

TCP PEOPLE

Humber Transforming Care Partnership news



The Humber Transforming Care Partnership (TCP) strives to involve people as equal partners in designing the support and services they receive. Recent engagement activity with members of the LD community in the Humber TCP area is helping to improve our strategies and shape the future of local services.

Welcome to the IST team



Meeting the Townend Court Pool Club

To support the establishment of the new Intensive Service Team at Townend Court in Hull, a meeting was held in June with 8-9 men from Hull and the East Riding who regularly meet to play pool at the facility. We talked to them about their experiences at the centre, what they liked about it, what, if anything, concerned them and what they may like to see in the future.

Key things people they liked about the services at Townend Court:

- *'You get a straight answer when you ring in'*
- *'The people at the front desk are very good'*
- *'My mum really likes the team here'*
- *'The letters are nice and clear.'*
- *'Photographs on letters might help but the information in the letter is more important'*
- *'Coming here has helped me get me away from the people I used to hang about with'*
- *The group was very positive their football/sports trainer who they feel organises and structures sports sessions very well.*

The key elements of the new Intensive Support Team were explained, in that it would be the same people they are used to making up the team and the team will be available over longer working hours - every day from 8 am until 8 pm. It was explained that although they will be supported over more flexible hours when they need help at difficult times they might not necessarily see the same person each time. No initial concerns were raised about this change and it was agreed that we ought to revisit this when the new service was better established.

Key things the group said they would like to see in the future:

- **A swimming group at Ennerdale Sports Centre**
- **Anger management 1 to 1 sessions being offered**
- **More relaxation sessions**
- **One member said that his dream was to be out living in the community - with family or on their own and anything that helped that would be welcome.**

The pool club has said that they will be happy for meeting again in smaller groups to provide their views as the new service gets established and that they were interested in ongoing surveys about their experiences with health services via questionnaires. It was a pleasure to speak with the group and we thank them for giving up their time to give us their views.

The Intensive Support Team at Humber Teaching NHS Foundation Trust launched in July 2018, bringing together a team of more than 20 professionals across speech and language therapy, psychology, community nursing, occupational therapy and health care assistants (HCAs).

The team, which is based at Townend Court, works proactively in the community to support people and reduce the likelihood of them experiencing a crisis that might lead to admission.

Guy Sargent, HCA, (back row, second from left) recently moved into a new role in the team: "It has been a very busy period in getting the new team up and running, and, as a team, we bring together a lot of complementary skills and knowledge. It is such a welcoming and supportive environment to work in and I am excited about what we can achieve for the people we provide services for."

Shaping the Autism strategy in the East Riding



East Riding of Yorkshire CCG and East Riding Council have involved people with autism and support groups in the East Riding of Yorkshire in the development of a revised Strategy for Adults with Autism in the East Riding. Nine people responded to an online survey putting forward comments and suggestions which were grouped into themes:

- **Joined up planning**
- **Diagnosis and Post Diagnosis Support**
- **Fulfilling and Rewarding life**
- **Better Information and Awareness**

Some extremely valuable comments were received. For instance, under Fulfilling and Rewarding life, participants said that they would expect the strategy to contain a statement regarding an adult with autism having the opportunity to choose where and with whom they live. It was also noted that there should be 'recognition of the skills that autism gives me, and to be allowed to work in an environment where I can show these skills at their best.'

East Riding Healthwatch gave a comprehensive response which described the draft document as well presented, relevant and easy to follow. An informal session at Matthew's Hub (a local group for people with high functioning autism) gained feedback from group of young adults with autism and staff

which included suggestions for:

- **improved co-ordination of care across teams – LD, CAMHS, adult MH, eating disorders;**
- **support to carers and parents;**
- **earlier intervention in schools, especially around transition at 16 and 18 along with support leading to those key transition points;**
- **training of public and private sector employers in how to improve communication**

- **written and verbal;**
- **use of digital and video to assist in the provision of messages/training; and;**
- **earlier and better supported diagnosis.**

In addition, Matthew's Hub identified how they can positively contribute to the development and implementation of an autism strategy. This includes:

- **The range of activities people can take part in at Matthew's Hub that impact on everyday life – the videos they are making regarding what it's like to be in a job, working on benefits is helpful to members**
- **The advocacy and support provided to individuals which is hugely beneficial around easing low-level anxieties**
- **The hugely positive impact from social time within a place where members feel safe and secure. There is a great level of peer support and learning amongst the members which they feel is supported or facilitated by staff of the Hub**

It was pleasing that respondents concluded that the strategy had been produced by people who are well aware of the problems faced by people with Autism. East Riding of Yorkshire CCG and East Riding Council would very much like to thank everyone who contributed to the revised Autism Strategy for East Riding of Yorkshire which will be complete by December 2018.

Living independently in North East Lincolnshire



To support the future tendering for new Supported Living providers in North East Lincolnshire, a series of CCG and council-led visits took place in July to meet tenants and ask them about their experiences.

North East Lincolnshire CCG aims to commission a supported living service which enables individuals to:

- **Live as independently as possible**
- **Receive their support in the least restrictive way possible**
- **Live in their own home by maintaining a tenancy agreement, rental or ownership**
- **Have choice and control over their care including how it is delivered and by whom**
- **Receive a flexible service which responds to their individual preferences and needs**

7 of the 8 current support providers were visited and all of the tenants the team met were able to express their views. Some very positive responses were received around support to help them in the home, and to go out, and opportunities to talk about anything that is worrying or concerning them.

Tenants said they were supported to do as much for themselves as possible: helping write / develop their own support plans. Time tables and daily programmes were visible in the homes: displayed on kitchen / living room walls.

All tenants are encouraged to participate in the home: helping with shopping; joining in with other tenants, going out socially. All had knowledge of their local community and regularly accessed it: walking or using local transport or (Phone n ride). When people do have any issues there were opportunities for them to say what they need from the staff.

Some of the comments received included:

“We are going on holiday to Blackpool: My support workers are taking me and the other tenants. I am looking forward to this.”

“I love it here: I do house chores, I keep independent. With my friend here: we make each other a drink.”

“I have my pet budgie: whom I love. We listen to Freddie Mercury and sing along together”.

Thank you to all the tenants who spent time giving their views to help make sure future provision of Assisted Living accommodation is of a high standard.

Co-producing the new care pathway for Down’s Syndrome



One of the most rewarding pieces of work during 2018 was the development and launch of the new care pathway and clinical guidelines for Down’s Syndrome by families, carers, Hull CCG City Health Care Partnership, Hull City Council, the Downright Special Network and people with Down’s Syndrome.

Initial discussions with parents and carers had identified gaps in their awareness of services which had resulted in children missing out on vital support. They highlighted the difference in quality of care they had received, and their wish to have a consistent approach to referrals and support while maintaining personalisation.

Hull CCG used an ‘experienced based’ co-design approach that involved 36 health and social care professionals, 21 parents and carers and 6 people living with Down’s Syndrome. A series of in-depth focus groups for parents and carers and for professionals explored key issues and barriers in accessing health services towards developing a new pathway.

It was clear during the process that many parents had not had the chance to voice their experiences of health care at the point of diagnosis and their day-to-day interactions with health professionals. As a result more sessions took place to ensure that the pathway reflected these unique perspectives. The new pathway was launched on World Down’s Syndrome Awareness Day in March 2018.

This was a very emotional event and parents spoke of their pride and gratitude to be able to develop the pathway. Find out more about the Down’s Syndrome pathway for Hull at www.hullccg.nhs.uk/downsyndromehull



Your Invitation: Working well so that people with a learning disability don't die too young An event in Hull on 7th March 2019



- Do you want to get together with others to share best practice and find ways to improve the lives of people with a learning disability locally?
- Do you want to understand more about the work that is being done to prevent people with a learning disability dying at a young age?
- Would it be helpful to understand some of findings from the work to date?



Who can come to the event?
Anyone working or living in the Yorkshire & Humber region who wants to be part of finding ways to help people with a learning disability lead good and long lives. This includes:

- People with a learning disability
- Family carers
- Academics
- Those driving forward the work around the Mortality Reviews in local areas
- NHS colleagues from mainstream services, like Yorkshire Ambulance Service and community pharmacists
- Health and social care colleagues
- Other partners, such as care providers and the Police.



The session on 7th March in Hull will bring together some of the findings from the Learning Disabilities Mortality Review and provide a way for yourselves and others to share your best practice ideas and challenges.



To reserve your place, please contact Inclusion North at:
judith@inclusionnorth.org
0113 244 4792
Or you can book online at:
<http://bit.ly/7thMarchHull>



When and where?
This event will take place from **10am to 2pm on Thursday 7th March 2019** at a venue in Hull. The venue is in the City Centre. We will let you know the venue details when you sign up to come along.

You can claim your travel costs if you are a self-advocate or family carer.

Tell us what you think

If you would like more information about the Humber Transforming Care Partnership or would like to help us as we develop our plans, please contact ERYCCG.ContactUs@nhs.net

