



# Report of the December 1, 2008 meeting of the Learning Disability Forum in Port Seton Community Centre.

➤ If you receive this report in PDF format, you'll be able to click on the words highlighted in this colour of **red** to link to the relevant site in your web browser.

## Who was there?

Kirstin Doherty	Service User
Jackie Stewart	Carer
Margaret Stewart	Carer
Lorna Wynn	<b>Partners in Advocacy</b>
Margaret Cessford	Smart Talk and LD Forum rep
Robert Auld	Smart Talk and LD Forum rep
Jean Auld	Smart Talk and LD Forum rep
Willie Ferguson	Service User
Donald Todd	Service User
Anne Byrne	ELSAS
Graham Watkins	Service User
Sue Green	Local Area Co-ordinator
Mike Foley	Tynebank Day Centre
Thomas Dick	Service User
Jeanette Statham	ELCAP
Phyllis Wilson	Carers of East Lothian, Chair ELCCF
Sue Van Der Broek	Carers of East Lothian and LD Forum Representative
Val Vincent	Carer Member
Shannon Leslie	Planning and Commissioning, ELC
George Paterson	<b>ELCCF Communications Worker</b>

### In attendance:

Ron Keilloh	Adult Social Care business support, ELC
Carol Jenner	Adult Social Care business support, ELC

### Apologies:

Lesley Aitkenhead, **ELCCF Development Manager**

## Sharing News:

**Phyllis** reported that Lesley was in hospital after a riding accident and was unable to attend. All wished her well and Phyllis chaired the meeting.

Visit the Learning Disability Forum on the web at [www.elccf.org/forumld.asp](http://www.elccf.org/forumld.asp)

**Anne** of **ELSAS**, East Lothian Sexual Abuse Service handed out leaflets and briefly introduced their service.

### **Report from Planning Group:**

**Margaret**, Robert and Lorna reported from the Joint Planning Group. The Group had discussed the PiP, the Partnership in Practice agreement, which gets put before the **Chief Officers Group** for approval on December 10.

The six priorities for services in the PiP for the next three years were housing, advocacy, transitions, respite, self directed support, and day and leisure opportunities.

At past meetings, members of the Forum had given their opinion on priorities like housing, day and leisure opportunities and other topics as a step towards plans being made by the NHS and local council. Shannon applauded the Forum's help. Many Forum suggestions were written in to the PiP.



**Phyllis reported** links had now been made with East Lothian Tenants and Residents Panel regarding housing grants and that a member of the Panel has been invited to a future meeting of the LD Forum.



ELCCF were now associate members of the Panel. The hope is that now groups can work together on common issues.

### **Procurement:**

**Sometimes** people working outside East Lothian Council are hired by the council to do specialised work for the council. This 'hiring' is called procurement, or, how the council 'procures' services.

The Council are changing the way it procures 'care-at-home' services, such as home helps. This is bound to effect the people of the ELCCF Forum communities

**The Council's** Ron Keilloh and Carol Jenner talked about these changes. They welcome comment from all the people who could be effected by these changes.

**Visit the Learning Disability Forum on the web at [www.elccf.org/forumld.asp](http://www.elccf.org/forumld.asp)**

A paper on how the council is going about changing its procurement policy for care-at-home services, is added to the end of this LD Forum Report.

If you, your family or carer have any response of opinion on the procurement issue, you can let us know on the [Learning Disability Have Your Say](#) page on the [ELCCF website](#),

Or, contact ELCCF at ELCCF, c/o Tynepark House, Poldrate, Haddington, EH41 4DA, email [info@elccf.org](mailto:info@elccf.org), or phone 01620 822 212.

**Procurement** of care at home services is being done in three stages:

- > Tendering for generic domiciliary care; the home help or home care service. The process has started for this. Currently 60-70% of domiciliary care provision is handled by the Council - the rest goes out to tender.
- > The second stage is expected to start in April '09. This includes specialist care at home, including learning disability services. Care and support service providers are likely to change in October depending on who wins the contract.
- > The third stage is to look at the current 'in-house' Council domiciliary care service.

Ron said: "The Council have a budget problem with social care. We don't have enough money to pay for the services we have at the moment. So there's two ways of solving that problem - either we cut services or we get costs down. The tendering process is to get costs down."

*Forum members said:*

*"A lot of people are thinking they are going to lose all their services."*

*"The provision of services affects the whole family..."*

*"There should be ways of making service users more confident about saying 'I don't like what's happened here'".*

There was much discussion about the new process and a number of misgivings were voiced over the quality of service once providers were brought in.

**Visit the Learning Disability Forum on the web at [www.elccf.org/forumld.asp](http://www.elccf.org/forumld.asp)**

Ron and Carol said the new way of getting services where the council and service user had more control over the work paid for, and that better quality control was in place, would help in the new system.

They stressed consultation with service users was important. It was suggested a public meeting would help towards this. Carol added that East Lothian Council had a **complaints** officer, Sarah Bogunovic, was in place to hear feedback from service users - and also hear compliments.

### SWOT Analysis:

**Phyllis** explained that ELCCF is forming a business plan to guide its work in the future. SWOT stands for Strengths, Weaknesses, Outcomes and Threats. By talking over each of these points, a list of priorities can be made.



Time was short at the meeting and it was decided the SWOT analysis item could be carried over to the next meeting.

**Tell everybody what you think of the issues raised at the new Have Your Say section of the ELCCF website.**

The screenshot shows the website for the East Lothian Learning Disability Forum. At the top, there is a navigation menu with links for Library, Accessibility, Links, Site map, and Have Your Say. Below this is a 'Learning Disability Chatroom' section with several forum icons. The main content area features a 'Have Your Say' section with the heading 'I'd just like to say....' and a sub-heading 'Here's your chance to tell everyone in the Forum communities and beyond what your experiences have been and what community care means to you.' Below this is a 'Leave a Reply' form with fields for Name, eMail, and Comment. At the bottom of the form, there is a CAPTCHA challenge with the numbers 4, 5, 7, 9, 3 and an 'Add Your Message' button.

**The next meeting of East Lothian Learning Disability Forum will be Monday 2nd February at Port Seton Resource Centre, South Seton Park, Port Seton EH32 0BG. Tel: 01875 815220.**

**Visit the Learning Disability Forum on the web at [www.elccf.org/forumId.asp](http://www.elccf.org/forumId.asp)**

## **Addition to Report:**

### **Procurement of 'care at home' services**

**Procurement** – purchasing quality services at best value.

East Lothian Council are changing the way they purchase 'care at home' services. The reason they are changing is because the old system did not allow them to show if they were getting value for money nor did it show quality of the service people were getting.

In this new system private or voluntary providers can tender to provide a 'care at home' service and will have to show positive outcomes for people who use the service as well as the quality of service.

The new home care provision will be split geographically into three areas of equal population where at least two providers will operate in any one area.

#### **These are the stages of procurement...**

**1. The Council puts together a specification of the services.**

This means detailing all the requirements you expect the service provider to deliver.

**2. The Council puts the specification out to tender.**

This means they advertise the specification and invite costed tenders/proposals from service providers.

**3. The providers will complete a quality and price combination tender.**

This means providers have to show in their tender the quality of service they will provide for a price.

**4. The Council will choose which provider offers the best value for money.** This does not necessarily mean they will choose the cheapest tender or the most expensive.

**5. Providers who are awarded the contract must show how well their service operates in terms of quality and best value by filling out performance indicators and having regular reviews with the Local Authority.**

**6. Service users and carers will be involved at all stages of the procurement process including the reviews.**

**Visit the Learning Disability Forum on the web at [www.elccf.org/forumld.asp](http://www.elccf.org/forumld.asp)**

## Care at home services

The Council are carrying out the procurement process in 3 stages:

1. **Generic Services (Domiciliary Care Services)**
2. **Specialist Services (Personal Care & working with people needing specialist care)**
3. **In House Services (Services provided by the Council)**

A group of people who use services and carers will be involved in the procurement process at each stage, feeding in the views and ideas from the wider membership.

### Outcomes

It would be helpful for people who receive a care at home service and their carers to tell the East Lothian Community Care Forum what outcomes services should be asked to report on.

#### **Some of the things people at Forums have said in the past about quality of service are:**

**Flexibility of work.** Staff who are able to do what you want when you want within the parameters identified when you were assessed/reviewed.

**Not having** too many different people caring for you. You have said that you like to have the same people who you get to know and trust.

**Code of conduct.** You have said that you like to establish a code of conduct that ensures that when appointments or arrangements are changed you are informed in plenty of time. If a different person is coming than you are expecting you would like to know in advance.

**Flexibility with time.** You have said that you don't like to be rushed. Sometimes staff try to do things such as bathing in a hurry if they are running late. This can be very upsetting.

You can contact the office with any comments or views at [info@elccf.org](mailto:info@elccf.org) or Tell us at the new **Have Your Say** section of the **ELCCF** website.

Visit the Learning Disability Forum on the web at [www.elccf.org/forumld.asp](http://www.elccf.org/forumld.asp)