



The Reach Out Group

meets with

healthwatch
Warwickshire

January 2024

Healthwatch Warwickshire would like to listen to you talking about:



- 1: Social Workers, Care Packages & Assessments**
- 2: Support Workers that come to your home**
- 3: Personal Assistants and Personal Budgets**
- 4: Day Centers**
- 5: Reasonable Adjustments**

Our meeting today is to share our life experiences on the following questions:

Do you feel listened to and understood?

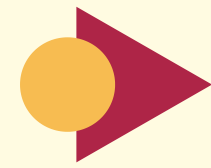
Do you get the help you need?

Is there anything you would like to do that you don't get help with now but would like to do?

EG; Making friends, dating, learning new things, Looking after your home?

Does the support you get help you to do the things you want to do?

Do you feel listened to and understood?

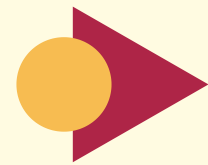


Connagh talked about his assessment process with his social worker and the people who have supported him to settle into his new surroundings.

The assessment process I had was good. They asked me what I wanted do. I felt in control. I have lots of support for the next 2 years and then if I wish I can gradually reduce this depending on my needs and requirements.

The people who really helped me was my social worker, the manager at Eastwell House and staff at Pathway who helped me to make new friends and settle into my new routine and surroundings.

Do you feel listened to and understood?



Di talked about her visit with her social worker after problems at work.

My social worker came out to my house to see me and my sister. I was being bullied at my place of work, somewhere I had worked for over 29 years! We talked about what other options were available to me. She asked me what I would like to do. I was glad that I was being listened to. I asked to go to Pathway as I had lots of friends there. I wanted to learn new skills and try new things. My social worker arranged for me to attend the weekly free Mencap Discos whilst the paperwork was getting sorted. I now attend Pathway 5 days a week!

Do you feel listened to and understood?



▶ Jon talked about how he made the move to Eastwell House

I used to live with somebody that I had nothing in common with. At the time I had no choice but to live with him. My home manager could see that I was not happy and asked me who I'd prefer to live with and where. I'm glad I was listened to because now I live with my good friend Russell.

▶ Glenn talks about living at home on his own

I now live on my own and I have support that comes to help me each day. I am grateful that I have my own home but I do get lonely in the evenings. It would be nice to have a flat mate that I could spend time with.

Do you feel listened to and understood?



Russell says:

Like Jon, I also didn't have a choice of who I lived with.

I think they were more concerned with filling the room rather than thinking if we would get on. At one point I was having to pay for all the bills!

Finally I'm living with someone that I get on well with and we share the house bills and chores equally.

Brian says:

I have 24 hour care, sometimes it feels like I can't have my own space - there's always someone with me.

Even when we travel somewhere on the bus I have my support sat next to me. I get embarrassed sometimes and wonder what other people think.

Does the support you get help you to do the things you want to do?



Alison says:

I have 3 ladies who come to my home to help with household chores. This helps me to live independently. I am happy with the amount of hours I receive and I like that it's not the same person coming each day.

Glenn says:

Sometimes I can have activities organised for me and I haven't been asked first if that's what I want to do - I find this really annoying, It's my life, why am I not given the choice?

Are there certain areas you would like more support with?

Connagh

I would really like to have some help with travel training. Currently, I only feel confident traveling the routes I know well - from home to Stratford. It would be really good to venture out further so I could meet more of my friends and do more things.

My dream would be to get the bus from home up to Lancashire (where I used to live) independently so I could see my family and friends!

Diane

I'd like to have some travel training too. In the past I've had some issues with the bus drivers - charging me when I've got a bus pass. It was broken at the time but I told them a new one was on the way - but they still charged me.

I'd like to know what my rights are so that I feel confident to complain if I need to.



Travel training is one of the most frequent requests we have !

Do you know what your personal budget is and what you can spend it on?

Alison says:

I know what my personal budget is and I know how much I have to spend after I have paid my bills. I get help with this from my staff at Home Farm Trust.

Glenn says:

I'm not sure what my personal budget is. I know my family look after a lot of my money and help me to pay the house bills. I'm not sure what I have left to spend on myself though.

Diane says:

I have control over how I spend my money. I now have my own bank card where I can draw out money. My sister helps me to budget so I know each week how much I have to spend.



Day Centres -

What's good and what could be improved?

A bigger building - it's too cramped at the minute!

A building with more rooms - especially somewhere we can go to relax and chill out!

More activities like darts

More days out.

Closer to the bus routes

Owning our own minibus so we can get out more as a group.

There's nothing in Shipston, it's all in Stratford!



Day Centres -

What's good and what could be improved?

I love the Cycling and the outdoor activities!

It's great we have a choice of activities each day.

When it has to close due to bad weather or during covid I hate it. It's boring and I worry which staff is going to support me at home.

I like spending time with the staff. They support me and encourage me to try new things.

I'd be lost without it!

I wouldn't see my friends as often without it.



Reasonable Adjustments - Do we know what they are?

I understand what some reasonable adjustments are.

I understand that there are limits on reasonable adjustments.

I know that you can ask for more time when you book a doctors appointment.

I know we can ask for extra help if we need it.

I know that public spaces need to be accessible. Wheelchair ramps and hand rails should be available.

I know I can ask for information that is adapted to best suit my communication needs.

Thank's for listening to us!



Sharing our lived experiences is one of the best ways we can promote empowerment and combat stigma.

We hope that our feedback will help to improve community development and encourage others with a disability to share their lived experiences too.

The Reach Out Group

Heart of England Mencap

