We hope you are all keeping safe and warm, now the weather has changed and it’s so cold and dark.

We want to tell you what has been happening since our last newsletter in September.

We have had another busy few months, and are very hopeful about the future of the quality check project.

Read on to find out more.

The New Health Checks and What we Learnt

As we told you in our other newsletter’s, we had 8 health checks to complete for NHS England, and we are very pleased to tell you, we have done them all, ahead of the deadline. We are also, quite proud to say, we were the first team to finish them all!

Paul Clark our Quality Checker, has been doing these with Debbie, our Expert by Experience, they have made a very good team together. Debbie and Paul both enjoy their work, and both hope, that the health checks will become part of our service.

We have done the health checks at, Danetre medical practice Daventry, Kettering General Hospital, St Marys hospital Kettering, Favell Plus G.P surgery Northampton, Northampton General Hospital, the Maple Access Centre Northampton, Lakeside Health Centre Corby and Willowbrook Dental service Corby.
We are very pleased to say, that all the services we went to visit, wanted to do make things better for people with learning disabilities.

The biggest problem that we found was, hardly any of the services had easy read information, and when letters are sent out to people, these have mostly been in hard to understand ways, lots of big words and small print. But we also know that some words, cannot be changed, because they are medical words.

But, 1 or 2 of these services, have tried hard to do what they can, and they did have some easy read information, and plans in place to support a person with learning disabilities who may need a bit more help.

One service had lots of sensory things in and around the waiting room, things that people could touch, a fish tank and a big bubble machine that people could watch.

Nearly all the services said they had a quiet area/room where people could wait, if they didn't like being around lots of people, or if they were a bit scared.

All services said they would give extra time to anyone that needed it.

We would like to think, that the health checks might be part of our normal quality check work. But, we are not sure if this can happen, because after it was all done, we worked out how long each check took from start to finish, and it was quite a lot of hours. The CCG would not be able to fund this, and it would be too much money for services, to pay for their own checks. But, this is something that NHS England will be talking to commissioners about next year, to see how it can be done.

We still say, everyone has a right to have good support to get a good health service!
What about the quality checks since June?

Paul B has still been doing the quality checks on his own for the last few months, as Paul C has been doing the health checks.

How many quality checks have we done?

Since October 1st 2018 we have been to quality check 5 residential homes and 3 supported living homes.

1 of these residential homes and 1 supported living home was a first visit for us.

A couple of homes we were due to visit, cancelled, because the people were no longer funded by health. They are now funded by the council, so we won't be visiting these now.

Are residential and supported living services getting better?

We think they are some great services out there, and we will tell you why.

Some services make sure they match the keyworker to the person, and they ask people who they would like to support them.

Many services are giving people more choice of activities, and people are going out more.

All services we have spoken to in the last 3 months, have said they would call the police if a resident is physically abused by a staff member.

Some services make sure staff know, it's the person's home first and not a workplace.

But there are still a few homes, where we can see that staff treat the house like a work place first, we don't think they mean to do this in a bad way. But all staff working in a person's home, should try to think how they would feel, with lots of people inside their home.
Other News

CTR`s = Care and Treatment Reviews.
CETR`s = Care and Education Reviews

Carol, our Expert by Experience has done 6 CTR`s since our last newsletter. Carol is now more confident, and has done her first CTR on her own, she said she was nervous, but she said, when she had done it, she enjoyed it, well done Carol!

Debbie has not done any CTR`s since the last newsletter, as she has been doing the health checks, as well as going on holiday to Tenerife!

We would like to thank all the residents we visit, for letting us into their homes and talking to us.

Thankyou, also to the services that support the people we visit, for their help arranging visit`s, and for giving us their time to answer our questions.

Thankyou to NHS England for asking us to do the health checks.

A very big thank you to the Commissioning service for funding and supporting our project.

We would also like to thank everyone who reads this newsletter and we wish everyone a Happy and Peaceful new year.

If you would like to find out more information about the quality checkers or Ex by Ex`s and what they can offer, or if you have any ideas how we can raise money to keep busy, you can contact Karen Carpenter the quality checker coordinator by;

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