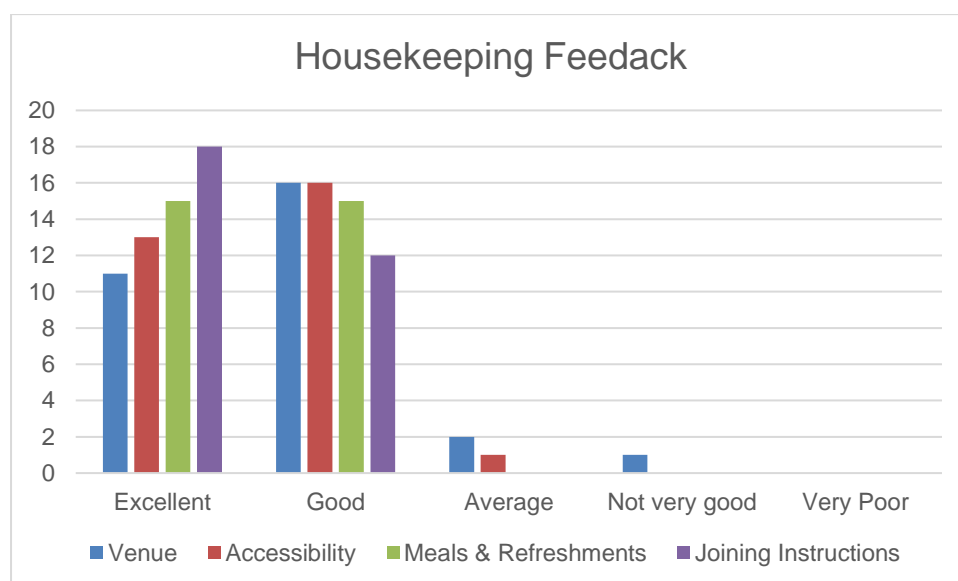
**Attendees Registered via Eventbrite:** 65

**Attendees Registered on the day:** 55

**Evaluation forms completed:** 30

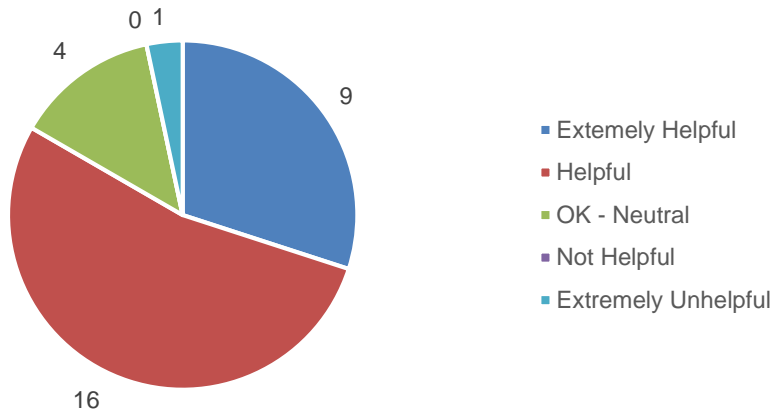
### Evaluation Responses

#### Housekeeping

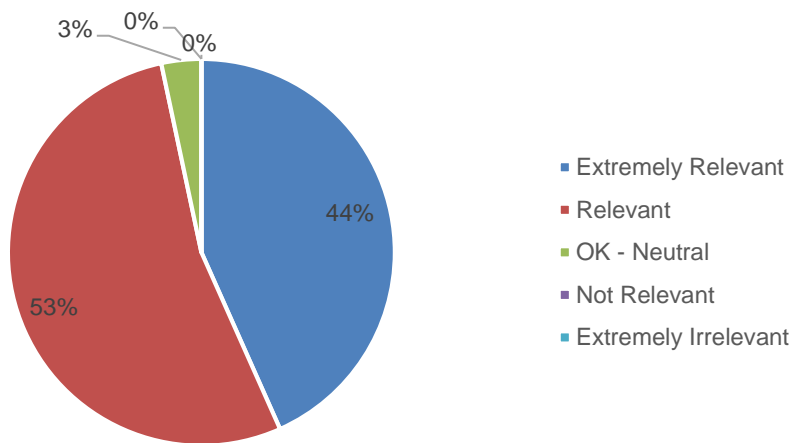


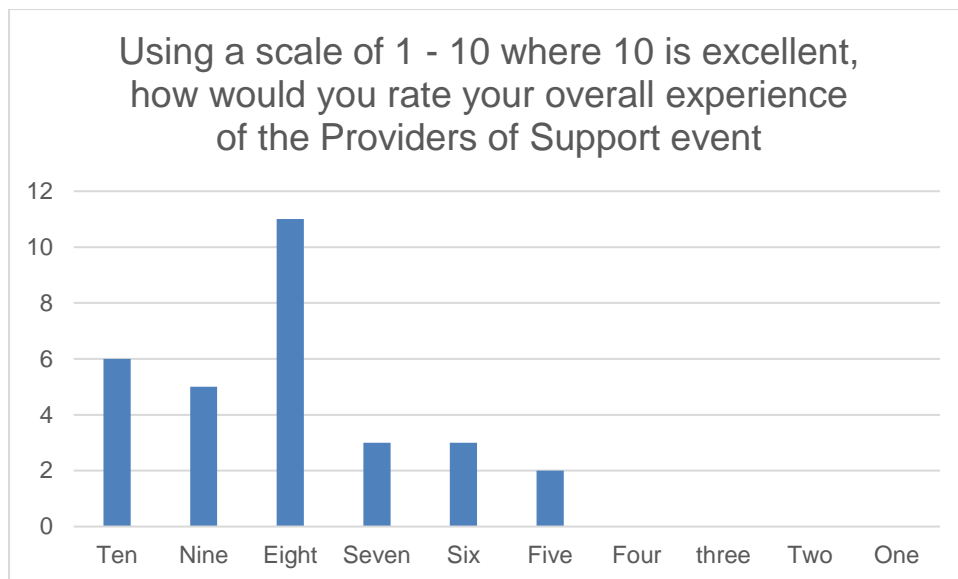
#### Content of the days programme

How helpful did you find the content of today's presentations and discussions?



How relevant was the content to your work?





## Written Feedback

What has been the most valuable part of today's programme?

Here are some of the comments on the feedback forms.

- Networking
- Making new contacts
- Opportunity for an information stand to discuss our work with providers and hand out easy read resources
- Sharing information with other providers
- Learning about the workstreams in the transformation project
- It is supportive to hear from and work with another region who are experiencing the same issues and supporting each other to make improvements.
- Sharing of ideas and views
- Listening to the barriers and conversations regarding removing these barriers
- Good to know the future goal to improve services and have assistance from the team and to do know our input is important.
- Gaining greater knowledge of the transformation team
- Opportunity to network and to re-establish links with peers in the locality.
- The information from Leeds.
- Identifying and discussing barriers and how to overcome them.
- Information regarding the framework (is this the values and behaviours framework mentioned in SC presentation).
- Understanding of local work programmes and some of the objectives
- Active Support
- Relationships
- Meeting and listening to different peoples opinions and methods and strategies that work.

- Meeting different service providers
- Speakers and the workshops – great networking opportunities
- Open and accepting discussions around different priorities/themes
- Learning all the new tools that are going to come into place in the care sector
- World café in the afternoon – useful to open up the discussions.
- Health related material / talks / workshops
- Learnt more about assistive technology and telecare
- The discussions around active support and employment
- Listening to other sectors experiences
- Project Search Information

### What message have you taken away from the event?

- Monies available from the bidding process
- Closer working and a joined up approach
- That services could and would be improved if communication between providers, social services improved and there was more training for staff
- There is good work being done but not much time or money
- The seamless services available to adults with a disability
- Co-Production!
- Transformation and co-production
- Improving lives for people with LD
- Use of IT within services
- How vital co-production is and how important it is to incorporate it into how we as providers work.
- Active Support!
- Employment is really important, comes with challenges
- Lots of opportunities to be creative with assistive technology
- There are still challenges to overcome, in particular the challenge of integration with Local Authority and Health
- Feeling positive regarding the future of co-production within North Wales in the future
- Need to focus on some different areas i.e. relationships
- All working together
- Active support is key
- Co-production in North Wales is fully on the agenda
- Co-production
- We should share and support each other
- Engagement from Health could be a lot better
- Work together to share ideas
- Technology needs to be a core priority
- Working together and joining services effectively rather than re-inventing the wheel
- Using co-production to move forward

Is there anything you would like noted for future events/ Anything we can improve on?

- Would be great to have regular events
- A joint provider and general health specialist event so they can learn from each other
- Check the IT in advance
- I would be interested in further opportunities to be participative in other events
- I really enjoyed the day
- Ensure IT systems are in place and working correctly
- Ask people to make their presentations more accessible
- Sharing of experiences leading into workshops
- Buffet could have been healthier
- Having technology available on the day
- The IT wasn't working and was distracting but did not ruin the event
- On the timetables would have been useful to have presenters names to make with making notes and remembering who had said what
- Lots of people commented on the IT and it could be improved
- We could have done with more time in the afternoon session to attend more tables
- Well done to the team for coping and delivering in difficult circumstances with the IT

## World Café Outcomes

### 1) Active Support

Delegates understood the benefits and principles of active support.

Providers felt the project could support the role out of active support by:

- Embedding principles with Senior Managers
- Training and Development Opportunities around active support
- More involvement of advocacy services
- Share best practice from other regions where active support has been embedded (for example in Gwynedd).

### 2) Assistive Technology

Delegates were excited and enthusiastic by the prospect of introducing new technology. They felt new types of technology, such as VR were really beneficial, especially around increasing independence.

Providers felt the project could support the role out of more assistive technology by providing:

- Training and Development for the workforce, including alleviating risks (such as internet safety)
- Sharing of best practice stories and where technology has made a difference

- Technology event to showcase different types of equipment
- Can the project look at supporting and developing “technology champions” within organisations to “fly the flag” for assistive technology solutions

### 3) Having something meaningful to do

Delegates raised understanding work permissions as a barrier (such as benefits) and raised a lack of transparent and accessible support to encourage more information around employment. There are few incentives for employers and limited areas for progression for staff. There are great challenges moving from voluntary to paid roles with lack of employer engagement. Service providers are also reluctant to move people into employment due to loss of business.

Providers felt the transformation project could help by:

- Sharing good examples to their networks
- Educating employers and frontline staff
- Supporting flexibility within plans
- Support with accessible information on employment opportunities available
- Accessible information around myth busting around benefits and the hours people can actually do paid employment.
- Supporting with the development of Community/business enterprises

### 4) Health

This café discussed how we empower services to make reasonable adjustments. Some of the ideas mentioned were a campaign “are you reasonably adjusted”, development of a website, training and development, awards celebrating good practice and more groups across North Wales to support individuals with Autism/LD.

Some ideas the project could support on to develop good health include:

- Workshops and training for young people on Mental Health in schools and colleges
- Accessible information on how to keep well.
- Mandatory integrated training for GPs working with citizens and families
- Support groups developed for PMLD
- Can we provide more support and information around transition

### 5) Progression

This world café looked at the benefits and opportunities of the progression model and delegates discussed areas of empowerment for individuals and staff which help to maintain and develop skills so individuals have more ownership over their support and are able to take positive risks. Once skills are developed staff can move onto developing other opportunities and expectations.

Support from the project for providers around this approach included:

- Training and development in the execution of the progression model

- Supporting providers to work together, better use of co-production groups using person centred planned approaches. The project could set up provider forums and groups.
- Providers need clarity about what is wanted, clearer service specs and co-designing new services.
- Project to look at sustainability
- Active support needs to be fully embedded everywhere to support the progression model.

## 6) Recruiting and Retaining Staff

This world café looked at the challenges around recruiting and retaining the right staff. Some providers gave good examples of how they work together with people with disabilities to recruit staff.

Delegates raised the importance of recruiting staff with the right values, however also discussed the challenges of poor numbers of applicants (i.e. sometimes you are fishing from a small pool).

Delegates said the project could help by:

- Promoting social care as a career choice and helping to raise the profile.
- They feel the qualification framework will add credibility to the career.
- Can we look into reasonable adjustments to support “good people” to get through the qualification framework
- Marketing campaign regarding the rewarding nature of the career.
- Can we look into developing more volunteering opportunities with young people to volunteer with people with learning disabilities

## 7) Risk enablement around relationships

This world café looked at the benefits and opportunities of people having access to meaningful personal relationships. Delegates accepted that circles of support, family and friendships keep people safer and can be a key to living an ordinary life with increased personal wellbeing. The delegates felt there needs to be a change in culture and attitudes of family members and there needs to be increased knowledge about rights and risks.

The transformation project can help by:

- Dispersing negative attitudes
- Development of support networks
- Giving staff more confidence to challenge protective attitudes
- Looking at better sex and relationship education within learning disabilities
- Better support with advocacy services
- Development of a newsletter to share information
- Training and Development around this area
- Support initiatives such as “love to meet you”
- More easy read and accessible information on the topic



## Conclusion

Despite some IT challenges on the day, this was a successful event, where providers of support have been able to feed into the work plans within the transformation team. The world café approach on some of the different topics was a really useful discussion to draw out some of the key themes on the areas identified.

This will feed into our overall plan, as providers of support are the key to the team delivering our aspirations.

Regular engagement events will be organised with providers, and a questionnaire around priorities for staff development is going to be sent around, as although training was a thread through all topics and areas discussed during the event, it would be useful to assess if further training and development opportunities are needed and what the priorities are for providers.