



# Report of the February 2, 2009 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?

Jackie Stewart	Carer
Margaret Stewart	Carer
Margaret Cessford	Smart Talk and LD Forum rep
Willie Ferguson	Service User
Anne Byrne	<b>ELSAS</b>
Sue Green	Local Area Co-ordinator
Gavin Buglass	Service User
Phyllis Wilson	Carers of East Lothian, Chair <b>ELCCF</b>
Robert Smith	Service User
Nick Caird	Support Worker
Todd Holloron	<b>Scottish Society for Autism</b>
Kevin Ramsay	Service User
George Paterson	<b>ELCCF Communications Worker</b>
Lesley Aitkenhead	<b>ELCCF Development Manager</b>

## Sharing News:

The meeting heard a round of snippets of news and interests from all attending the meeting.

Anne of **ELSAS**, East Lothian Sexual Abuse Service told the meeting about the progress of the service. She handed out an information leaflet advertising the ELSAS launch event and seminar to be held in Port Seton Community Centre on March 6. Phyllis volunteered her help for the event.

Margaret C reported that the Smart Talk group would be attending the **Partners in Advocacy** agm and 10th birthday celebrations in Dundee on February 4.

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## Matters arising from last meeting:

### 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 'buys-in' 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.

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.

*One voice at the Forum said: "Some people are not happy about what's happening."*

**The Council's** new plans for 'procurement' are causing concern amongst service users. Some people are worried that their services could be cut, or that the people who visit them - the faces they know - could be changed.

The Council has said that people will be given more control over how they get the services. Some members of the Forum were unsure as to the quality of the new services and how they would be managed.

Phyllis said a group would be set up to oversee the quality of services and that this group would involve service users.

*Forum members said:*

*"We want smaller teams of support workers and be able to ask what training they get."*

*"The key is to get the confidence up of service users so they can speak up."*

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*"Let's not forget the importance of long term relationships between service users and their support workers."*

Lesley said the Council documents explaining procurement which was shown to service users would be obtained from the Council's Shannon Leslie and circulated with the next Forum report (this one).

Todd drew attention to how leisure passes carrying concessions for Edinburgh and Midlothian areas were allowed in the two areas, but not in East Lothian where people from outside the county had to pay full rate.

Phyllis promised to take the issue at at the Planning Group.

### **SWOT Analysis:**

**Lesley** explained that ELCCF is forming a business plan to guide its work for the next three years. **SWOT** stands for Strengths, Weaknesses, Outcomes and Threats. By talking over each of these points, a list of priorities could be made.



The meeting split into two discussion groups which reported back after a few minutes. Here's what came out:

#### **Strengths:**

- The LD Forum allows people to get together and ask questions
- It's welcoming
- It gives access to information
- Meetings are places where people can find support
- It gives people confidence to come to meetings
- Meetings gives ease of access
- People can listen and get things done

*"In Midlothian you can pretty much find what you need, but in East Lothian, you have to fight for it."*

#### **Weaknesses:**

- Needs better networking
- Needs maps of where meetings are
- Travel to meetings (Port Seton Centre was popular)
- The ability to campaign

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## Opportunities:

- More meetings on a theme
- Getting more people to come
- To invite Councillors to meetings

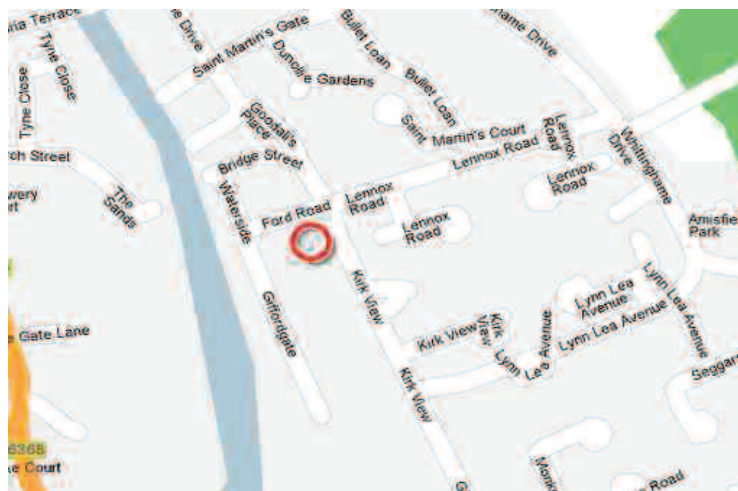
## Threats:

- Lack of resources
- Rural community and travel

What do you think are the Forums' Strengths, Weaknesses, Opportunities and Threats? Tell us at the new **Have Your Say** section of the **ELCCF** website.

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**The next meeting of East Lothian Learning Disability Forum will be Monday 2nd March at Tynebank Resource Centre, 16 Kirk View, Haddington EH41 4AP. Tel: 01620 824415.**



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**Contact ELCCF c/o Tynepark House, Poldrate. Haddington EH41 4DA. Tel: 01620 822212, email [info@elcccf.org](mailto:info@elcccf.org). Visit [www.elcccf.org](http://www.elcccf.org).**

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## **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.**

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## 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/forum1d.asp](http://www.elccf.org/forum1d.asp)**