Learning Disability England

LDE Think Tank Report

What does Social Care mean to us?

About this report:

This report is about what some of our members think of social care.

We wanted to start thinking about social care because the government should be publishing a green paper soon.

A green paper is a government document about different policy ideas. The government write it then ask what the public think before making it into a policy.

We wanted to help members start thinking about what is important about social care, so they are ready to respond to the consultation.

We will also use what people say as part of our work with Social Care futures – we want to make sure everyone is involved in thinking about what matters for good lives.

About the LDE Think Tank:

The Learning Disability England Think Tank is a new way to work with members. We want to talk with lots of different members about what they think is important.

4 different member organisations took part in this think tank. They ran 6 sessions. Around 40 people joined in.

Some sessions had self-advocates, family and members of staff joined in. Some sessions were just staff.

We would like to say a big thank you to everyone who took part in one of the think tank sessions.

If your organisation would be interested in taking part in future think tanks you can contact Rachael on, rachael.hall@LDEngland.org.uk

What does social care mean to you?

For lots of people social care means having support to do what you need and want to do. For example,

- to go out and do activities
- to fill in forms
- help with personal care
- getting a job or volunteering

Living a good life

Social care means making sure people can access their rights and are treated with respect.

That people are being supported to live a rich, full life.

This means that people have a voice, having choice and control over their lives.

Supporting people to achieve their goals.

Social care means people are part of their local community.

Quality support

Social care means having good quality support from skilled people who you have good relationships with.

Social care means being able to choose your support.

Quality support means being able to go out and do what you want, when you want.

What kinds of situations or support help you live a good life?

Purpose and being active

Having a purpose and something to do with your day was an important part of living a good life.

This included people having opportunities to

- be employed or volunteer
- to speak up and be part of self-advocacy groups
- to take part in leisure activities

Health

People thought having good mental and physical health was an important part of having a good life.

Accessible health facilities, reasonable adjustments and good relationships with professionals made this easier.

Relationships

Having positive relationships is important.

People want to have romantic relationships and positive relationships with family, friends and staff.

They want support to be able to stay in touch and meet up with people.

Support

Having good quality support is an important part of living a good life.

People thought meaningful and positive relationships between staff and the people they support were important.

Everyone thought working with people you liked, trusted and respected made living a good life easier.

Having support that understands, values and listens to you makes life better.

What does good social care look like?

Good social care looks like having good relationships with professionals.

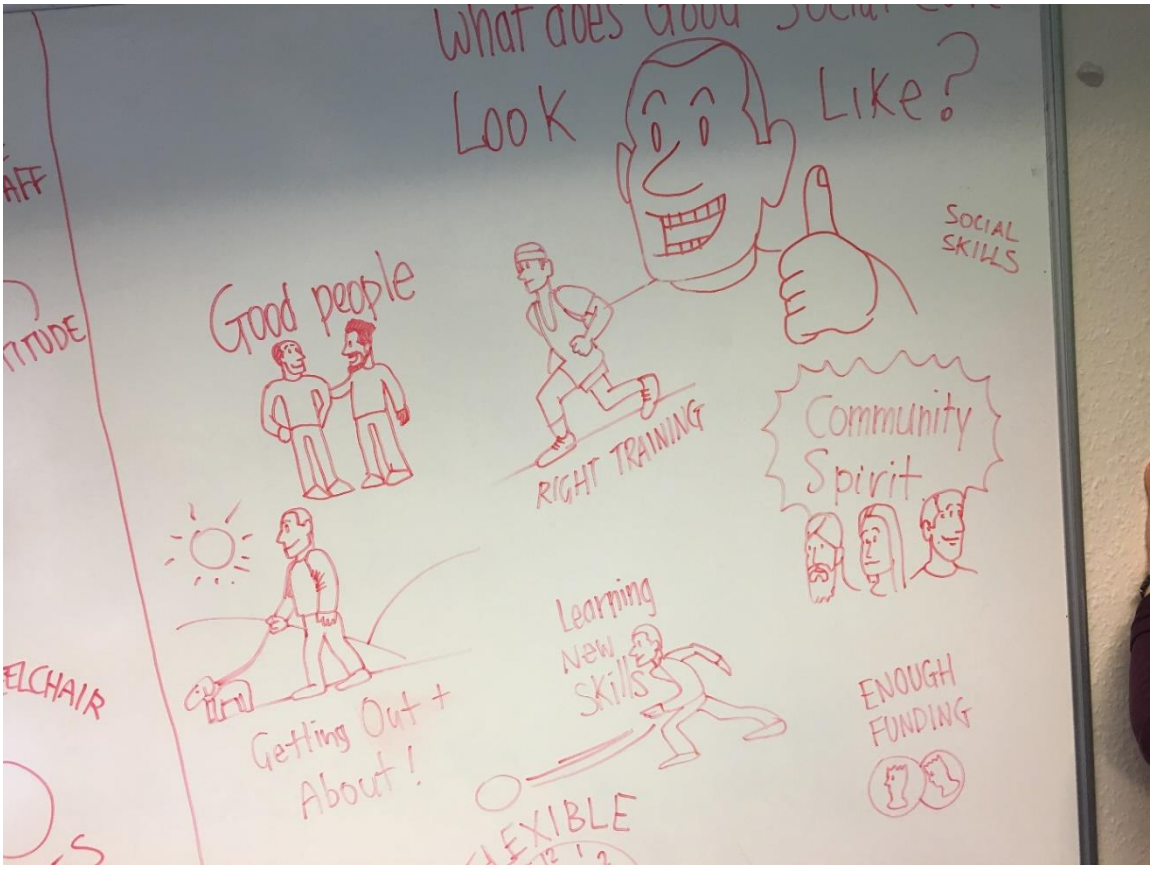
Professionals talking to people and not their support worker, being understanding and patient, being willing to listen to you.

Keeping people updated and doing what you said you would do.

Good social care looks like positive relationships with support staff.

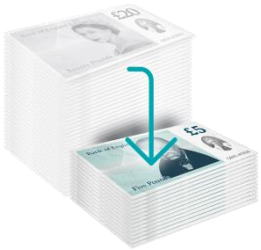
Staff being trustworthy, helpful and friendly. Staff having the right training, being well paid, and flexible.

Good social care supports people to be part of their community and to learn new skills.



What gets in the way?

Several barriers were identified which stop people from getting good social care.



Issues at an organisational level

Some people worried about poor working conditions for staff. They felt staff were often on low wages and undervalued.

Staff think Leadership is often an issue.

Poor leadership means people don't know what they should be doing.

Staff can't talk about and solve problems.

Sometimes no one notices the good things that are happening.

This often results in high turnovers and problems in recruiting and retaining staff.

Staffing

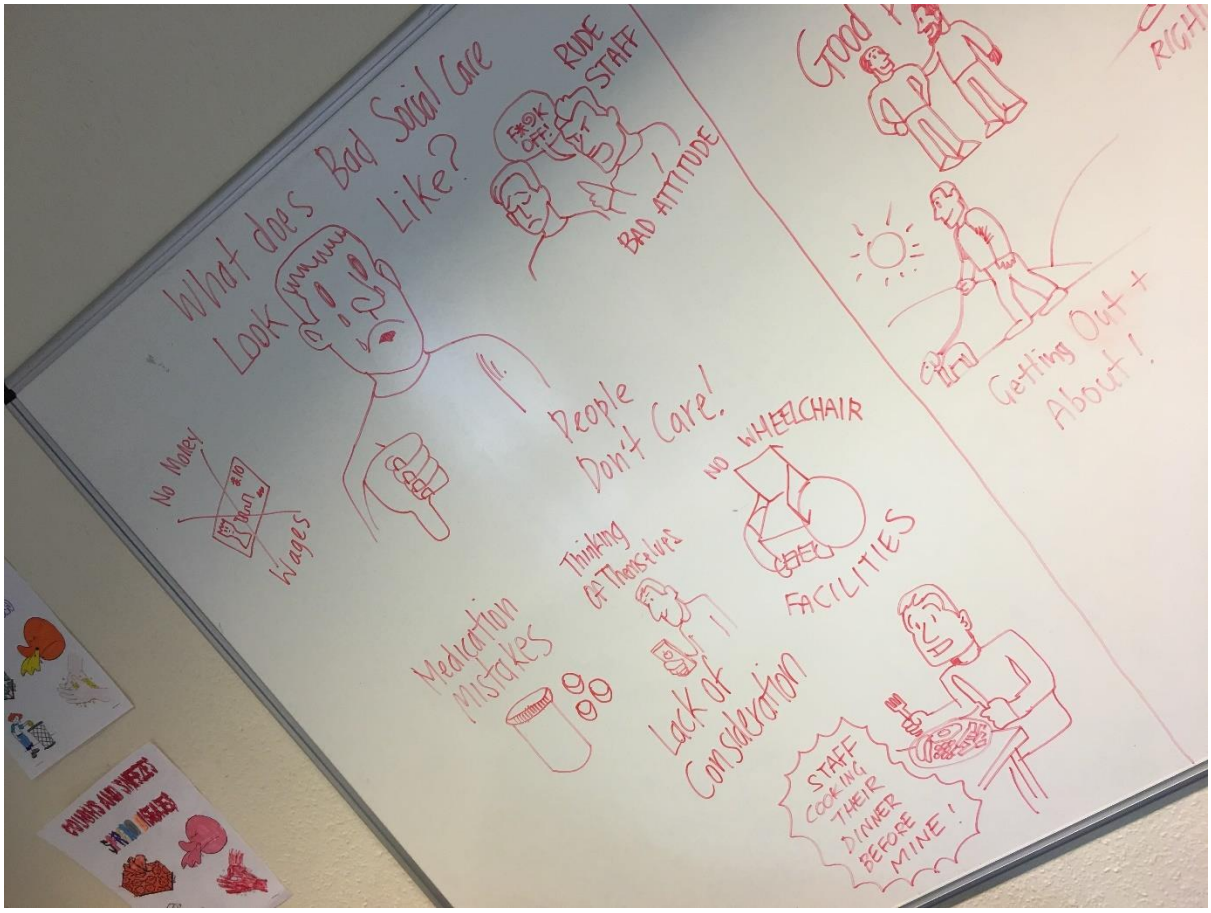
Some people also identified issues around staffing.

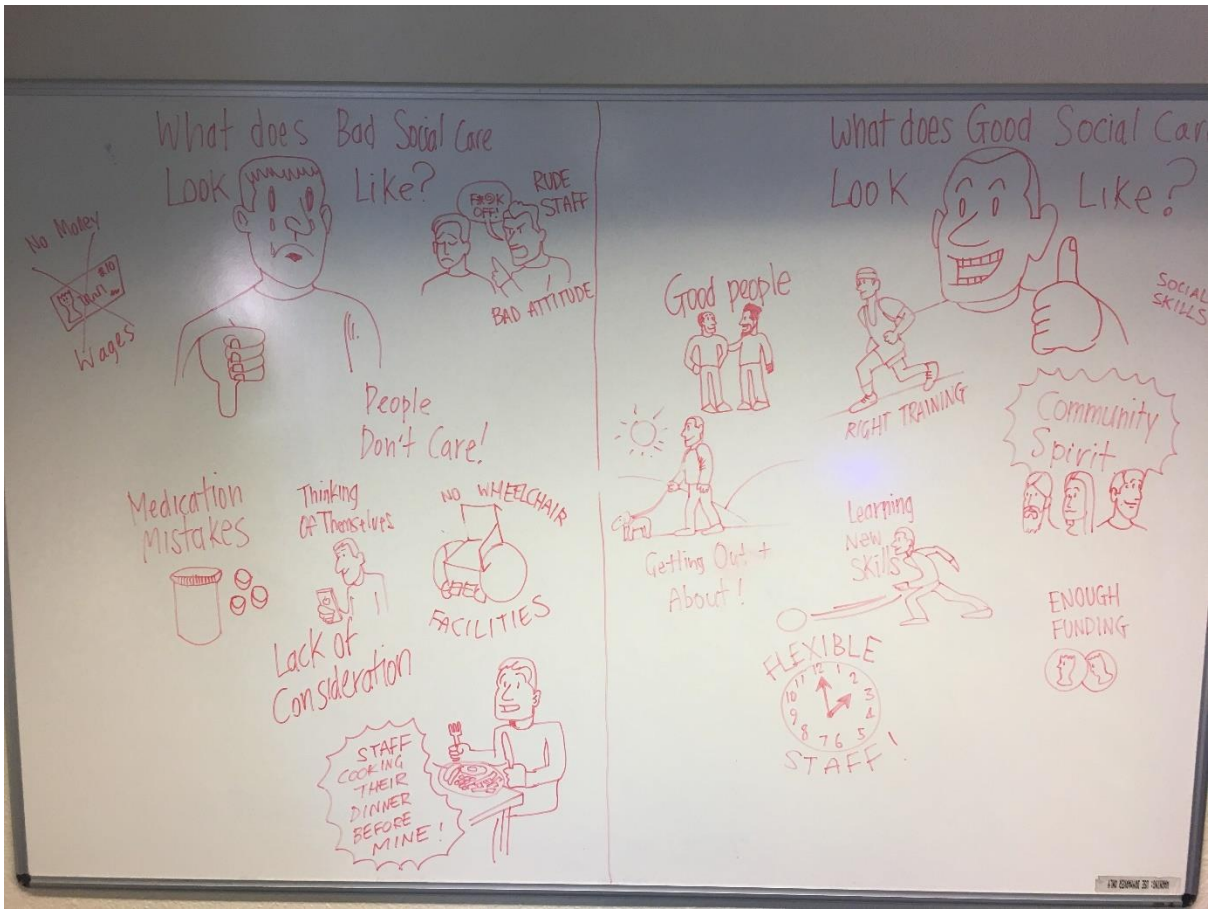
People feel staff aren't trained to a high enough standard. They often don't have the knowledge to support or communicate with the people well.

Staff are often very busy. This can stop them from finishing all their tasks. Often not having time to develop positive relationships or take the time to help people properly.

Some people felt staff's attitudes were also a problem. Some staff were rude and uninterested in work, meaning they often did a poor job of supporting people. People felt many had outdated attitudes and underestimated the people they supported.

This meant staff did not understand the people they were supporting, their history, and what their behaviour meant.


What does Bad Social Care Look Like?
RUDE STAFF
F@K OFF!
BAD ATTITUDE
No Money
Wages
People Don't Care!
NO WHEELCHAIR
FACILITIES
Thinking Of Themselves
Medication Mistakes
Lack of Consideration
STAFF COOKING THEIR DINNER BEFORE MINE!
Getting Out + About!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Good people
RIGHT TRAINING
Community Spirit
Getting Out + About!
Learning New SKILLS
FLEXIBLE STAFF
ENOUGH FUNDING

What's the most important thing?

A key message was that people should be valued. Support staff should be compassionate and kind. We should treat everyone equally.

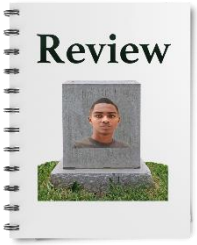
Some of the other key messages were:

People should not be living in institutions, they should be part of the community.

When someone says they will do something they do it. This includes the government, social workers, doctors and service providers.

Everybody should get good quality support they need

Social care matters and is important – it needs to be funded properly.



Everyone should be prepared to learn from mistakes

More job opportunities for people

Lack of accessibility to buildings and information is a huge barrier to people accessing social care.

Think Tank Feedback

This was from our first think tank pack.

We would like to thank people who gave is feedback on the session pack it will help us make future packs better.

What we are doing next

We think the think tank worked well. We think people have shared some really important information and ideas that will help everyone in their work.

What we will do differently

Next time we will work hard to make it easier to join in and help more members get involved.

Members suggestions for future think tanks:

- Benefits
- Relationships
- Bereavement/Death
- Moving/Living away from home

Want to get involved in our Think Tank work?

If your organisation would be interested in signing up or questions about being what's involved please get in touch.

If you have an idea for a future think tank we would love to hear about that too.

Let Rachael know if you have any thoughts, on

rachael.hall@LDEngland.org.uk