

DRAFT

**Woolston Day Service House Consultation Meeting
24 September 2014**

Two Day Centre Staff

Lyn Hall	Service User's parent
Jane Gleeson	Mencap Representative for Carers in Southampton
Steve Hards	ICU
Ricky Rossiter	Acting Service Manager
Helen Woodland	Interim Head of Adult Services

ITEM		ACTION
1.	Introductions	
2.	<p>Complaint from Mrs Hall</p> <p>Mrs Hall's husband received a letter in July. Mrs Hall wrote to Councillor Letts to voice her concern over this. Her husband received another letter on Friday. Mrs Hall felt it was bad manners to ignore responses she had raised. Helen Woodland apologised.</p> <p>Commissioning also sent a letter that had nothing to do with Mrs Hall. Mrs Hall's name was added to the carers' list through co-production. Jane Gleeson requested SCC to be aware of the impact of multiple invites.</p> <p>Mrs Hall said this has an adverse effect on what is happening at home, as well as emotionally. 'We are constrained by being carers'.</p>	
3.	<p>Discussion, questions and answers</p> <p>Jane Gleeson - mental wellbeing will have an impact on carers throughout the process and the timescales we are going through. Helen agreed that no one would deny it is a challenging time and we empathise that it is not easy, but people need to be involved.</p> <p>Mrs Hall – felt that the co-productions should not have happened at the same time as the consultation.</p> <p>Helen Woodland - we need to present Cabinet with informed options.</p>	

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	<p>Mrs Hall – asked if this will this be implemented by April?</p> <p>Helen Woodland - confirmed it was not likely, because service users need time for transition.</p> <p>Mrs Hall - asked why the reviews had not started yet?</p> <p>Helen Woodland - explained it was because we did not want to do this until we understood what the options are.</p> <p>Jane Gleeson - suggested an impact assessment should be considered and actioned, and because it has not happened, this has caused concerns.</p> <p>Mrs Hall - queried whether Choices Advocacy should be asking questions to our service users in a 2 x 2 hour slot and get an understanding</p> <p>Mrs Hall – asked if T45 Reliance is going to be cut? This takes place on Tuesday’s and her daughter is mixing with mainstream people there.</p> <p>Helen Woodland - confirmed all day centres, internal and external are being reviewed. Service users are asking for job related support, so we cannot answer what there will be in the future until after the consultation has happened.</p> <p>Jane Gleeson - endorsed Mrs Hall’s comments. However you present this situation, people with LD do not have the intellect to understand and it is important they have people around them that know and understand them.</p> <p>Helen Woodland – everyone could react differently and that is why we are relying on our staff and families to ensure we give them the best opportunity to feed into this. It has been a difficult balancing act.</p> <p>Mrs Hall – commented that it had taken 15 years to get Jenny to a settle as well as she has, and it has lasted six months.</p> <p>Helen Woodland - transition is the key to this and if we make changes, we have to do this on an individual basis.</p> <p>Mrs Hall - What about the older carers? What support are you offering them? We are now in a position where we have many older carers and we are not looking holistically at their needs and waiting until we are in crisis, which is not a good way of working. We have some people who have used our services for a</p>	

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	<p>number of years and their transition will be very difficult.</p> <p>Jane Gleeson – there is a lot of misconception out there from families and this then creates crisis.</p> <p>Helen Woodland - we do not make good use of our services, for example Shared Lives and sheltered accommodation. We cannot keep what we have and develop new services.</p>	
	Owner of these minutes: Ricky Rossiter	