








## Redbridge Learning Disability Partnership Board

### Tuesday 5th December 2023 Meeting Minutes

	Charles Sheth	Carer Rep
	John Eliffe	Co-Chair Service User
	Patrick Daintith	Co-Chair Service User
	Ros Weinberg	Service user Woodbine
	Sam Levene	Service user One Place Voice
	Carol Gardner	One Place East
	David Evans	Head of Delivery - People
	Chris Merritt	Redbridge Forum

	Margaret Todd	Parent Carer
	Kiranbir Kaur	Service User
	Teresa McHale	Parent Carer
	Ndai Nyamazazare	LBR
	Daniel Ruscoe	Catholic Fellowship Disability Network
	Toby Morrison	Voiceability
	Kevin Hellan-Sole	NELFT
	Sanjiv Luckhea	LBR and NELFT
	Mei Sze	Observer
	Ravi Raju	Redbridge Carers
	Anthony Pardoe-Mathews	LBR
	Angela Benta	LBR Contracts

<b>Apologies</b>	
Alan Norris	Paul Allen
Russell Lerner	Sabihah Ozbay
Beauty Nyomi	

## **Welcome, apologies and introductions led by John Elliffe and Patrick Daintith.**

John and Patrick let the meeting as Alan was not able to come. Everyone was welcomed to the meeting.

Charles gave us an update that Alan has had an operation and was recovering well. The Board asked for their good wishes to be sent to him.



### **1. Minutes and matters arising**



The minutes of the September meeting were agreed. There was a question about the meaning of the initials HAS – Health and Social Care Service. Everyone was reminded about using initials and abbreviations.

#### **Matters Arising**

- David has passed recommendations to the Health and Wellbeing Board. He will come back to Charles with the response.
- Beauty would like to be involved in the planning for the Disability Festival. Olivia will pass this request over to the planning group.
- We were introduced to Sanjeev who will be the replacement for Bob Edwards.

## 2. Service User Issues



Update on Highways – The point was made that the bridge in Broadmead Road is still closed which is causing problems for local residents and businesses. This will cost 25 million pounds to repair and the Council is struggling to find the money, this is why there is such

a delay. There is a petition to sign on the Council website regarding this.

Multime – Request for information about what is happening with this Project which service users have worked hard on. It was a two year pilot and the Council does not feel it has been very successful. Russell disagreed and said that people at Uniting Friends were making good use of it and would miss it if it were to stop. David and Russell will follow up on this.



The Community Supermarket - One Place East have made an undercover visit and service users reported that they found the points system very confusing. They also

had problems with filling in the membership form and found that the volunteers there were not able to be very helpful as their English was not good. Redbridge Forum is also doing some work on this. David asked One Place East for a report on the difficulties they had.

## **Carer Issues**

Carers are having issues with getting appointments with their doctors and dentists. People need to see their doctors to avoid their conditions getting worse and them ending up in hospital which then affects the people they care for. This then could mean people having to have emergency respite care.



There is also difficulty registering with a dentist, this is an agenda item for a future Partnership Board Meeting, so we will come back to it.

David will speak to the Integrated Care Board about this and write a letter on Alan's behalf from the Partnership Board. The Integrated Care Board is where health and social services join together.

Charles reported that there will be a Carers Group Meeting at Link Place in January.



There is a problem with the timings and locations of blood tests for people with disabilities. They need to be close to where people live and at a suitable time (especially fasting tests). There is also a problem with the phone lines not being answered.

Some people have also experienced blood test request forms not being properly completed by Doctors, so the correct information is not to hand when a person turns up for their test. Charles has been working to address these issues.

Link Place has had its electricity cut off for 2 days which is due to the supply outside. Clients are being sent to Woodbine.

Chris reported that Beauty has been running sessions which one of Forum's carers has attended, and has found very useful. There has only been one session so far. Chris will circulate the information again.





Teresa enquired as to whether the CEO of the Catholic Fellowship could be invited to join the Partnership Board. David thinks that there is a limit to the number of Providers permitted on the Board but he will check.

### 3. Commissioning Update

Ndai attended the Carers Rights Day

Meeting on 23<sup>rd</sup> November. She told us that there will be working group to discuss the Carers Charter. At that meeting

Carers told us that they want their caring role to be recognised within Redbridge. Everyone should be having a review once a year but these reviews are taking longer. It was suggested that if all is working well there is no need for a review, as there is for those where things are not working well.



Personalised care is for the carers as well as for the person they care for.

Many carers do not know that advocacy is available for them and that they can refer themselves for this.

Ndai told us that the advocacy contract, currently with Voiceability, is coming up for renewal. Whoever takes on the new contract will have clear information about what they should be doing and will have to have a qualified person to deal with learning disability cases.

Voiceability was asked how long it takes once a referral is made to them. The answer was two working days and the case allocated within three working days. All feedback on individual cases will remain confidential unless there is a safeguarding issue.

The point was made that there is a Peer Advocacy Group currently at the Woodbine Centre.



The Day Opportunities Review has been completed. The framework has gone live. There are three main groups – independent skills, travel, building based for those who cannot go out and for bad weather.

There will be a new Supported Living Project which will look at all provision for adults with a learning disability, autism and or mental health. People are being spoken to and asked to complete surveys. It will go live next year.



## 4. Budget Update.

Sanjeev introduced himself and thanked everyone for the invite to this meeting.

He told us there will be no cuts to the budgets but, there will be very little extra income. Which will make things difficult as everything becomes more expensive. The Council is struggling to balance the books and they will be looking to make better use of the money they do have available.



Sanjeev advised that any questions people may have should be passed on to him via Chris or David.

Sam wanted to know why people continue to have to pay Council Tax when services i.e. mending the bridge in Woodford) are not happening? David explained that the Council Tax pays for 400 different services which include social care, education and housing.



It was suggested there needs to be an increase in the budget to pay for care. If carers cannot be paid a living wage for

caring, then they will find other work. Hours to care will be reduced which has an impact not only on the families but on the council as well, through the reduced ability of the family carers to continue to support their loved ones. (crisis management).

## **5. Commissioning and Quality.**

Anthony told us that Redbridge is lucky to have a big variety of providers (over 100) for learning disability and mental health. Quality

Control visits are done but it is a huge amount of work to get round all of these providers. Those services from whom the Council buys services are the ones who are visited – some of these visits are planned some are unannounced. 17 full visits have been done this year – and there are more to do.



The things inspected included rotas, training and staff records. If there are any particular concerns they will be investigated – especially if it around safeguarding. A plan would be put in place for the service concerned and it would be monitored. Concerns may be raised in a number of ways; complaints, feedback from residents or

service not meeting need. The point was made that planned visits are a waste of time as the providers know to ensure everything is as it should be for that specific time. We were told that sometimes unplanned visits are difficult, for example if access to records etc. is not possible.

Service Users made the point that carers work very hard to look after them, and more hours and more Carers are needed!

### **Close of Meeting.**

The next meeting will be 5th March 2024. Venue to be advised.

Patrick took the opportunity to wish everyone a very Happy Christmas.

