2. The Right Support

People with a learning disability are entitled to have the right support that fits their needs, abilities and expectations.
What people in Hampshire have said about The Right Support:

“All staff should be CRB checked and regularly monitored.”

“Support staff need to be completely person centred all the time.”

“Support staff who work with people with LD and complex needs must have the right training especially in communication skills.”

“How do we make sure that staff and others listen to and understand our needs?” Some do some don’t!

“Staff need to know people well, it’s no good if they keep changing all the time.” This is very important especially for us.

“That my choices and needs are met, not those of the support services.” They need to put me first. What about people who can’t speak for themselves.

“ Enough staff on duty to feel safe and to do all my activities” Sometimes they are short staffed.

“Staff need to have good values and attitudes, they should be caring, positive, motivated and encouraging.” Not walk all over us.
“I am a person. I have my own feelings and thoughts. I want these to be respected and followed through. I want to live my life my own way, not just have my care needs met. You would be amazed at what I can achieve. But I need you to support me and give me the confidence I need to do it.

With you beside me I can really go places that might have seemed impossible.” Marcia

What people said that would make things better

• Making sure staff are motivated and trained to support us and have good supervision to ensure best practice

• Care staff are valued and motivated to do a good job (including recognition of the value financially i.e. not just paying minimum wage)

• Ensure that support plans and Person Centred Plans (PCPs) are followed and regularly updated to meet changing needs and choices. Ask us first about any changes

• Someone’s support is initially reviewed after 6 months and then annually to ensure it continues to meet their needs

• The right to choose who supports us and to be able to change that support easily if required

• Ensure there is enough support so people listen to us and respect our choices about where we live, what we’d like to do during the day and how we can be included in our community.
• Ensure that there is continuity of staff who know people well but not restricted to a few individuals, to enable staff to learn from one another and encourage best practice

• Staff not to use their personal phones when supporting people

• Making sure staff are aware of new technology to help support people, things like, Telecare and communication aids. This needs to be explained in simpler terms so we understand

• Ensure there is enough support to help people access Personal Budgets and Direct Payments

• Making sure there is support for parent/carers where and when they need it

OUR PROMISES

Working together we will ensure people with learning disabilities have the right support that fits their needs, abilities and expectations.

Adult Services will make sure:

• Social care teams include people’s person centred plans when they do an assessment

• Social care teams think about all the ways people with
learning disabilities have support to meet their needs and include these in their assessment

- Social care teams help people with learning disabilities write clear support plans that tell providers how much support they need and how they would like it to be provided

- Social care teams review services with people with learning disabilities and other people who are important to them to make sure they are getting the right support in the way they want it

- People with learning disabilities are involved in the planning and design of a new way of buying support so they can choose the right support for themselves

- It continues to check the support people with learning disabilities are getting when there are concerns that a provider is not as good as they should be.

- Adult Services will help providers to be better, this is called Quallity Outcomes and Contract Monitoring (QOCM).

- It buys support services for people with learning disabilities that are good quality and meet written standards

- It buys community based services that include support to help people with learning disabilities be included in their community

- It buys care services that meet standards set by the Care Quality Commission (also known as the CQC)
Health Services will make sure:

- It works with other services to teach them and support them to give people the right healthcare support
- That healthcare is reviewed with people with learning disabilities and adjusted as needs change
- That action is taken when the support is not good enough
- That new technology is considered when planning healthcare services for people with learning disabilities
- People with a learning disability are involved in writing their care plans about how they want to be supported

Children’s Services will make sure that:

They work together to make sure people have the information they need about transition

Advocacy will make sure:

- People know what their rights and choices are
- People can tell others what support they want
- It helps people to challenge professionals and services if they are not getting the support they want
• It helps people who find it hard to speak out or do not use spoken words to have their rights and choices respected.

• It helps to find ways of helping people train workers who support them, so that they can do a good job.

• It asks people to help recruit and train our workers.

• It makes sure information about our advocacy services is available to people, their families and workers from other services.

The Police will make sure:

• It works with others to continue to cut crime and protect people with learning disabilities, wherever they live.

• People with learning disabilities who are witnesses or victims of crime are supported to speak out.

• It works alongside people with learning disabilities to stop hate crime.

• People with learning disabilities will see the Police treat everyone fairly and with respect for their individual rights.