Advocacy for All

bigger voices - better lives



Speak up Sutton



let's make support work follow up event



On Wednesday 16 November 2016, Speak Up Sutton invited managers, support workers, carers and people with learning disabilities to:



- talk about the report
- decide what to do next















Complain

- David Hobday from Sutton Mencap told everyone about the report.
- Pete Flavell from Healthwatch and George Platts from Sutton Council talked about what the council have said.
- Speak Up Sutton members talked about their ideas for what to do next:
 - involve people more in staff recruitment.
 - help support workers to network with each other
 - help people to stay up late
- Another idea was:
 - how to say if there was a problem





Helping support workers network with each other.

Here is what people said:



- make a Facebook page for Sutton carers
- create a forum for support workers on the council website



- have a get to know you meeting for support workers and the people they support.
- homes could socialise with each other. This would be good for people with learning disabilities and support staff.
- could invite speakers from other places to the get to know you meeting e.g. nurses.



Action:

- Rachel and Dave to organise the get to know you meeting (The first one is on 1 Feb - contact Sutton Mencap for details)
- Judy to look into the council website.





How to say if there is a problem.

Here is what people said:



- If it was a friend receiving poor support:
 - tell the friend they should be getting better support
 - tell the friend to talk to their family
 - tell the friend to speak to staff at their support home
 - in extreme cases go to the police station.



- People said that it was difficult to raise concerns with their support worker.
- They worry about what might happen next.



- Not everyone knows how to complain. But there are people you can tell about bad support:
 - family and friends
 - manager of home or head of provider
 - ⋄ college
 - London Borough of Sutton



Action:

- Speak up Sutton will have a session on how to make a complaint/compliment and make an easy read leaflet
- Sutton Mencap and Advocacy for All have information on their websites.
- Judy to check London Borough of Sutton's policy.

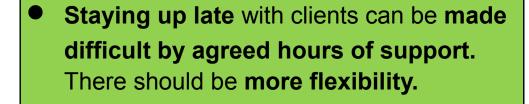


Involving people in staff recruitment.

Here is what people said:



 At Scill clients and parents are involved with the interview process for their PA.





 Staying up late in the evening might affect day time care hours.





- The recruitment process is not always straightforward and clients may not always be able to have a say.
- A good support worker should talk to their client.
- Janet said that she would like to be involved in interviewing her carers and would to ask them then if they would be able to take her out more.



Action:

- Judy will ask providers how they include people in recruitment
- Talk to Michaela Webb at HFT about how to interview staff and how to make care hours flexible
- Share skills and good questions for interviewing







Here is what people said:

- What stops people from staying up late?
 - staff shift times
 - not enough staff
 - it can be hard to organise evening trips
 - having enough help
- What will solve these problems?
 - more money!
 - Staff and managers being flexible
 - volunteer help
 - gig buddies
 - being in touch with friends and other support staff
 - getting permission from parents and staff



Action:

- Supporters to network with each other more
- Everyone keep talking about the Stay up Late campaign!
- Home managers and staff help more















If you would like **more information** about anything in this report, please contact:

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