March 2019 Newsletter

Hello Everyone

We hope you are enjoying the change of weather, now we are well into Spring, and looking forward to a nice warm summer, don’t forget to put your Sun Cream on!!

We want to tell you what has been happening since our last newsletter in December. Read on to find out more.

Our most important news first; We are very happy to tell you, that we have been funded again by the CCG, this means given some money, to keep doing the quality checks until the end March 2020.

This means that our wonderful workers, Quality Checkers Paul Blake and Paul Clark and our Experts by Experience, Debbie Sherwood and Carol Hughson will still be earning their own money for the next year.

We have been talking about taking on another Expert by Experience, as sometimes Carol and Debbie might be too busy to do the CTR`s.

What we will be looking for is; people who have their own experience of being mentally unwell, and having to stay in hospital because of this. As part of a CTR, (Care and Treatment review) is about checking to see if a person really needs to stay in hospital, or if they can be looked after at home.

If this is you, or someone you know, and you might like to try this, please get in touch, and we will take your name and how we can contact you, if we decide to do this, we will interview people. This work would not be every week, as a CTR is only for people who have become so unwell that they are being treated in hospital, or they are very unwell and they might have to go to hospital.
**More News**

Our service manager Jo Moore, has now left Voiceability and has started a new job in Kettering, we all wish her well for the future.

We have a new service manager, Ann Marie, who will be starting her new job on April 1st, we hope she will be happy at Voiceability.

**Other Work news.**

We have not been quite as busy with quality checks over the last 3 months, as we came to the end of the list the CCG gave to us. But we have still had plenty to do, we have held some extra meetings, about health, which we will tell you all about later.

We have also been at the Winter Wellbeing events, that the CCG held in Northampton at the Guildhall, and in Kettering at the Conference centre, you may have seen us there.

If you were not able to go to these events, we will tell you what they were about.

Sometimes people with learning disabilities and/or Autism have not had as good health care, as other people who don’t have these disabilities.

The CCG put on these meetings to talk about health, and things people need to look out for, to try to stop them being so unwell that they may have to go to hospital.

It was very helpful, and there was lots of information, and easy read leaflets to help people understand about things that can make us very ill, and how to look after ourselves more.

As you may remember, last year we did some work for NHS England visiting dentists, doctors and hospitals to do health checks.

We do not know if there will be any more work for us with this yet, as NHS England have been waiting for all the teams to have done all the checks, so that they could look at all the information.

All the teams met up in London on March 26th, to talk about what was good and what was not so good about the health checks.

NHS England will now have to work out how much it would cost, for services to have these checks in the future.

The checks took quite a long time from start to finish, and they might cost too much money for some services. We will let you know what happens later in the year.
What else have we been doing?

While we have been waiting for a new list of homes and services for the next year, we have held some health meetings ourselves.

We have been to visit 10 different services, to meet people and ask lots of questions about how they feel about the care and support they get from doctors, dentist, hospitals, opticians and other health services. This has been very interesting, as people all have different thoughts about this.

Some people have told us that they have had great support when going to see people about their health.

But some people do not get as good support as they should.

1 problem that many of the people told us, is that if they go to see the doctor or dentist with a carer/friend or family, and the doctor or dentist does not speak to them, they speak to the person they came with.

But the biggest problem for almost everyone, was the information people are given, is not in a way people can understand. There are only 1 or 2 services that try to do this.

We would like to thank the customers/service users and staff at Active support day service, Avens Supported living, Brookside Day Service, Consensus support at Gretton house, Creative Support day service, Livability day service, MFCaregroup, Northamptonshire Country centre, Highbury residential service, Oakfield community, and Teamwork (all 3 services).

For letting us go to their service to talk to them, and for giving us some great information for the CCG, so they can see what they can do to help services support people with learning disabilities and/or Autism better.
The Quality Checks

We will still be doing the same amount of quality checks this year, with only a small change.

We usually go into services to speak to 1 or 2 people who are funded only by the CCG.

This year we will be given a list of services, that have people who are funded by the CCG, but we can speak to anyone who lives at, or who uses the service, if they are would like to talk to us.

The services will still get a certificate, Gold or Silver to say how well they are doing.

The report will still be written, with the quality checkers recommendations, if there are any. The CCG read all of the reports, so that they can see if any services need any extra support, to be able to help/support people in those services well.

We know that there are some brand new services this year, and it will be interesting to see how they work with their service users/customers.

We hope to see some of you, when we are out doing the checks and we will tell you how the new checks go, in our next newsletter in June. Take care, and enjoy the lighter days and nights.

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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