We met at the Ash Community Centre in Ash from 10am to 12.30pm.

The meeting was chaired by Nicky Palmer & Daz Anderson.
Who came to our meeting

This is a list of people who came to our August meeting.

- Nicky Palmer, Surrey and Borders Partnership, Chair
- Daz Anderson, Co-chair
- Annie Henley-Ashton, Surrey County Council
- Jack Mouncey, Kingscroft Short Break Service
- Sara Truman, Parent Carer/National Autistic Society
- Hilary Dyce, Parent Carer/National Autistic Society
- Lisa Nash, Surrey County Council
- Harriet Meins, Halow
- Sam Hart, Halow
- Dan Christmas, Halow
- Becca Wallis, Halow
- Luke Marsh, Surrey County Council
- Amy Wall, Surrey County Council
- Rosie Broomer, Mallow Crescent- Surrey County Council
- Victoria Treddenick, Surrey and Borders Partnership
- Edith Rosenthal, Surrey Choices
- Lee Mather, Surrey Choices
- Tony Hall, R-U-Able 2
- Natasha Hall, R-U-Able 2
- Jane Packer, Welmede
- Lila Frawszczak, Welmede
- David Muir, Member of the Partnership Board
- Christopher Esson, Surrey County Council
- David Clegg, Jasmine at Primrose
- Royston Seecharran, Jasmine at Primrose
- Adrian Hardy, Surrey Choices
- Jana Harvanova, Surrey Choices
- Scott Selwyn, Surrey Choices
- Jen Pitman, Surrey Choices
- Sally Collins, Surrey Choices
- Philip Archer, Surrey Choices
- Gary Goddard, Surrey Choices
- Georgina Davies, Surrey Choices
- Penny Riley, Surrey Choices
- Anne Twelftree, Surrey Choices
Who was unable to come to our meeting

This is a list of people who sent apologies for our August meeting.

- Patricia Molina  Surrey Choices
- Kate Dawkins  Surrey Choices
- Ben Burgess  Mencap
- Barry Hobbs  KAG
- Zoe Welford  Surrey Choices
<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:00 to 10:05</td>
<td>Say who we are and welcome new members and visitors.</td>
</tr>
<tr>
<td>10:05 to 10:10</td>
<td>Agree minutes from July meeting.</td>
</tr>
<tr>
<td>10:10 to 11:05</td>
<td>Short Break Services Presentations, (see over the page).</td>
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<tr>
<td>11:05 to 11:20</td>
<td>Coffee and Tea Break</td>
</tr>
<tr>
<td>11:20 to 12:00</td>
<td>Surrey County Council, Local Care Account, Luke Marsh.</td>
</tr>
<tr>
<td>12:00 to 12:20</td>
<td>Transforming Care, Annie Henley-Ashton.</td>
</tr>
<tr>
<td>12:20 to 12:30</td>
<td>News Sharing and updates from everyone.</td>
</tr>
</tbody>
</table>
Short Break Service Presentations

10:10-10:20
Jasmine at Primrose, David Clegg.

10:20 to 10:30
Welmede Short Breaks Service, Jane Packer.

10:30 to 10:40
Kingscroft Short Break Staines, Jack Mouncey.

10:40 to 10:50
Surrey Choices, Lee Mather & Edith Rosenthal.
• Minutes from 16<sup>th</sup> July 2015

• The minutes from our last meeting on Thursday 16<sup>th</sup> July 2015 were agreed by the group.

**Short Break Services**

• Jasmine at Primrose

• Our first presentation was by David Clegg and Royston Seecharran from Jasmine at Primrose.

• They provided a presentation which I will distribute with these minutes for full details of their service.

• For further information about Jasmine at Primrose please contact:
  • David Clegg (Team Manager) or Royston Seecharran (Team Leader)
  • 01372 203445/07870974037

• [David.clegg@sabp.nhs.uk](mailto:David.clegg@sabp.nhs.uk)
• [Royston.seecharran@sabp.nhs.uk](mailto:Royston.seecharran@sabp.nhs.uk)
• Welmede Short Breaks Service

• Jane Packer and Lila Fraszczak from Welmede spoke to the group next. They told us that short breaks at Welmede would be funded through personal budgets.

• The property has a level access shower which can support some mobility issues.

• The new property has a downstairs bedroom which can be accessed by someone who can’t use stairs. The accommodation is based more in the West Surrey area but people from across the County are welcome to have short breaks.

• The presentation that was shown at the meeting will be sent with these minutes for full details.

• To contact the YourTime Team you can Telephone 01932 567666 or Email: yourtime@welmede.org
• Kingscroft Short Break Service, Staines

• Our third presentation was by Jack Mouncey from Kingscroft Short Break Service, Staines.

• He provided a presentation which I will distribute with these minutes for full details of the service.

• For further information about Kingscroft please contact:
  • Louise Nicholson (Team Manager) or Jack Mouncey (Team Leader)
  • 01784 465134
  • Louise.nicholson@sabp.nhs.uk
  • Jack.mouncey@sabp.nhs.uk

• Surrey Choices, Banstead Short Breaks.

• Our fourth presentation was on two separate elements of short break service provided by Surrey Choices.

• The first was presented by Lee Mather, he spoke to the group about Banstead Short Breaks service.

• He provided a presentation which I will distribute with these minutes for full details of the service.
For further information about Banstead Short Breaks service please contact:

- 01483 806806
- info@surreychoices.com

There is also a video tour of Short Breaks Banstead on the website at www.surreychoices.com

**Shared Lives Service**

Then Edith Rosenthal who also works for Surrey Choices spoke to the group about the Shared Lives service that Surrey Choices offers.

Shared lives provides adults with a range of support needs a home from home environment. Which helps support more independent living.

Shared lives carers are trained individuals who have chosen to share their homes, families and lives with others.

Individuals are matched with Shared Lives Carers, taking into account interests, skills, personalities and experience.

The service can provide day support, which can range from one day a week to longer periods as required.
• Shared lives also provides short breaks for individuals, along with respite for their long term-carers.

• There is no upper age restriction on Shared Lives Carers providing they complete their training and can provide a suitable environment for an individual in the service.

• For further information about Shared Lives please contact:
  • 01483 806806
  • Email info@surreychoices.com

• Chris Esson reminded the group about Surrey Information point, saying it was important for any providers of services to make sure that the service details were up to date on the website.
  • www.surreyinformationpoint.org.uk

• The Local Account- Luke Marsh, Surrey County Council

•1. Accessing Services.
How easy do you think it is to access our Surrey County Council Adult Social Care Services? If it is not easy what makes it difficult?

Tony Hall said that it is very difficult.

Luke Marsh said that good would mean you could call up, speak to an allocated worker and get your issue resolved.

Nicky Palmer said it has become more and more difficult to link in with Social Care, from when they used to have a specialist service link. Practitioners don’t know enough about people with Learning Disabilities, a lot of the time you only get to speak to the duty team. A single care practitioner can cover a very large area so it is hard to get feedback. In Safeguarding issues you have to wait for decisions to go ahead, you don’t get interaction like you used to. There are still specialist needs for those who have a Learning Disability.

Hilary Dyce said is had been hard to find practitioners who understand Autism, especially for those towards the higher end of the spectrum. The person she met had no understanding or experience of Autism so it was hard to get an accurate assessment.
•2. Understanding you.

•How well do you think we listen to you?
•What could be better?

• Sara Truman said it is the luck of the draw if you get allocated someone who has training in Autism.

• David Muir said that he had concerns about the service he had received from an organisation and a Care Practitioner.

• Adrian Hardy said that arranging reviews for people at Surrey Choices is very difficult. Clients can miss out on having their Key Worker at their review as it is organised for days when they are not there.

• Victoria Treddenick said that the Community team at Greenlaws has often said which days they are available for reviews then the Social Care team will choose another day and go ahead with it.

• Tony Hall said there is a need for an Easy Read, user led contract, the provider needs to meet the needs of the individuals.
3. Integration

How well do you think services work together to support you? Health, Social Care and Local Councils.

What’s working well and what isn’t?

Tony Hall said transparency is needed, couldn’t go into details as it is currently under investigation.

Victoria Treddenick said it is very hard as a Primary Care Liaison Nurse to identify people with a Learning Disability on GP letters, it is difficult for surgeries to get in touch with them to get that information. In previous areas she has worked in she could but Surrey can’t due to ‘Information Governance’ issues.

Nicky Palmer said as a result of this they keep scoring a Red on the Self Assessment Framework each year.

Tony Hall spoke of the work that was being done by the University of Surrey, currently waiting for further information as the person who was working on this has left.

Nicky Palmer said it is really hard to work in Partnership on a ground level as the County is currently not integrated.
Does not have a pooled budget. Health funding and Social funding would be easier with pooled budgets. Jo Poynter is currently working very hard to achieve this, the Clinical Commissioning Groups are also trying to get pooled together.

- Rosie Broomer who manages Mallow Crescent running 5 houses for people with Learning Disabilities and an additional house for Short Breaks said that they integrate well with the Community Team. Community Nurses and psychiatrists' work well with the team at that level, also joint work for Short Break Services.

- Nicky Palmer said that on the ground level people try really hard. The Health team tries really hard, funding changes have become difficult.

4. Direct Payments.

• How many people have a Direct Payment?

• What is good about Direct Payments, is anything not working well with Direct Payments?

• Tony Hall said that the Direct Payments can be too much for people with
Learning Disabilities to handle and that he is waiting for clearer information.

5. Do you feel welcomed and included in your local community?

What helps you feel less alone? What doesn’t help you feel less alone?

- Sally Collins said that she goes to Church and goes up the Cathedral in London and has sung a solo. She usually goes out with her Sister and is not lonely, people help her on and off the train.

- Natasha Hall said that she feels isolated and would like to make friends and go out, would like a ‘buddy’ to go with her.

- Daz Anderson said often it can be that the only people you socialise with are your parents.

- Tony Hall said when you provide a service you can’t become a ‘friend’ due to professional etiquette. This creates a conflict of interest in being a community that cares as that’s what friends would do, due to Safeguarding policies.
• David Muir said that he feels isolated as he can’t drive a Vehicle, Public Transport stops after 6:00pm at night so he would be stuck in Guildford or Godalming. Better transport options would help.

• Adrian Hardy suggested to David that he join Community Transport services as they charge far less than Taxi services.

• Nicky Palmer said that there is lots out there, if people tell you about it. Information needs to be kept updated.


• Does the Council keep you safe and let you do the things you want to do?
• What has been working? What hasn’t been working?

• Nicky Palmer spoke about a man who used to have things thrown at his door, he contacted the Police and the person got a caution for their behaviour. There has been work with Buses and the Hate Crime DVDs, people got talked to about how to make themselves safe. People go out with friends who do happen to be other people with Learning Disabilities most of the time.
• Daz Anderson said it would be nice to have someone else to talk to rather than just your Parents. Developing independence, going more into the Community. Put people together with different skills that will compliment each other.

• Tony Hall said they don’t get feedback on Safeguarding you’re directed to a Provider who directs you to Social Care who directs you to the Police who send you back to Social Care. Seems to be no freedom of information.

• Nicky Palmer said When it needs to be done Care practitioners who understand where we’re sat/ Specialist knowledge about people with a Learning Disability, some Care Practitioners are much more confident in working with Learning Disabilities.

• Luke Marsh said that the Local account will be published on Surrey County Councils website.

• Primary Care Liaison Nurse Service

• Victoria Treddenick asked for feedback on a draft form which she brough about getting extra support at your GP practice.
She is currently working on adapting flagging paperwork for Hospitals.

Sometimes if you fill in a form at a GP practice they will know the support you might need. However it is not always offered if signed up for then further reasonable adjustments are needed.

Victoria is going to work on this further for the South West Community Event on 17th September which is on health. She can’t change it too much due to it being a standardised document.

Daz Anderson said that the separate questions make it clearer for people to understand and access.

Transforming Care, Annie Henley-Ashton

Annie told the group that this is a new document which has been born out of what happened at Winterbourne View. They are looking at making National Changes to make sure people don’t have to go into Hospital.

You can email with any questions about the survey or any comments. Annie.henley-ashton@surreycc.gov.uk
Nicky Palmer said that a lot of Specialist services haven’t been referred to in question 13 such as Counselling, Music Therapy and Art Therapy.

Annie Henley-Ashton agreed that a lot of Specialist social work areas have not been referred to that the document had to have generic terminology as it comes from National guidance.

**Group News and Updates**

Tony Hall shared that the Farnham Community games will be taking place on Monday 31st August. For more information go to:

www.communitygames.org.uk

Lisa told the group about the new Transport survey from Surrey County Council which is reviewing the current free transportation for Bus Pass holders on the Guildford Park and Ride Bus services.

Easy Read copies of the survey have been emailed out and were available at the meeting.

Responses have to be back by Tuesday 1st September 2015.
Date and venue of our next meeting

South West Surrey Local Valuing People Group

Our next meeting will be the Community event on Thursday 17th September at the Ash Community Centre.

Ash Centre, Ash Hill Road, Ash, Surrey, GU12 5DP

For more information on the Local Valuing People Groups please contact:

Lisa Nash:

Phone: 07580493861

Email: lisa.nash@surreycc.gov.uk