

Planning Together Meeting

Wednesday 18 October 2023

1. Review and update on actions

Please see slides on the [Planning Together website](#). Some more information has been added to the slides on the work happening around Social Value.

2. CLDS Updates

Social Care Update

Andrew and Catherine updated that **The Camden Society** was closing. We know this is shocking and sad, they have been a close part of the CLDS family for a long time.

CLDS are thinking about Muhammed and the staff team. They have provided support with supported living, choices, floating support, hotel in the park, and they have also worked in other boroughs. At some point we will recognise and celebrate the things The Camden Society have done so well and thank them in person.

CLDS and commissioning are working closely to move over to the next provider as smoothly as possible. Just because they are no longer running does not mean the people who were working for The Camden Society will stop working. Some people may keep the same support workers, and hopefully the managers will move over. We are working hard to make that happen.

We are also thinking about what it means to people and about any risks e.g. if someone has complex needs and there will be a change in Support Worker we will make sure there is a plan in place, think about the risks and work closely to help people understand what is happening and why. We will make sure everyone has an allocated Social Worker and will communicate in meetings and give updates.

Catherine also gave an update on the **CQC inspection**. We are not sure when this will happen but are asking people to complete a questionnaire for every phone call or visit that takes place from the team. It is a choice if you want to take part but you will receive a call to ask how your call or visit went. It is really important feedback to make improvements.

Q: Sandy asked what will happen with Choices? Some equipment from the band is kept there.

A: Catherine said they do not know and we will need to talk about it. We know people have lots of questions and are planning an event on the 20th November. We will let everyone know about this as soon as possible.

Sarah said that the building is owned by Camden council so any belongings stored there won't get lost.

Health Update

It is **Breast Cancer Awareness month**. The team at the Royal Free Hospital are working closely with Lynette to improve access. A presentation can be found on the [Planning Together website](#)

Lynette gave an update that herself, Sarah Lui and colleagues from Islington had asked and were successful getting 3 years worth of money from the Royal Free to help people with learning disabilities attend all cancer appointments eg. bowel, cervical, AAA (this is to try and diagnose aortic aneurysms).

Eilis Woodlock is the new Health Facilitator. Eilis has been on the team 10 years and is making her way around all the groups so people know who she is and the role. Eilis is looking at **Annual Health Checks** and **Hospital Passports** mostly so we can all work together for everyone to have better health.

Next month there will be an online training session for 2 hours about all cancer screening with Reshma from Barnet Mencap. This has been sent out to CLDS, Housing and Floating Support so everyone is aware of screening and ages so they can improve uptake.

Lynette updated that they are doing work in the borough on **obesity**, this is about people putting on weight. They know it can be a problem for people with learning disabilities putting on weight quicker and more than the rest of the population. This is a worry as if people are overweight there are problems with other things like their heart, blood pressure, and risks of other diseases. In Camden there is a working party about how they look at keeping people well and healthy, this is very important

There is also an issue with constipation again. Lynette emailed all service providers to say we are worried about the increase, and think it is linked to obesity and people not eating the right stuff, not having enough exercise or water. Lynette has asked providers to meet to think what they are going to do.

The **mortality review** also known as the LeDer report gives information about everyone who dies with an LD across the whole country. It tells us the biggest cause of death is breathing problems. There is a new report this month.

ACTION: Lynette will come to Planning Together to say what the new LeDer report tells us and to think what we are going to do about it.

Q: Jacky said my daughter did not get an automatic invite for the breast cancer screening. Do support workers get training to spot the signs of breast cancer?

A: Lynette said absolutely. There have been some really successful examples where support workers noticed signs of cancer early, this was for 2 people we work with.

People can self-refer through the hub when they are over 50. When people get a letter they will have a number. If you are offered an appointment you can call and change to a time that is better for you. They are working with North Central London Cancer Alliance to include it in the Annual Health Check.

Q: Sandy asked if someone in the family has prostate cancer can it be passed on?

A: Lynette is not aware that prostate cancer can be passed on in the family. If there are problems there will usually be a problem weeing and you should go to your GP.

3. Transport

Synergy shared feedback from people with LD and Camden Carers about transport. Please see the [Planning Together website](#).

Simon said he tried to get in touch with TfL about the bus stop near the car wash (Bus Stop KF). It has been removed from all timetables but buses still stop there and people get off and on. It is very difficult to get to and they have now dug up the pavement on Regis Rd and you have to walk a long way around to get. TfL don't realise buses stop there.

The bus stop for the Greenwood Centre has moved as they are building there, so you have to walk further to get to Greenwood from the bus stop. Network Rail is also going to repair the bridge at the junction of Kentish Town Road. This will go on for 6 months. There will be traffic jams, and at Christmas it will close completely. The tube station is closed and Thameslink are only every 15 mins weekdays and every half hour at weekends, it is not joined up and bad news.

Jacky added that Katy at Camden Carers reported the issue with buses were a major problem for support workers. They will wait 4-5 buses before being allowed on. Could there be more assertiveness training for those support workers? Richard explained assertiveness is not being pushy or angry, it is having the confidence to say what you feel.

Emma Stodart is the Welfare Rights Benefits specialist at CDA and they can help with applications for blue badges, and anything to do with benefits including representing people in court when benefits are taken away. If you need help please contact advice@camdendisabilityaction.org.uk, ring the Advice Line 0203 833 1125, or Text ONLY 07543 572 793

ACTION: Andrew to speak to Sam Pandya Head of CATS service and try and get the blue badge application made easier

4. Adult Social Care and CQC

Cynthia Davis gave a presentation. Please see slides on the [Planning Together website](#).

Q: Sandy asked is the questionnaire in easy read?

A: Catherine explained one way they gather feedback is an easy read survey online with questions about what people think about CLDS e.g. what are they good at, what could be better. You don't have to say your name. Catherine can see the results but it is not very well used at the moment so they are looking at different ways e.g.

starting to make a phone call after a service visit and asking people if they are prepared to be called by a manager to give feedback.

Cynthia is not planning a survey and would like to visit people or groups and would like to know which groups to go to. Sandy explained Synergy do a lot of work talking to people with a learning disability and sharing what they have found out.

ACTION: Cynthia to contact Synergy about Adult Social Care quality and CQC.

Q: Kazeem at WISH plus asked if it was on the computer. Some people have no computer or internet

A: Catherine and Cynthia agreed they need different ways including surveys, one to one and groups.

Q: Jacky is the Chair of Camden Carers Voice. It would be great to be in touch with carers there, but over the years they have been asked to do a lot of co-production and right now it feels nothing is really happening and it does not make a difference.

A: Cynthia said she is not necessarily thinking about co-production but would like views. We know some things and have collected lots of views working closely with Jessica Lawson to understand what we already have. CQC are asking different questions and we need to find out a bit more about those areas. When areas come to light as part of the engagement we will go back to groups and talk about what we are doing so there is a feedback loop to stop the feeling that nothing changes. A lot is happening but it is something about how we talk to people.

5. Preparing for winter- repairs

Jason gave an introduction about why they are discussing repairs. There is an issue there are all different landlords, and no central hub. It is timely as they are moving to winter. Jill said the people they send out don't have equipment and don't know what they come for.

Repairs in council properties.

Scot Reid gave a presentation on **Making contact and enhanced repairs.**

Noel Curran gave a presentation on **Getting Repairs done**

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

Q: Jide gave an example when a sink was blocked and they said it is the tenants job. It took too long and when the person came to fix the sink he said the block was coming from outside.

A: Scot said there are more enquiries about blocked sinks than most other jobs. When you sign a tenancy it is clear certain repairs are your responsibility e.g. changing light bulbs. If the block is outside the repair team can fix this.

Andrew noted it is complicated and there are jobs that might be done by support workers e.g. if you call the repair service and they say no you can say to your support worker can you change my lightbulb for me.

Q: Brendan asked how would someone get on the list for enhanced repairs? He is working with someone who has a care package in the day service yet is not enhanced. Many people at the day centre meet the rules.

A: Scot said that if you think someone should be on the list the first person to contact is the Neighbourhood Housing Officer, they will put the tenant on the enhanced register. Sometimes people move out and in so they don't know the full circumstances.

Kazeem explained that WISH plus also have a handy man service which includes fitting lights, blocked sink, kitchen cupboard locks.

Q: Catherine said that they know people of all ages with complex health conditions and are dependent on hot water and heating. Can there be exceptions? not everyone is on a care package.

A: Scot said that this time of year it is not acceptable to not have hot water. This would always be counted as an emergency and you don't need to be enhanced, you would likely get an appointment in the afternoon if you call in the morning.

Q: Jason said some people with LD don't meet enhanced rules. It would if Synergy could be involved with the rules.

ACTION: Synergy and Scot to link up to be part of the enhance repairs consultation.

Scot left a leaflet about damp and mould. They have a dedicated team, please get in touch if you want to hear more.

Q: Sandy asked if there is training e.g. if you have a dripping tap, or a light you can't replace and it is hard to get into?

A: Scot said there is a Camden website with examples of different videos of doing repairs. The videos can be found here: [Home repair videos - Camden Council](#)

Q: Simon asked what is the best way to report a repair. Is it by phone? Some people might want to report by email.

A: Noel said there are lots of ways you can raise a repair. **Please see flyer about how to get in touch by WhatsApp, SMS, email at the end of the minutes.** The amount of phone calls is now reduced due to the new system.

Brendan said that when you phone in the selection menu is complicated, its hard to work out what option to press.

Challenges with Repairs - Centre 404

Danielle Jones Centre 404 gave a presentation about challenges getting repairs done. Please see slides on the [Planning Together website](#). Centre 404 Floating Support go to peoples homes and these could be housing association, council, independent. When speaking with service users they all had similar problems.

6. Preparing for winter – cost of living

Sufia and Kazeem gave a presentation from WISH plus. Please see video [here](#)

Q: Sandy asked can you refer yourself?

A: Sufia said yes you can

Q: Sandy asked about the repairs where there is a small fee.

A: Sufia explained the fee is depending on the job. There is a small fee when you make the referral and it is assessed by the handyman service. It is free for people over 65 or with a long term health concern or disability.

Q: Jacky said it was a great video. Are they able to deal with housing associations? They have had difficulties with Origin, they are very slow in coming back to calls from the Support worker.

A: Kazeem said they do work with all tenants in the Camden borough whether that is Housing Association, owner occupier, sheltered. If there is severe disrepair with private rented or housing association and the landlord is not taking care of the property the private sector housing team will chase, enforce and put pressure on housing associations or landlords to do their responsibilities.

Cost of Living Fund

Carly Halpin from CDA gave a presentation on the Cost of Living Fund: Please see slides on the [Planning Together website](#). Constance is the new advice lead but could not be here. Please see contact details above.

Q: Sandy said there was a lot to go through to get the grant when it was not a lot of money. Why do they have to go through this? it is a barrier to get help.

A: Andrew said he understood what Sandy was saying but the council has limited money and if there were no checks anyone could come and take the money. They have to do basic checks so the money goes to people who really need it.

Q: Sandy asked if peoples data was safe? How long is it kept for?

A: Emma explained that the service has to get a persons permission to hold data, the law requires this. They will erase personal data if a person asks. If they don't they would have to destroy it automatically after 6 years.

7. Topic for the next meeting

If anyone has any ideas for the agenda please speak to Louise Roberts, Jason Fisher, or Katy Anderson from the Carers Centre. Meeting members suggested the following topics:

- Support services for people with LD & mental health concerns. This keeps coming up with Camden Carers and voluntary groups. Services are getting worse and Camden Carers don't know what to say. The Crisis Café came to speak before.
- Bereavement - emotional and practical support.
- The Big Plan. This is our version of the Camden 2025 strategy for people with LD. It is co-produced. It is due to be reviewed.
- Obesity and weight management.

Terry from Unity Works said that Greenwood had a mental health choir that is fantastic. Music can really help. Please contact leon.honeysett@camden.gov.uk if you are interested.

8. Any Other Business

Greenwood day service

Brendan updated on 2 nice things that had happened:

- An art project leader is autistic and was working with another autistic day service user and they won an art competition hosted by Cambridge university and won some money. This will be shared with the Camden communications team, it was all done during the pandemic.
- During the summer Camden in bloom opened 100 gardens that are not usually open to the public. Greenwood garden won an award there

The Big Plan

Sarah updated that we spoke last time about the Big Plan. There will be work in the next year and a half to update it. We will plan what that work will look like in 2024 and work together to renew the plan ready for 2025.

Hospital Passports

Eilis reminded everyone there is a Hospital Passport drop in once a month in the main area at Greenwood. So far only one person has come to chat. There is information on what the passport is and help to fill it in. We hope to see more people to really improve how many people have a hospital passport.

Black History Season Community Health day

During Black history season there will be a community health day and they would like as many people with a LD to come along. They will be talking about health and there will be fun activities, music, games, massage, Caribbean food. Event information is [here](#)

Work Ready Coach

Leigh Grant introduced herself, she has started as the LD Work Ready Coach supporting people who are not quite ready to work yet and maybe work on some

skills e.g. travel training, communication, time management and all things that are important for work.

Once people have done the work and feel ready they move to Sarah Barratt who is the Job Hub Advisor who helps people get into work and to maintain it e.g. making applications, CVs, requesting reasonable adjustments.

How to Contact Camden Housing Repairs

Report Your Repair Online

Book your own repair and pick the most convenient appointment time for you

camden.gov.uk/repairs

Available 24 hours a day 7 days a week





WhatsApp & Text Message

Chat with us in 100+ languages and send a picture or video of the repair to help us fix it

07360 277 909

Available 8am–6pm Monday–Friday

Webchat

Chat with us in 100+ languages and send a picture or video of the repair to help us fix it

camden.gov.uk/repairs

Available 9am–5pm Monday–Friday





Telephone Call

020 7974 4444

Available 24/7 if it's an emergency
or 9am–12pm & 2pm–5pm Monday–Friday