

# Planning Together Meeting

Wednesday 19 July 2023

## 1. Review and update on actions

Please see slides on the [Planning Together website](#)

## 2. CLDS Updates

Congratulations to Lynette Kennedy, Nursing Manager, who has been awarded the British Empire Medal in the Kings Birthday Honours list. We are all very proud of Lynette.

### Social Care Update

Two new members of staff have started, **Simone Van Sluytman** is a full time Lead Practitioner. **Philip Lee Thomas** is a part time Lead Practitioner and is looking at the First Contact Team to make it better, such as checking:

- are people getting through quickly enough on the phone?
- is there the right help and support available when you call 020 7974 3737?

If not they would like to know why and what they can do differently. There will be surveys for feedback.

### Health Update

This is the last meeting for **Courtney Francis** as a Health Facilitator. He is going to work at UCLH with Sarah Cope as a Learning Disability Liaison Nurse, so Courtney will still be working in Camden. They will have someone to take his place and will let people know when they do.

CLDS are going to work with Rethink Advocacy Service to do a drop in session for anyone who has questions about **Hospital Passports**. People can go to that session and someone from CLDS will be there to provide support. They will get a poster done. Hospital Passports are important so hospital staff know how to support people with LD the best.

A video about **Healthfest** can be found [here](#). Over 200 people attended which is the most ever. We will do a review meeting thinking about what went well and what to change for next year. People have asked for it to be two times a year. It is so much hard work that Lynette cannot do that,. Thank you to everyone for all your help and support to make it such an amazing day.

## 3. Employment – Good Work Camden

**Ellie Campbell** gave a presentation about the work of Good Work Camden. Ellie is their New Disability Job Hub Lead and joined in March. Please see presentation on the [Planning Together website. The Disability Job Hub is about to recruit a new specialist learning disability job coach and CLDS are also about to appoint a new 'Work Ready Coach'](#)

Q: Where are you based?

**A:** There is no fixed location. We can meet residents in all sorts of community spaces. Sometimes at the library at 5 Pancras Square, or in Gospel Oak there is a Job Hub building. We can meet people at Greenwood too.

**Q** How are you contacted?

**A:** Please contact [eleanor.campbell@camden.gov.uk](mailto:eleanor.campbell@camden.gov.uk) if you would like to refer someone for support. There is also a Job Hub registration link online [here](#)

**Q** People with LD need hands on help, not just doing a CV and going to interviews. They need follow up in the initial stages and often for years in a job to maintain it.

**A:** This is right and there is no maximum length of time Good Work Camden can work with someone. We are doing training for advisors on Systematic Instruction Training so they can support people when they are in work. For some people traineeships may be better at the beginning, before going on to a real job.

**Q** Is there help to get better jobs? eg. work in offices. Most people with LD go into workplaces and do unpleasant jobs no one else wants to do.

**A:** It is still early days for the Job Hub. One of our main job is to find more employers to sign up and have a conversation so they can help people with LD reach as far as they can do, and push themselves beyond. They also have work placements, where people go to a company for 6 months and get paid so they can learn how to do that job and see if they like it.

**Q** Can they look at a digital or video CV as a reasonable adjustment? Employers can make that adjustment. People could use video to show abilities and capabilities better.

**A:** This is a great idea. It helps coming to meetings to hear these ideas and we will look into using this idea.

**Q** It is frustrating when employers advertise jobs and say you need certain things even when the job does not need it eg. pass exams, driving license. Are you talking to employers to only ask for things they really need?

**A:** We are doing training for employers. Sometimes employers don't realise. When you talk to them they realise 'I never thought about that' and next time don't put it.

**Q** Before the pandemic there was a big launch at 5PS. Is this service replacing that?

**A** This is a continuation on what they were doing before. It was paused because we did not have the right people in post. There will be a LD job coach and a Work Ready Coach picking up where that left off.

**Q** Before employers used to take on lots of people with autism and LD and get money back, but they would not always use them and then push them out.

**A:** We don't want that to happen. With what Good Work Camden are doing employers would not get money. They are just starting to get people into work and make steps. They want to be hands on with people at every step. This may take longer but it means we know they are in the right place being supported.

**Q:** Where do companies who provide services for Camden Council stand on the issue of being good employers?

**A:** The Council is still learning and this is really important. The Council can use the 'Social Value' requirements in their contracts to tell employers they need to employ people with LD and provide support they need to show they are doing it already in Camden. For example the Council's Supported Living Contracts ask the providers to do this.

With the work placements they are hoping to get some places in Camden for people. Ellie will let everyone know how it develops.

Sarah Lui is a Strategic Commissioner for LD. Part of the job is having contracts with providers for people with LD. In the contracts they say what we want regarding employing people with LD. There is a lot more Sarah is planning to do to make sure that asks providers to offer jobs to people with learning disabilities.

**ACTION: Sarah to speak to the Borough Solicitor (our senior lawyer) about work the council do on 'Social Value' (this is about getting more jobs for people with learning disabilities built into future contracts)**

#### 4. Employment – Synergy

Synergy presented a video. This can be found online on [YouTube](#)

**Q:** They spoke to a lot of people with a mild LD. It would be good to hear about people with more moderate to severe LD and what employment means for them. They could use talking mats. Everyone thinks about jobs as front facing and not about enterprise & vocational opportunities. There maybe work with Alexandra Centre doing some of that enterprise

**A:** Synergy do take talking mats along and other things to speak to people. They want to get into Alexandra Centre but have had difficulty making contact.

**ACTION: Lynette to email the Alexandra Centre contact and introduce Jason**

Group members commented parts of the video were a bit depressing. People are really keen at first getting the help and then it tailed off. Possibly they lost a job they could have liked if there was support. Some people Synergy spoke to had jobs,

some didn't. Some were not doing what they wanted to do because the employer couldn't or wouldn't let them.

**Q:** One person in the video spoke about how the manager was good and let them draw things rather than write. People could have a good manager but they could leave, the new one does not understand and they risk losing the job. People need support and training through the whole life of a job.

**A:** This is something Good Work Camden will think about. It is something to work towards and have as a goal.

**Q:** At the moment Unity Works provides support that goes on forever. My son would not continue to have a job if not for the support

**A:** Support to keep jobs is really important to think about as a system. Good Work Camden, CLDS, Unity Works and Living a Good Life are all working together to make sure people have support to keep jobs.

**Q:** People with LD don't get Access to Work. If someone had a sight or hearing impairment they would get Access to Work eg. British Sign Language. If there was a change in this people with LD would be able to have someone to support long term.

**A:** The Care Act is the main piece of law that says how they should support people. It has lots to say regarding the importance of employment and supporting people. As a council they need to think what they are doing to support people to keep jobs.

Along with the Care Act all the documents about how to stay healthy mention employment.

It is not clear if the focus in SEN schools is going to work, like it is in mainstream education. When Synergy spoke to young people there is a slight improvement, but not a big one.

## 5. Trauma Informed Care

**Leah Jesnick** and **Amani Milligan** from the CLDS Psychology Team gave a presentation. Please see this on the [Planning Together website](#)

**Q:** As a service CLDS on the whole has really improved. Would losing something be a trauma?

**A:** Yes, losing something or someone can be a trauma and a really bad experience. They are very aware and think about that and how to support people.

**Q:** What does 'fight, flight and freeze' mean?

**A:** This is how we might react when something bad happens. It comes from a very long time ago when people were living in caves and had to go out hunting. If they came across a wild animal they would fight, flight or freeze. We still do that when bad things happen. It can help people understand why they reacted in a certain way.

**Q:** Psychology have a really difficult job to do. Some people have had such bad experiences they don't want to talk about them. How do you help people with that?

**A:** This is really important. They do as best they can to make people know they can share things but do not push. They might just say 'it sounds like a really difficult time' and then maybe the person can feel listened to and not judged. Building trust will help people feel safe to talk about bad things that have happened to them.

**Q:** People may not want to go to a certain place or person and won't say why.

**A:** They are really aware about how to give choice in a sensitive way. A good thing is that there is the whole service and different team members. If someone is not comfortable with one person they can go to another. They think about how the service runs together as a team.

**Q:** When someone has had a bad experience how do they engage with them? Are there self-referrals?

**A:** They think about how the service runs eg. in some services if you don't turn up to a number of appointments you are no longer allowed. In CLDS they think maybe people need more time or they need to look at how they work as a service. Building trust can take time.

If something bad has happened before with a service or professional it is about giving people a really different experience, showing they hear them and doing the opposite.

Referral to psychology can be for anyone under CLDS. People can refer themselves, or by the GP, or speak to any member of the CLDS team. They are always really open to talking. Please contact [clds@camden.gov.uk](mailto:clds@camden.gov.uk) or 020 7974 3737 and ask to speak to someone in the psychology team.

**Q:** A whole range of activities can be traumatic, eg. cervical smear or injections. Part of it is thinking what can they do not to completely take the bad experience away but make it less bad. CLDS are talking to providers, parents, and people working in hospitals to make it less difficult.

**A:** Part of this is being honest. Things like cervical smears or injections are uncomfortable and distressing but it is about what we can do in our control to make it the least bad experience.

**Q:** When someone tells you something it weakens them, how do they build them up?

**A:** It is different for everyone. They ask people eg. can you tell me how that feels? By talking things through hopefully people go away and feel brave and more confident, and know it is safe and ok to talk about things if you want to.

**Q:** When my mum died I got through it with Synergy work, there was all legal stuff to do and the grieving was put on hold. It was hard but you have to move on.

**A:** Life moves on but it is ok to feel sad. As a service we want people to know it is ok to feel sad and that the service is there to help.

**Q:** People tell staff bad things and they are not robots, they might pick up trauma.

**A:** This is really important, and we are thinking about staff as well, and they can be upset. They think about how to support staff. Staff have supervision to speak about things going on, how to manage difficult emotions. There is also the team they can speak with.

**Q:** In the past there was work in Brent looking at areas where they had to deliver bad news. What can you do to have safe places people can talk eg. not in front of parents. What might a safe space look like?

**A:** CLDS are thinking about places being more trauma informed. Eg. How to make rooms more safe and comfy. They know a lot of people won't want to come to 5 Pancras Square. As much as possible they give choice eg. to be seen at home, walking and talking, or in a community space if it is private enough. The Crowndale Centre have some rooms. This maybe a place people have no bad memories of.

At 5 Pancras Square CLDS have been given a room in the first-floor library just for CLDS as a safe space. They will paint this room a different colour so it is more comfortable, and more private so people can't see in, but choice is really important. We are working with Synergy to design this room so that it feels as safe as possible.

## 6. Annual Report

The Annual Report is available in several different versions. A full detailed report, an easy read version and a video version. The full report and easy read will be sent with the minutes. The video was presented and can be found [here](#)

One of the priorities from the CLDS 2021/22 Annual Report was to increase the number of people getting an Annual Health Check. Courtney Francis, Health Facilitator has been working with GPs on Annual Health Checks and spoke about why people need Health Action Plans as well.

- There has been work with GPs on Annual Health Checks to make sure people are invited, attend and they are good quality. This year we did really well. 94% were completed. About 33 GP practices were visited or supported.
- One helpful way to support is make sure GPs know about reasonable adjustments eg. with communication needs. We work with carers or others to support to pass on the information to the GP practice. We found people were more likely to attend when the GP asks about and offers reasonable adjustments.
- Our next step is to look at Health Action Plans. Doctors should give you these after your annual health check and you can ask for this yourself. There is a template. Please contact CLDS to make sure you have a copy if needed but the GP practice should have it already.

- The Health Action Plan has information on all your health goals and how can they be achieved. They are thinking of ways to support GPs to do these. Most are not doing them but you are entitled to them and it is part of the health check. The next health facilitator will be following this up.
- If you have any ideas, thoughts or questions let Courtney, Lynette, the new Health Facilitator, or Andrew know.

**Q:** Before there was a different document which was bigger. There is now a better, shorter document, but they need to rename the other one. Are there any ideas?

**A:** The main thing is to get GPs to do it. They should be doing it but they don't at the moment. It is a big piece of work. As part of that they will look what to do for the other plan so they go together.

The work on Annual Health Checks is important. It is great there are so many but some are not good. It is a big piece of work. They would like to do it the same way as the hospital passports through a project with Synergy, GPs, providers and parents.

Lynette gave an example of what goes on a Health Action Plans e.g. if the GP says your Blood Pressure is too high they may say

- change your diet and
- do more exercise.

The Health Action Plan notes the problem and how that will be managed. The GP may only be a small part of that and many of the actions might be for you and your support workers or family.

**Q:** If you have asthma the GP phones you to see how you are doing on the phone, but you have to do peak flow. How can you do a asthma test on the phone? It is silly.

**A:** Agreed you can't do a peak flow on the phone and we would like to see all health checks done face to face

**Q:** Can CLDS tell GPs to do Annual Health Checks and if not they lose the right to be a doctor? The doctor should be inviting people.

**A:** If people tell CLDS they have not had a check, then the Health Facilitator can speak to the GP to ask why it is not done. GPs don't have to do them / there is no law, but they get paid extra for each check and it is good practice. Camden is the only borough in North Central London to have a health facilitator. The commissioning team also write to the GP about how well / bad they are doing and remind them the amount of money they will make.

The LeDeR mortality review records every time someone with an LD dies and there is a review of care. Out of that review there are things GP's need to do better. Feedback to do the Annual Health Check is always part of that.

Andrew asked for feedback on the other priorities for CLDS for this year. These are:

- focus on employment,
- dealing with the impact of poverty - so the cost of living is not impacting too much,
- making sure CLDS is fair and all are being treated equally, and

- working to develop a new care home in Camden to take the pressure off Breakaway.

**Q:** Are there plans for the site of the new care home?

**A:** It is an idea in its early stages. A huge amount is about finding the money, finding the site, and making an argument if they spend the money it will be better for the council in the long term.

**Q:** Is there help for people to pay their bills? It does not seem that they have adjusted allowances for what people need to survive on with the increase in cost of living. The disability related expenses amount you can claim has not changed.

**A:** They have changed. They can ask David who manages that team to explain.

**ACTION:** David Kinloch from Awards and Contributions to be asked to explain / breakdown what changes have been made in terms of the cost of living.

**Q** Is there a way to measure how many people have got Hospital Passports?

**A** Not at the moment but we hope to be able to do something. This could be a project with UCLH working with Courtney in his new job. They could also use the computer system, 'mosaic', that all staff use. On mosaic we can see clinical records from the GP where people have given permission for this. They need to check what information they can see, and it would only be for people who have care packages / reviews.

**ACTION:** Lynette to look if a tick box can be added to mosaic annual review to measure if people who have care packages have a Hospital Passport.

**Q:** The idea of Annual Health Checks is to keep people out of hospital completely. If you don't go to hospital regularly the Hospital Passport is no use in the GP surgery.

**A** Something might happen eg. falling over and getting a broken leg, then it is helpful to have. It is better to have one and not need it than need it than not have one and then find you need it when there is an emergency.

**Q** One thing to look at is how clear and accessible welfare benefit support is for people with LD. I don't believe it is. Someone might be on all the right benefits but not able to budget, swap electric providers etc. Can anything be created around that eg. where are the cheapest things, apps and websites.

**A:** The Advocacy Project are doing [drop-in sessions](#) at Greenwood where people can get support with this. See below for details.

There is an information sheet that people can request from CLDS that has information on support available with the cost of living. The sheet might need updating but includes information on:

- Support for financial emergencies including the Household Support Grant of £150
- Thinking 'cash first' to get as much as you can and not just use food banks.
- If there are struggles with the cost of care they can look at the financial assessment and outgoings, and check what is being paid for care is correct.
- Support with benefits and getting as much income as you are entitled to
- Cost of Living payments from the government
- Winter fuel payments



- Purchase card scheme if there is a one off purchase you think you need and can't afford
- Help with energy bills

The cost of living wiki was also shared and can be found [here](#)

**Q** It would be really useful to get the information out to families and support organisations so families and Support Workers know what help existed. A lot of people are supported with finance by families. Even a wiki is not easy to use for some people.

**A** If anyone has any worries ring at CLDS and they can point you in the right direction 020 7974 3737 / [CLDS@camden.gov.uk](mailto:CLDS@camden.gov.uk)

## 7. Disability Oversight Panel

Please see presentation on the [Planning Together website](#)

## 8. Topic for the next meeting

The following ideas were suggested:

- Transport. There is a transport monthly meeting with CDA about accessibility and transport around the borough. They should involve CDA (Tom McDonagh?)
- Repairs
- The Big Plan 2025 needs a refresh. The Big Plan sets out what we are doing well and committing to make better for people with LD over 3-5 years based on things we said in Planning Together. It has looked before at housing and jobs. We will need a new one. Synergy gave a 'thumbs up' to the Big Plan.
- A bigger session on employment
- Winter bills and the cost of living.

## 9. Any Other Business

### Universal Credit

A family carer reported their son had received a letter saying they will be made to move to Universal Credit. The welfare benefits team gave the following advice:

- 'Managed Migration' is when people on certain benefits will have to move to Universal Credit. It is happening in different areas throughout the country.
- The roll out in North London is set to start "from July 2023." To begin with it will be for people on certain benefits – not all.
- People who will have to move to Universal Credit will receive a letter called 'Universal Credit migration notice'. This will include the deadline by which to apply and what you need to do to prepare.

- People can already claim Universal Credit whenever you choose – but it is really important to seek advice before doing so before you “have to”. You may be made worse off.
- For any help or advice please contact [Camden Advice Network - Camden Council](#)

### **Rethink Advocacy Drop-in**

There will be an advocacy drop-in in the Greenwood lobby from 15<sup>th</sup> August 2023 from 2-4pm. They will be working with CLDS and doing a drop in on hospital passports. After that they will be coming the third Tuesday of every month. They can help with filling forms and if it's about benefits they can signpost to someone better.

Cllr Lorraine Revah also has a special surgery for people with a disability and older people. Details are in the Disability Oversight presentation.

### **Supported Living Feedback**

Last month Sarah met with parents in one of the Supported Living houses who told them about some problems. The parents want to be much more involved in how they check the quality of services and want feedback and updates every 3 months. They are going to work to try and find a way of involving parents much more. Sarah would love to hear ideas / feedback. Please contact [sarah.lui@camden.org.uk](mailto:sarah.lui@camden.org.uk)

Already Richard has put a survey online [here](#) where people can fill out thoughts about what is good and bad about supported living.