

Speak up Sutton

Report



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



We talked about these ideas in small groups.

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 with clients can be made difficult by agreed hours of support. There should be more flexibility.
- 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



Staying up Late

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



Thank you to everyone who took part.

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

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