



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

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

North Wales Together

Seamless Services for people with Learning Disabilities

Bulletin April 2020

Welcome

from Kathryn Whitfield: Programme Manager

Hello and welcome to our latest bulletin.

These are challenging times for us all and the Coronavirus outbreak is affecting each and every one of us in different ways. In this bulletin, we thought we should focus on technology. It is turning out to be important for us all at the moment. We also wanted to tell you all about the projects we are funding. Last but definitely not least, Michelle and James will feed back on their trip to Cynon Taf to represent the team and tell the people first group all about what we are doing in North Wales”.



Back in the summer of 2019, the Learning Disabilities Transformation Project (LDTP) team set aside some money from the team budget to fund new activities and projects linked to the LDTP priorities. In November we invited organisations to apply for the funding by sending us their proposals for activities and projects. We received over 70 applications from across North Wales, with requests totaling about £1 million.

There were some really exciting bids, and a wide range of activities being proposed, but with only a limited pot of money, we couldn't fund every project in full. A group of people (including people with learning disabilities and Parent Carers) sat down together to look at all the bids and to help decide which projects should be awarded funding and how much money each project should get.

It was difficult deciding which bids to award money to and which to refuse. We made these decisions co-productively, by looking together at each proposal, discussing them as a group and scoring each bid against priorities. The group agreed to fund 52 different projects across the region. Many of the projects didn't get all of the funding they had applied for so the team worked closely with people from each of the projects to agree what they could do with the money, and how each project could make a difference to the lives of people with learning disabilities.

Some of these projects have taken a while to set up, some are already up and running and some were due to start soon. Below is a photo of the Outside Lives project in Flintshire, which we have helped to fund.



Unfortunately, the onset of the Coronavirus is going to have an impact on many of the projects, especially those projects aimed at supporting people to develop friendships and relationships and encouraging them to be part of their local communities. This often requires person to person contact. We want to help transform the lives of people with learning disabilities but we need to make sure that the activities we fund don't increase the risk of people being infected with coronavirus, so we need to think about different ways of doing things.



We will be working with individuals from each of the projects over the coming weeks to see which are still workable and which may need to change or to be delayed. We may look at increasing funding for those projects that use technology to keep people connected and healthy. Once we know how each individual project will be provided over this period of social distancing / isolation we will publish further information.

If you would like to know more about the projects or if you have ideas on how funding could be used to keep people connected during the coronavirus pandemic please contact us on the team email. Our team address is **Learning.Disability.Transformation@flintshire.gov.uk**

We will use our social media platforms to keep you up to date:

<https://www.facebook.com/LDTransformationInfo>

<https://twitter.com/TogetherYnghyd>

We also have a dedicated website for the project, where we hope to share updates on where we are up to with things.

<https://northwalestogether.org/>

<https://www.gogleddcymrugydangilydd.org>



Focus on: Assistive Technology

Introduction

Welcome to the first of three newsletters we will produce over the next 12 months.

We will look at three areas in each newsletter, looking at how technology can help people to live more independent lives.



People with a learning disability have also told us they are often not able or allowed to take the same risks as everybody else.

This newsletter will hopefully give options of equipment and apps that help to promote positive risk taking where that is the right thing to do.

We will;

- Share information from all around the country.
- Highlight useful apps and equipment.
- Give updates on the trials we are funding as part of the programme.

I am always interested in hearing from you so please get in touch via

- email - Learning.Disability.Transformation@flintshire.gov.uk
- twitter - [@LDTransformationProject](https://twitter.com/LDTransformationProject) @TogetherYnghyd
- Facebook – [LDTransformationInfo](https://www.facebook.com/LDTransformationInfo)
- Website – www.northwalestogether.org

Just like everything else in life, different things will suit different people. This newsletter will show some of the technology that is available and how it could be used.

Some will work for you, some won't work for you! Sometimes there will be "trial and error" to find the right solution but there really are some amazing things out there!

One thing that is for sure is that Things change all the time, especially with technology. Watch this space.

If you have any good examples you would like to share in our next bulletin, let us know.



Ethics and Risks

It is very important that clear and strong risk assessments are completed and that they are monitored and reviewed regularly. There are obviously ethical considerations to be made when using any kind of technology.

I have included some links to sites that can help advise with this issue.

Learning Disability Wales – <https://www.ldw.org.uk/project/all-wales-personalised-technology-community-of-practice/>



Living Made Easy -

<https://www.livingmadeeasy.org.uk/scenario.php?csid=43>

SCIE website –

<https://www.scie.org.uk/publications/atagance/atagance24.asp>

We will also include information on our website.



Section 1. Shared information.

Smart sensors and Uses of data (IoT - Internet of Things) -

'Canary', 'Just Checking' or similar monitoring devices to assist with assessment, planning and prevention.



The option to have small and discreet sensors gathering data is seen as a positive way forward in managing care and geared toward preventative work.

With the upcoming changeover to Digital systems there are going to be more of these types of systems available.



Denbighshire County Council demo room - Equipped with both conventional Telecare and new innovations for Assistive Technology.

Conwy Smart Bungalow - Conwy are about to open up their smart bungalow. It has been well equipped with Assistive Technology and will offer people the chance to try equipment.

The bungalow is also going to be used as an assessment centre for people and also to carry out training for staff teams at the bungalow.

Buddi system (Locator/Tracking) -

This is a system that has been around and used for a long time. It is a device that can be used 'track' where someone is if there are concerns. It can be set to alert if someone goes out of a 'Safe area' or hasn't reached their destination by pre-set time.



One example is that Conwy successfully used the Buddi system for adults in transition during travel training to college.

All counties have used this system over the years.



There are now more of these types of devices and systems available, even Apps for phones that are free. **Life360**



Orcha - App prescription service used by NHS. With more and more Apps becoming available and are being aimed at the Care sector it is important that people check out the Apps before using. One way is to read feedback and recommendations?

Orcha is a service that gathers info on systems and can give approval for use. Having an Orcha recommendation is something Apps will advertise.

Digital Communities Wales (DCW) – They are a service that covers the whole of North Wales and are working to provide support and advice around digital technology. They are also looking to work with groups and individual who are digitally excluded.

They have a number of initiatives including a host of training and can also loan equipment.



Wrexham/Flintshire – Linzi Jones

Linzi.jones@wales.coop

Denbighshire/Ynys Mon – Lon Moseley

Lon.moseley@wales.coop

Conwy/Gwynedd - Simon Jones

Simon.jones@wales.coop

Twitter - **@DC_Wales**

There has been feedback from DCW that the take up for organisations supporting people with a LD is very poor throughout the region. If anything, it is hoped that the current situation will encourage this to change in the future?

HFT - A leader in Personalised Technology. Main provider of Day Services in Flintshire and keen to develop use of tech for people with LD in North Wales.

HFT have developed a 'Virtual Smarthouse' that people can see examples of the type of equipment that is available around Assistive Technology and how it can be used.

Follow link:

<https://www.hft.org.uk/smarthouse/technology/sensory-lighting-and-equipment/>



LD Wales - They have an Assistive Technology Community of Practice group, <https://www.ldw.org.uk/project/all-wales-personalised-technology-community-of-practice/>. They hold events aimed specifically around promoting use of technology.

There was recently a conference in Llanrwst focussing on Assistive Technology and 'Support for living in 21st century'. I presented an update of our programme at this conference and a copy of my presentation is on the North Wales Together Website - <https://northwalestogether.org/assistive-technology/>

Care management systems - Systems that enable a persons information and care needs to be recorded as and when they happen. The person can input and update activities. Share information with their family, friends, key people.

Reported to reduce admin time and increase direct support hours.



We are hoping to pilot a system?



Section 2 - Communication

Covid19 - Coronavirus

The recent outbreak of this virus is a real concern for everyone. It has a real negative impact in all areas of people's lives.

One really important area is with communication and being able to speak to and see family, friends, carers etc.

For most people the use of technology is and will play a part in filling that gap and enable people to at least speak to and see people by using the technology that is available.

There are a lot of systems, platforms etc that can be used, Facebook, Whats App, Skype, Alexa, Google, Zoom etc



However, it has certainly highlighted even more how people with learning disabilities and families don't have access to this technology or don't have the skills to use it to its full potential.

Although people might have use of phones, tablets, laptops etc, in most cases they might not be making full use of those, which will still mean they are likely to be digitally excluded. However the majority of people won't have access to equipment and won't be using anything.

To be able to use many of the applications and technology then people need to also have access to what is commonly used by many.

Once the current situation has passed I would hope that people will review what has happened.

Phones:



Laptops:



Tablets:



Personal Voice Assistants:



Especially in relation to people being digitally excluded and not skilled up in using technology that can and does make a difference in people's lives.

Going forward, it needs and must be a part of conversations with people.

Apps

There are a lot of APPS available that have been developed specifically around people's health, well-being and care needs. There is sometimes a charge/cost for the APP but there are a lot of Free Apps that can also be used.

Life 360, One screen shot of a map showing where people are. This is a tracker app that allows you to set up a group where you can all see where people are when you want to

check. The app shows you where everyone in your group is. It also shows you where and when they have travelled places by car, bus, etc. Any person can opt out of that group at any time by turning of the location on their phone. EG of use.

"My daughter wanted to go shopping on her own in Trafford centre but I was worried she might get lost. We agreed that I would track her location on life 360 if I was worried and she went shopping on her own for 2 hours while I went to the cinema. At the end of the film I knew where she was and went to find her using the app."



Life360

"My son (21) was quite isolated, lonely and had few friends. When he started work he developed more friendships and was being invited to more activities in the local community and further away. He didn't want me to 'tag' along and he also got very frustrated with me always phoning him to check he had arrived at his destination and where he was during the time he was away. I was worried, and my son knew I was worried but didn't want me to phone.

We were introduced to Life360, my son agreed to give it a try and we both really like it. My son no longer gets calls from me when he is out with his friends, he knows that I am more relaxed and less anxious (still a little anxious, but that is me?!) and we both know that if needed to for any reason I know where he is.

He told me he does like knowing that I could 'find him' if he needed me to?"

"Last week I lost my phone, life 360 showed me that my phone was in the house". A similar app is Track my phone.



Mindfulness

There are many apps available that people use to help with mindfulness techniques and to reduce anxiety.

One of those available is Headspace but there are other Apps available.

Like with many people, the use of Mindfulness can become a useful tool for people with a Learning Disability.

<https://www.headspace.com/headspace-meditation-app>  **headspace**

Daylio - Mood

Being able to record how you are feeling at the touch of a button. Can link to activities and goals.

<https://daylio.webflow.io/>  **DAYLIO**

Whats app A secure platform that can be used for communication, sharing information, setting up groups etc.

There is an opportunity to also Video Call people for face to face conversations.

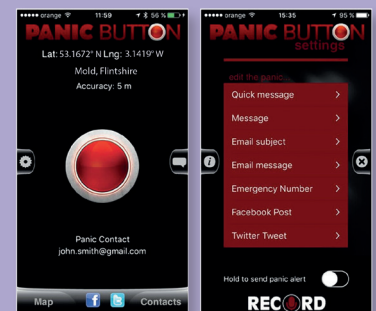
The group option is a useful tool for communicating as part of a wider network/group.

Facebook is probably the most well known and used social media app. It has the messenger facility that allows you to send messages and then track when those messages have been picked up.

It also allows video messaging which can help reassure parents and carers by having face to face conversations.

There is different level of security, Closed pages, security settings, regular checking of settings.

“Red Panic button”. Show two screen shots then give an explanation alongside breaking down the steps of what you do. This app sends an alert to your chosen number straight away. This sends a text with a pin in a google map of the exact spot where the person is. Both phones need to have a signal so this is good to use when people are out and about in towns.



“My son felt uncomfortable out one day in Wrexham when a youth shouted an abusive message at him. He didn't know what to do, so he sent me an alert, I was able to see where he was and phoned him to reassure him. I was able to direct him to a safe place where someone reassured him that he was safe”.



Smart home capabilities

There is also an opportunity for people to become more independent within their own homes.

One way of doing this is by use of Personal Voice assistant technology like, Amazon Echo's or Google devices.



Additional equipment such as plugs, light bulbs, sensors can then be added to give the person more control around their own environment.

There is also an option to add 'Buttons' to enable people with communication difficulties to use the systems.

Section 3 - Trials

There are a number of pilots/trial that are about to get started. Although the recent crisis is going to potentially delay some of the pilots.

There is a brief description of some of the pilots below. We will update progress throughout the year, both via future bulletins but also on our website.

I am also happy to take questions about any of the pilots via the team email learning. disability.transformation@flintshire.gov.uk



Wrexham

Keen to explore use of Assistive Technology with people with a Learning Disability.

They chose to lead on the Tech workstream and have been successful in getting funding for a number of initiative for people.

They are looking at a number of key areas.

- Communication
- Independence
- Friendships, community access and participation.



HandiCalender

This is a App based system that support people with routine management. It can also be used to promote independence at home ad in the community.

It has been used by people with anxiety issues as coping skills can be put into the calender for people to refer to for help.

<https://www.abilia.com/en/our-products/cognition>



MultIME

Multi me is a secure social platform for individuals with disabilities and the circle of people that support them in their daily lives. The platform has a range of accessible tools designed to give people a voice and enable them to have choice and control in their life.



MultIME is going to be piloted in Flintshire and Wrexham

<https://www.multime.com/>



Ethel

This is a touch screen device to enable people to stay in touch. It requires little or no previous computer experience.

- Connect People - Voice, Video, Text
- Share Pictures and videos
- Reduce isolation
- Set reminders - Medication, To-Do etc
- Exercise routines

They are also developing a Welsh version.

We will be looking to pilot 6 of these devices across the region. Looking for interested people will to assist with the pilots.

<https://www.ethelcare.co.uk/>



Fitbits

In Denbigh and Wrexham, we have groups who are going to be using fitbits to help monitor diet, help increase exercise and hopefully become more aware of their own levels of activity, dietary intake, etc. It provides opportunity for people to become more motivated and to actively increase health and well being.



This is an initiative that is really being pushed in South Wales.

Way2Be

This is a wearable device, similar to a watch that can assist people to get to and from places.

It gives directions via the device worn on the wrist and can also be programmed around bus timetables specific to the persons journey.

- See link for short video: <https://vimeo.com/241160325>

Virtual Reality

Virtual reality headsets are now being used for more than just entertainment, games etc. They can be used to support people in different areas of their lives.

- Skills development i.e. Travel Training, shopping
- Desensitisation Work.
- Reminiscence/Memories
- Anxiety Management
- Distraction Techniques



As part of our programme we are looking to partner with TAPE Community Music and Film and film in Colwyn Bay to pilot the use of VR headsets in development of travel training.

Seminar

This was originally planned for early in the year, March/April, however due to the Coronavirus crisis we will be looking to hold one, possibly 2 across the region later in the year.

It will give us an opportunity to update on our programme around use of technology but also around the pilots/trials that have taken place.



We will be aiming to have a variety of speakers including people who have taken part in trial and increased their use of technology.

Champions?

Having 'champions' has been a practice that has been used before and continues to be used to promote, establish and embed new ideas of working.

We would be really interested in hearing from people who would be interested in a group, including with the setting up of one.

Summary

Technology is everywhere and in everyone's lives, whether we like it, want it or not. It isn't going to go away in fact it is going to become even more widely used.

For the majority of people, it is just part of everyday life and technology that we now take for granted.

There needs to be a strong and consistent effort made to enable people with a Learning Disability to become more digitally included and using technology that can have benefit in all areas of their lives.

- Email - paul.mazurek@Flintshire.gov.uk
- Email - learning.disability.transformation@Flintshire.gov.uk
- Twitter - [@TogetherYnghyd](https://twitter.com/TogetherYnghyd)
- Facebook - [LD Transformation Info](#)



Focus on:

Update from Michelle and James from the Participation Group

Written by James Lewis and Michelle Williams

Hello and welcome to the April issue of the newsletter. We should introduce ourselves! I am James Lewis, and I am Michelle Williams, we both work with the Transformation Project. We help out by getting the message out to other people around Wales, by telling them what we are doing in North Wales, and we find out what is happening in other places.



How did you start the Project?

Both of us have helped start the Transformation Project back in the summer 2019 at the launch event in Venue Cymru. Both me and Michelle had an idea to do a Relationship Workshop. We did the relationship workshop by acting out a scene. This was one of us playing a kid and the other playing the parent and within this scene we acted out that we were scared in telling the parent that we had a girlfriend and that we were scared about having sex with her.

Our adventures at the Cwn Taf First Conference

Day 1

After a very early start of 7am Michelle and James had start their trip to Cardiff. After changing their train at Chester and by this time, picking up Mark and Justin on route they were on their way to Cardiff. They arrived in Cardiff at 11:15am and got a taxi that had been booked for them, they were on there way to the Minmis Hotel, Cardiff. When they had arrived at the hotel they couldn't believe their eyes at how wonderful the hotel was.



When we arrived we went in search of Dawn Price, who had asked us to come down and do a workshop for them on Seamless Together Service with Learning Disabilities.

We didn't have long to set up, but when we did we saw that we had a lot of people that were interested in finding out what we are doing in North Wales. Both Michelle and I were nervous on doing presentation for the first time, but within a few minutes we got into the swing of things. The people who had sat in on the workshop enjoyed what we had to say and what was happening in North Wales. They were also very interested in the workshop that Mark and Justin were doing (Flintshire Do-it), one of the people that was there wanted Justin's autograph!

Day 2

Another day, another workshop as they say! We did another workshop on the second day for the conference. We had another full workshop again! WOW! It looks like a lot of people in South Wales like to hear what we are doing up in North Wales. Both Michelle and I did another workshop on what we were doing in the Transformation Project. I think they enjoyed the workshop with the video, and also I want to say a big well done to Justin and Mark for their workshop of Flintshire Do it!



After we had finished doing the workshop we had lunch and thanked Dawn for letting us come down to South Wales to do the workshop. After that we had a taxi booked at 1pm to take us back to the train station and we both went our separate ways, (by this Mark and Justin went to get an earlier train - lucky people). After they left both me and Michelle went for a drink and waited for our train back to North Wales. We hope that Dawn will have us back next year to do it all over again. Fingers crossed!

Wow – We would love to thank Michelle and James for representing the transformation programme and delivering these fantastic workshops – Great work!!

