



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

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

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Focus on: Denbighshire County Council, Complex Disability Team Talking Points

What matters to you, matters to us!

The Denbigh Complex Disability Team have successfully put in place a new approach to working with adults referred to their team. This is called **Talking Points** and it is based on the model that Denbighshire County Council have put in place to provide all their residents with information, advice and assistance. The Talking Point for the Complex Disability Team is jointly run by Senior Staff from the Social Services and Health Teams and is provided out of community venues.

How does it work?

When individuals are referred to the team for help, they are invited to come to a Talking Point close to where they live. This means that individuals can get easy access to advice and support from highly experienced staff without having to meet the eligibility criteria for specialist services.

The format for the Talking Point is the ***What Matters Conversation*** and the focus is thus on listening to the person and letting them tell their own story at their own pace. In this way, Talking Point puts the person first by finding out what matters to them, their strengths and the resources and options available to them including any more formal support that the team can provide.

The team have found that many people referred to them benefit from a lighter touch service that is able to support them with immediate concerns and issues such as benefits or loneliness. This in turn allows the specialist service to dedicate more time and energy to individuals with more complex support needs.

What do local citizens have to say about Talking Points?

The following is a sample of some of the feedback the team has been given by individuals who have come to a Talking Point:

- Very useful, very helpful. Great to have this option in an accessible location such as the library. The private room was an absolute must - we were discussing confidential matters
- Good experience - very helpful. Made me feel better. Thank you.
- Very helpful and explained everything about what we asked about.
- Keep up the good work

What difference has this made to the Complex Disability Service?

The Complex Disability Talking Point has been running for around 3 years and according to staff, the positive impact on how the team operates and the quality of service provided to local citizens with disabilities has been profound.

The Team reports that it has:

- ✓ Significantly reduced the waiting list for the service. Prior to Talking Points, this was an issue for the team that took up time and resources to manage and meant that citizens experienced delays in having their support needs met.
- ✓ Significantly reduced the need to carry out more formal assessments and eligibility checks for both health and social services staff again saving time and resources that can be re-directed to preventative work. It also means that local citizens do not need to wait to be allocated before they can speak to a member of the team.
- ✓ Carried over to the process of allocation, where for the most part, both health and social services staff use professional judgement to decide issues such as eligibility for the service and who is best placed to support the person.
- ✓ Improved joint working between health and social services staff by reducing disputes over eligibility and providing both teams with the opportunity to engage in a strength based approach to practice in line with the Social Services and Wellbeing Act and 'A Healthier Wales'.

For more information about the Denbighshire Complex Disability Team Talking Point please contact Karen Hosker – Karen.Hosker@denbighshire.gov.uk