

CONSULTATION QUESTIONS

Progress and Challenges

Q.1 Do the findings of the evaluation broadly reflect your views about services for people with learning disabilities/carer?

Yes No

Please provide any comments, evidence and/or examples here

In preparation of this consultation feedback, we asked the individuals we support in Scotland for their views. They said they agreed with the consultation findings, however did not rate housing as a key issue. This may be due to these individuals being secure in their present housing arrangement.

As a provider, our view is that suitable housing continues to be a problem for people transitioning into a community care setting for the first time. Social care housing is often located in built up environments which means those wishing to stay in a rural place close to family and friends are unable to do so.

In addition the lack of affordable housing on one level is a real issue for many people with disabilities.

Q. 2 Can you give examples, either locally or nationally, of what you think has worked well over the last 10 years of *The same as you?*

Please provide any comments and/or examples here

The individuals we support told us they have seen a real improvement in their lives in the past 10 years. They following is a summary of their views:

- " I am supported when I go into hospital by my support workers.. I feel safe."

- "I have choice in what clubs I go to or have things to do."
- More choice in activities
- I am able to Attend resource centres/ day services
- People in the community are more accepting
- Organisations have raised awareness for people with disabilities
- I enjoy living in my own home
- "I am one in five in the north of Scotland that if I take a seizure and have to phone ambulance, they come within seconds as I am flagged."
- There are now changing areas for adults in the community
- I have more independence and choice
- Postal votes now available
- There are more accessible buses with ramps
- There are more accessible places to go on holiday
- There is more information available for learning disabilities
- I am not able to attend my day centre as much as I did before.

Q. 3 Can you give examples of issues in current work and/or policies that still need to be addressed?

Please provide any comments and/or examples here

The individuals we support identified eight areas they believe should be addressed:

Staff

- "...more staff to allow me to lead a more independent life."
- "...more staff so I can get out more
- "...more 1:1 funding..I have to share with 2 others...makes staff less flexible."
- Increase training for staff to know more about learning disabilities
- Increase dementia awareness training for staff
- "...need more care than what is available to live independently."

Employment

- I would like more opportunities for supported employment
- More jobs for people with learning disabilities and physical disabilities
- Encourage businesses to employ people with learning disabilities
- Job information and application in accessible format
- "...been treated differently when [I] worked because of learning disability."

Health

- More treatments at home
- Better communication between NHS and services
- Training for NHS staff about learning disabilities
- "I would like the Dr. to talk slowly and explain things to me...as I am hard of hearing and do not understand at times."
- "I would like Dr... to shake my hand and explain things to me when I go to see him."
- "I would like the nurse and dentist to talk more and listen to what I say."
- I want the dentist to explain things better to me
- More medical checks
- Quicker health appointments
- Dental access poor. Out of hours is a 60 mile trip.

Transport

- "transport to take me to a job."
- Better and easier transport
- Training for bus drivers
- The following is an example of the barriers people face. This

individual lives in Inverurie:

"...waited for bus to go into Aberdeen, the plan was to go out for dinner prior to the theatre, bus was not wheelchair access... had to wait for next bus which left no time for meal. After performance waited at bus stop...bus not accessible. Waited hour.. next bus not accessible. Had to wait another hour and head to bus station to request that next bus was wheelchair access. As a result instead of being home by 8:15 pm, not home until 11pm! I have been told on 3-4 occasions where the driver has said that they don't know how to work the ramps and had to wait for next bus. Was able to access bus in Glasgow as bus stop on high kerb, when arrived at shop the bus driver said he couldn't lower bus and that he didn't have ramps to allow off bus. The 2 staff and 2 passengers had to lift [me] and chair off bus while driver sat and watched."

Social

- More access to clubs
- More activities for people with learning disabilities
- More locally so could get out more and not have to travel
- "more places to meet people the same as us."
- Keep community resources open!

Housing

- More places for people to live
- More adapted or purposes built accommodation
- More supported living houses

Benefits

- An overwhelming number of individuals responding rated an increase in benefits as a high priority needing addressed.
- "...the government could do more to support my money situation and listen to service users opinion."
- Accessible information on benefits

Education

- More choice
- Funding for re-opening literacy group
- More courses...more choices
- Experienced tutors to help people with disabilities
- More funding and courses for people with severe disabilities
- More opportunities
- Training at home to being with

Other concerns

- Need to educate people about how it used to be
- Support people with learning disabilities to learn life skills from an early age
- More focus on rural areas
- More accessible information so I know what is happening

- Get rid of health and safety. Stop using health and safety as an excuse
- More accessible facilities
- More input from care managers
- Cuts in funding mean day centre closed...enjoyed
- Face to face interviews
- Increase public awareness of disabilities
- "I was part of a project and went to local primary schools and spoke to children about disabilities...funding was cut.

Good Practice – Organisations

Q. 4 Can you provide examples of what you have done over the last 10 years, within your organisation, to improve services and access to services within your local area?

Please provide any comments and/or examples here

- We have developed a service user forum with representation across the organisation ,including Scotland and England, which addresses global issues such as human rights, dignity, employment as well as organisational issues such as user representation in recruitment and equal access to facilities.
- Regional service user groups meet to address local issues such as benefit concerns, voting, access to local facilities, etc.
- We have provided training to staff and developed an outcomes based approach to delivering support to individuals. Particularly through the use of Talking Points
- We have developed person centred approaches to supporting individuals using PATH, MAP and/or ELP
- More partnership working with all agencies involved with individuals including housing associations and other charity groups
- Community mapping is used to support individuals to access local amenities and be a contributing part to their community

Good Practice - Individuals

Q.5 What have you done, as an individual, to make positive changes within your local area?

Please provide any comments and/or examples here

Only two individuals responded to this question. They said:

- Working in local schools to educate children about people with disabilities.
- Supported by staff to know more people in local community

Future Priorities - Healthcare

Q.6 What still needs to be done to ensure that people with learning disabilities have access to better and more appropriate healthcare?

For individual comments from those supported, please refer to Question 3

As a social care organisation supporting individuals to access healthcare, our experience leads us to believe there is much improvement needed in this area. Individuals receive very poor care at times. Particularly if they have profound and complex needs and find communicating difficult

Examples include not talking to the individual, talking over individuals and making derogatory comments and jokes in the presence of service users.

Future Priorities - Education

Q.7 What still needs to be done to ensure that people with learning disabilities have access to better educational opportunities?

Please provide any comments and/or examples here

Educational diversity should be recognised. Individuals with learning difficulties/disabilities have varying degrees of support needs to access education. There has been a lot of progress in offering education opportunities to those with complex needs, however this is often accomplished by recognising skills they already possess. For example, an individual may receive support to undergo an SVQ qualification, however this qualification is usually in an area they are already proficient in such as access and using public transport. It would benefit individuals with learning disabilities to access an educational system that offers opportunities to develop skills. This could be delivered if educational systems offered courses with varying outcomes.

Future Priorities – Independent Living

Q.8 What still needs to be done to ensure that people with learning disabilities are able to live independently?

Please provide any comments and/or examples here

The recent budget cuts throughout Scotland have had a profound impact on individuals with learning disabilities and the support they receive. Some local authorities are cutting individual budgets so drastically that it impacts their safety. It is agreed that savings must be sought, but not at the risk of individuals support being compromised. Some local authorities are making decisions to cut individual funding by applying a 'one size fits all' assessment process. In some cases, no one from the local authority is visiting the individual

to carry out this assessment.

Individuals have gained a lot of independence in the past 10 years with institutions closing and people moving into their own homes in the community. Unfortunately, the current trend will result in a decline in people living independently as it is cheaper to support people in larger residential settings with less choice. This is a step backward and we find this trend quite worrying.

The Joint Improvement Team has developed Talking Points which is a very good tool for assessing outcomes for individuals and uses a person centred approach. Individuals would benefit from the Scottish government making this assessment tool a requirement for local authorities when assessing individual needs/outcomes.

Future Priorities – Employment

Q.9 What still needs to be done to ensure that people with learning disabilities have access to better employment opportunities?

Please provide any comments and/or examples here

It is recognised that employment is an issue for everyone in the present economic climate. However, individuals with learning disabilities would benefit from having a larger choice of employment. It would be helpful if the Scottish government could offer incentives to mainstream employers to employ people with disabilities and give them a chance to experience employment with support.

A more creative approach is needed when supporting individual with complex needs in employment. The value they can contribute to society is possible if the right support is in place.

Future Priorities

Q.10 What other future priorities do we need to focus on? (Please list these in order of importance with the most important first)

Please provide any comments and/or examples here

- Transportation difficulties in rural environments continue to be an issue. In addition, the lack of accessible public transport greatly restricts the independence of individual with physical disabilities. Poor understanding of public transport workers exacerbates this issue.

Thank you for taking the time to read the consultation document and taking the time to respond to the question. Your continued input and support is vital in ensuring that we continue to close the inequality gap that people with a learning disability face daily.

All completed questionnaires should be returned to Sarah Grant either by e-mail or at the address below. The closing date for responses is 30th September 2012.

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