



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

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

# Learning Disability Transformation Project

North Wales Active Support  
Community of Practice  
Evaluation





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

**Event:** Learning Disability Transformation – North Wales Active Support Community of Practice

**Date:** Friday 4<sup>th</sup> October 2019

**Venue:** Coed Pella, Colwyn Bay

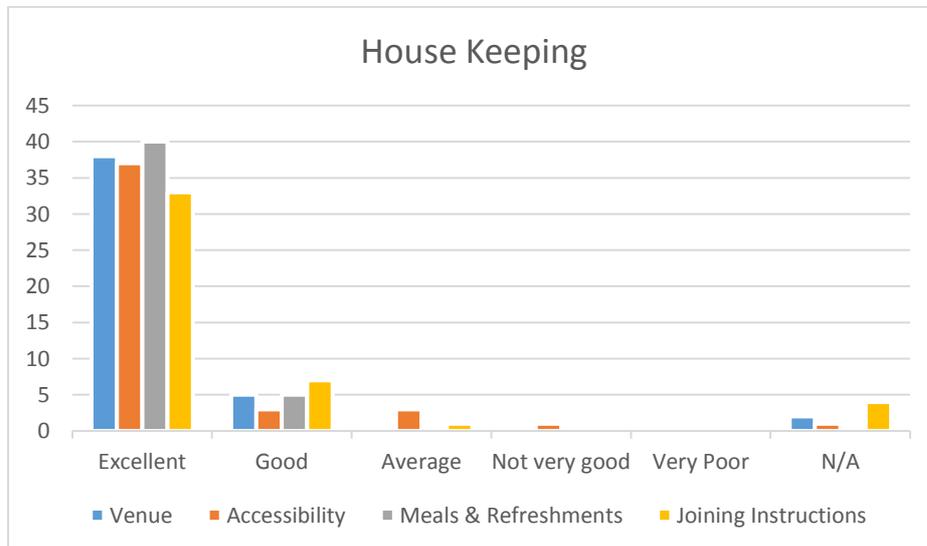
**Attendees Registered via Eventbrite:** 55

**Attendees Registered on the day:** [See registration forms & add in](#)

**Evaluation forms completed:** 45

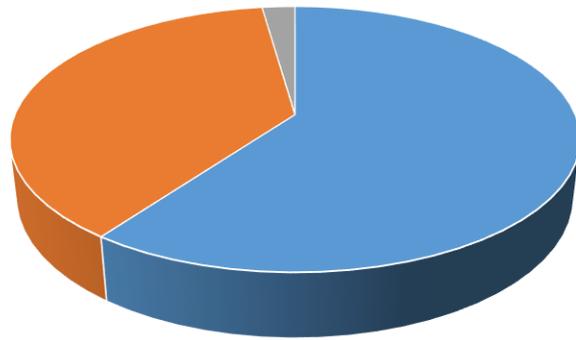
### Evaluation Responses

#### Housekeeping



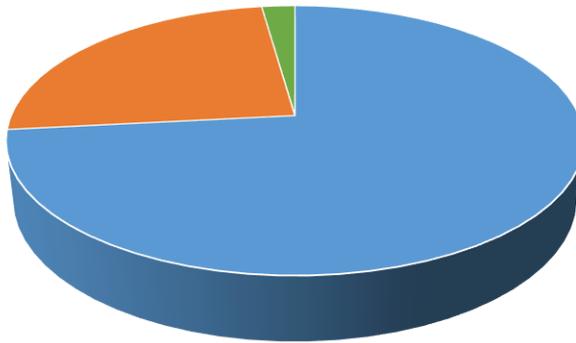
## Content of the days programme

How helpful did you find the content of todays presentations and discussions?

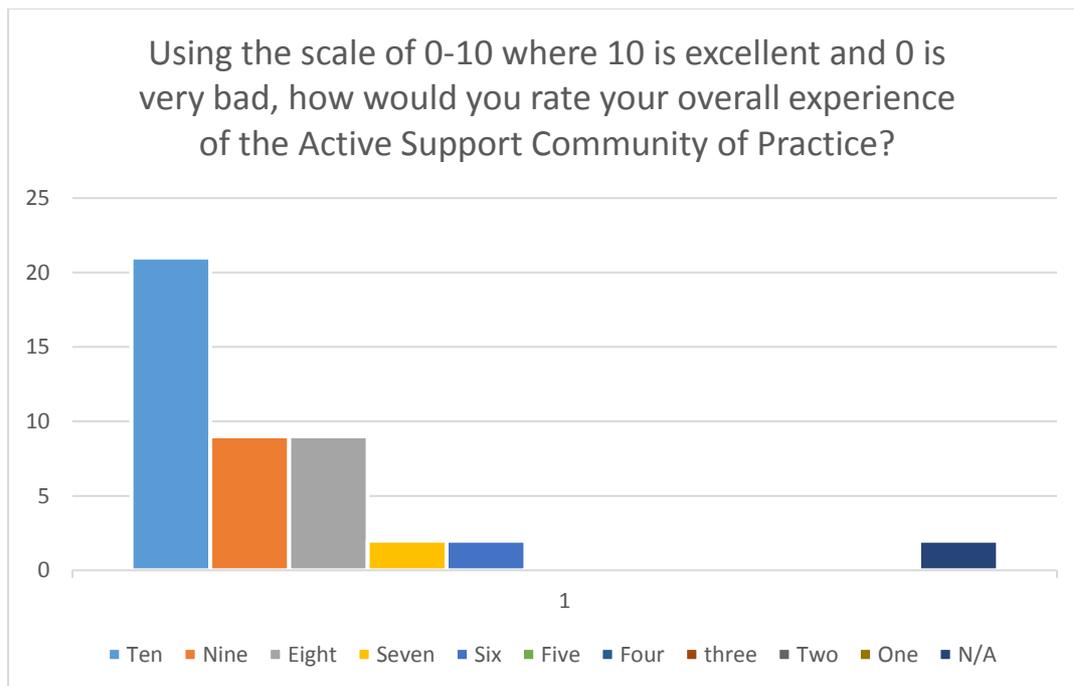


■ Extremely Helpful ■ Helpful ■ OK - Neutral ■ Not Helpful ■ Extremely Unhelpful

How relevant was the content to your work?



■ Extremely Relevant ■ Relevant ■ OK - Neutral  
■ Not Relevant ■ Extremely Irrelevant ■ N/A



## Written Feedback

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

Here are some of the comments on the feedback forms.

- Being part of the foundation of a forum for the Active Support Community
- Seeing the difference Active Support is making to individuals lives
- Listening to Professor Sandy Toogood
- Training information as a trainer I got some very useful information
- Feeling motivated about sharing information about active support with other people in my organisation
- Hearing about Gwynedd's Active Support Project
- Networking
- Understanding the barriers to delivery
- The motivation of providers to embrace Active Support.
- Gaining greater knowledge of the transformation team
- Refresher and chance to think
- Realising not all providers are not at the same stage in Active Support
- Active Support story / journey and benefits in action
- Knowing things are moving forward with Active Support
- Listening to the champions and their story
- Being together with other practitioners of Active Support
- Sharing experiences
- Having speakers like Sandy & Edwin who are well known in Active Support
- Starting to think about how Active Support is embedded in the workforce
- Excellent presentations ensuring better understanding

- The opportunity to discuss with fellow attendees
- Learning of the success of Active Support in Gwynedd

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

- Participation / Active Support is key for people we support live enhanced lives within their community
- Keep the momentum of Active Support
- Active Support is fundamental to what we do
- To continue to improve the lives of people with learning disabilities
- I am considering setting up a forum for champions of Active Support / PBS within our workforce
- Active Support is key to the wellbeing of individuals
- Keep it simple – carry it forward – make a difference
- Importance of Active Support Champions and continuing with CoP
- We need to change the culture and have a lot of work to do
- That Active Support may be difficult but it is doable with some hard work and the outcome of Active Support makes it worthwhile
- That ultimately engagement in staff and service users is the key to learning and development
- Active Support is important, people's lives improve with Active Support
- Try harder to improve people's engagement
- Active Support – its works – keep doing it
- To work together, get others opinions and taking knowledge from others
- It's OK to ask questions, don't feel like you can't ask something
- Active Support is for everyone, Positive Approaches, how to get the best from individuals we support
- The work completed in Gwynedd in people's homes took 6 weeks, for all staff training, implementing change. It's not something that takes forever
- Training for managers – coaching, reviewing progress
- Simple to understand and challenging to master engagement is the key
- How important Active Support is
- That support workers need to be trained in active support and that they are the individuals who may be most important in improving the lives of people we support
- Be positive
- Parents, carers and service users should be involved with these events and future planning
- To complete observations and monitor active support in the houses I manage to ensure its being followed. To introduce new activities / sample testing
- Implement Active Support with Person Centred Values

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

- Including person with LD living that life / family carers

- Venue – parking difficult
- More lived experience representation
- Parents / carers should be involved
- Handouts of information
- Speakers to have enough time to finish their presentation
- More case studies / examples might have been helpful
- Very difficult to listen on headphones as the room was echoing and therefore a lot of noise
- Parking very poor
- Service user stories and more work on listening to providers of care on the challenges as they see it
- Understanding the NHS and Social Care resources around the ICF project – economic health benefit
- Perhaps a notice of changes in language – missed the start of what people were saying in Welsh.
- Break up the day with activities, am / pm to get people moving
- Shorter day – am 10-1 or earlier in the week
- More group work
- A service user that has been through the process, a video to show how it started and what has done to improve their life
- Interactive workshops
- More focus on how active support looks like / works in practice, rather than talking about theory
- Involvement of people we support

## Jonathan Crabb – Presentation – ‘Lets evolve’ time for participation

### 1) What is our Mission Statement?

Table 1:

Better quality of life  
 Behavioural change  
 Development and growth  
 Opportunities  
 Sharing information and knowledge  
 what works and does not  
 Inclusion for all

Table 2:

To work collaboratively to promote the growth and quality of Active Support, keep momentum. Checklist for organisations to ensure continuity + accountability. Active Support is the input to get the output.

Table 3:

All citizens in North Wales will be supported by staff who are skilled and committed to use Active Support when supporting people in every aspect of their life. Changing culture together and sharing resources “Active support is non-negotiable in North Wales”.

Table 4:

Enhancing quality of life through participation to create fulfilment + wellbeing  
Sharing Positive Practice  
Testing  
Listening to LD community  
Recording data  
CoP exists to promote  
Continuous rights based approach to improving the lives of people with a Learning Disability through AS.

Table 5:

Independence  
Consistency  
Meaningful Life  
Improve the quality of life for people with LD.

Table 6:

Everyone to blossom and grow with encouragement at a time that's right for them

Table 7:

To improve the quality of life of an individual  
Valuing an individual  
Enabling choices/opportunities  
Teaching skills/learning from them  
Empowering them to become more independent  
Training/Skilling up the workforce

## **2) How can this community support each other to promote, develop and ensure the quality of active support we provide?**

Table 1:

Evidence based  
Data/Monitoring  
Practice Leadership Champions  
Meetings/Training  
Sharing experiences  
Networking/Families/Other agencies celebrating success

Table 2:

Sharing “do-able” best practice – warts and all. 21<sup>st</sup> Century Values training – recruiting – attitudes – practice heading

Table 3:

Consistent toolkits that are bilingual  
AS Champions sub group to meet & support each other  
Co-produced Joint ownership between Health & Social Care → Jointly commissioned post between Health & Social Services  
How can we increase knowledge of AS with commissioners?

Table 4:

Monitor  
Collect Data  
Developing Ideas  
Staff Training  
Centrally/Regionally collect data on which providers are implementing active support + the data on engagement, fulfilment + reduction in behaviours that challenge (charter of commitment)

Table 5:

Providers coming together supporting each other  
Different teams coming together, Staff commitment

Table 6:

Commitment to learning and reviewing  
Each individual’s involvement  
Consistency

Setting a benchmark for training  
Having a common goal/interest and people coming together to achieve this.  
Enjoying the process/journey  
Investment  
Having access to the correct tools to implement and develop for each individual  
Feeling proud of what is being achieved  
Sharing practices openly  
Patience & Stamina to keep the focus and encourage changes.

Table 7:

Sharing good practice/record keeping/data management  
Benchmark to aim towards  
Supporting support staff and champion – evaluating practice by supervision regularly  
Meetings & Workshops  
COMMUNICATION

### **3) How can this community support the growth of active support in North Wales?**

Table 1:

Showcasing good success  
Work as one, breaking barriers  
Learn from mistakes  
PBS specialists/professionals input  
Peer support group for Active Support Champions  
Encouraging CoP Members making them feel valued  
“Webinars” Live stream CoP for people who are not able to attend in person, available to a larger community.

Table 2:

CoP – sharing best practice – succession trains as part of professional development for staff.

Table 3:

Can we develop the approach into work opportunities?  
NEEDS **Buy in** from Service Managers & leaders!  
Sharing good practice across boarders & further  
More examples of CoP in schools

Table 4:

Fly the flag

Networking

Training

Social Care Wales → LD Consultation?

Provider forums

How can our citizens be involved + give their voice on active support? – real life stories

Engagement – life span service start with children

Table 5:

By promoting days like this [AS CoP Event]

Talking to other providers/staff sharing experiences

Networking events in local areas

Keeping up to date

Table 6:

Sharing openly with others of what does/doesn't work.

Reviewing/Evaluating the journey regularly

Widening the participation network

Sharing resources/investments

Encouraging a joint interest

Collaboration between organisations is key

Formalising the process.

Table 7:

Share information

By modelling the practice/sharing good practice & outcomes & success

Forums?

4) How can we gain meaningful input to this community of practice from our citizens?

Table 1:

Invite multiple agencies

Language – Bilingual

Asking Service users for input into CoP

Adaptable to people needs

Accessible (Minutes, Mailing lists etc.)

Empowering people

Environment

Table 2:

Sharing stories, experience, videos.  
Sharing progression  
Taking part – \*friendly\* competitiveness  
Being Open

Table 3:

Positive feedback  
Citizens in the CoP  
Standardise terminology in both languages – issues with how words translate  
Homes translate to classrooms with children.  
Consent to film – easy ready guidance & signing  
\*Can we be reminded that we ask the person “what do they want?” – Person-centred unpins everything\* - bear this in mind in communication and resource planning.

Table 4:

Videos  
Forums  
Social Media  
Overcome language barriers

Table 5:

Keeping it simple  
Sharing individual experience and knowledge  
Being positive  
Somewhere to go for support/guidance

Table 6:

No comments made

Table 7:

Involve the people we support & their family & friends in the practice support group.  
Share stories – by any means – video, social media etc. Increase the community access for those individuals, what they like to do or what is meaningful to them involving other services – social services – education etc.

## Conclusion

You're first Active Support Community of Practice in North Wales.

A thoroughly enjoyable event, which brought together like minded people from across North Wales to look and talk about Active Support. Your speakers were welcomed and gave us all food for thought. We are very grateful to all our delegates for their participation and will be mindful of their comments for your future events.

This event shows a great appetite to push forward in supporting people with learning disabilities, to have a better quality of life in North Wales. We still have a lot to do, in changing the culture and attitudes, we need to have buy in from Senior Managers in all organisations -

**“All Citizens in North Wales will be supported by staff skilled in and committed to using Active Support in every aspect their lives. We believe Active Support is non-negotiable in North Wales”.**



