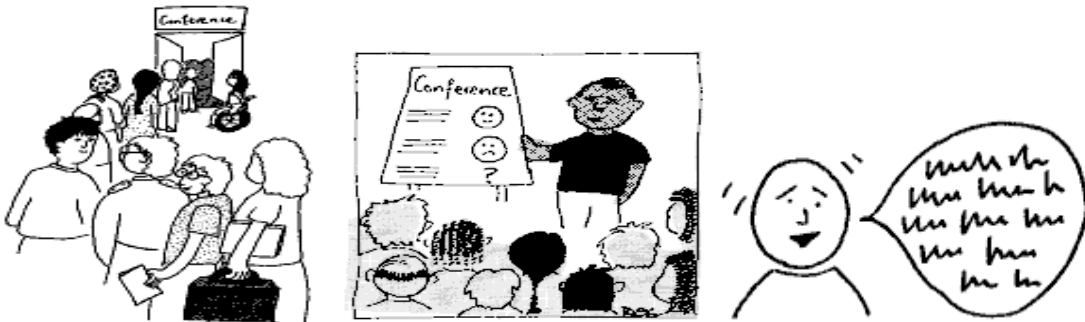


# EVENT REPORT

**BRADFORD DISTRICT CARE PATIENT & PUBLIC INVOLVEMENT  
FORUM**

Learning Disabilities  
Person Centred Care  
&  
**Service User and Carer Involvement**  
Have Your Say – Make it Happen

Thursday 12<sup>th</sup> January 2006 · 12.45pm – 2.30pm  
Carlisle Business Centre



## **Patient and Public Involvement in Health'**

- **What Is It?**
- **How Can It Help Me?**
- **How Do I Get Involved?**
- **Come Along and Find Out**

Have Your Say On How To Make It Happen  
**ABOUT THE REPORT**

If you came to the event, I hope you think this report is a fair record of what happened. I have tried to write it in an accessible format. I have had advice from Bradford People First. They told me the parts which were hard to understand and I have tried to make it better. I know there are still some parts which could be looked at again but I have run out of time.

Bradford People First also told me they would like some pictures added. I am sorry that I have not had time to do that either. I think pictures would make the report more accessible. If any one would like to do that we can print another version of the report.

I hope the report will interest people who did not attend the event. There is a lot of information in it.

John Agate  
Lead member  
Learning Disability  
BDCPPI Forum

March 2006

BRADFORD DISTRICT CARE PATIENT AND PUBLIC FORUM  
Learning Disability

Report of a meeting at Carlisle Business Centre  
Thursday afternoon 12<sup>th</sup> January 2006

The meeting was to give information mainly to **service users** and **carers** about working with the **Bradford District Care Trust** to plan and provide person centred services (Patient and Public Involvement)

It was also to give information about the **Bradford District Care Patient and Public Forum** and the **Healthcare Commission** and how they can support service users and carers to take part in Patient and Public Involvement.

It was also planned that service users and carers could say what they thought about patient and public involvement and how they would like to be involved.

It was great that 95 people came. About 50 were service users. About 25 were carers.

There were 3 short talks;

- One from the Healthcare Commission
- One from Bradford District Care Trust
- One from the Bradford District Care Patient and Public Involvement Forum

After the 3 short talks we were all going to have a discussion about how service users and carers could work with the Trust and the Forum to make sure services are properly person centred. A number of people had agreed to help with the

discussion.

We were unable to have this discussion because some of the carers were angry with the Trust. They were concerned changes were being made to services without proper consultation or notice. In particular they were concerned about;

- problems arising from the Trust having to save a lot of money
- a day care service that was closed at very short notice
- changes being made to respite care services

The chief executive of the Trust decided to respond to the carers himself. The rest of the meeting was taken up with carers and the chief executive exchanging strong views, clearly demonstrating the need for more effective consultation and communication.

After the meeting a lot of service users said they could not understand what was happening. We are very sorry about that. We hope these notes may help. We will try to do better next time and have separate meetings for service users.

Here are some notes about the 3 short talks.

#### HEALTHCARE COMMISSION (Nicholas Smith)

The Healthcare Commission has been set up by the government to check that the Bradford District Care Trust and other trusts in England and Wales provide good services, which are person centred. They do this by collecting information, making visits and writing reports.

The Government (Department of Health) has made a list of standards. The standards are things Trusts must do like

involving service users and carers to have their say about services. Each year (April) every trust, including Bradford District Care Trust must send a report to the Healthcare Commission to say they are doing all the must do things and what the Trust plans to do if there are some must do things they are not doing.

The Health Care Commission collects information from other organisations as well (including the Bradford District Care PPI Forum). If all the information shows there are problems the Commission will visit the Trust to help sort things out.

## **BRADFORD DISTRICT CARE TRUST (Neil Graham and Andrew Waller)**

### **CONSULTATION - A BRADFORD CARE TRUST PERSPECTIVE**

Consultation is viewed very positively and everyone in the Care Trust would say they are committed to it.

What seems easy is in reality very complicated.

Bradford District Care Trust has to consult with a wide range of people:

- Service Users, and their carers
- The Care Trust receives its money from the Local Authority (the Council) and the Primary Care Trusts (the family doctors) therefore we need to talk to them about any changes we want to make
- There are also a lot of different bodies around:

Learning Disability partnership board  
Older Carers Groups

Schools/Colleges

Service User committees in Services

Valuing People Support Team etc

There is no current easy way to have good and easy consultation. Timing is also an extra area of difficulty.

Managers come up with different ideas as they try to improve services and keep within limited budgets. Should we speak to everyone about every idea when this could lead to a lot of upset for no purpose if the idea is quickly rejected?

Let me give you some examples of the ways the Care Trust is trying to improve consultation with people:

Information is collected from all the services user meetings in our services and questions/issues arising from them are taken to the Care Trust Board. This is our way of ensuring that issues affecting people's day to day lives get heard by the members of the Care Trust Board.

We have been holding meetings with individuals and carers to talk about proposed changes to services.

Meetings have taken place with service users and carers about Farnhill Court - possible closure.

Respite Care Services moving to the Whiteoak site.

Relocation of Legrams Terrace Day Service.

Changes to the Asian Women's Day Service

The forms we use for reviewing individuals have been redesigned to make it easier for service users and carers to have their say.

Bradford District Care Trust, in the past, has tried to consult when it has clear plans to talk about. We may be guilty of not consulting people in the early stages of ideas and plans. We are willing to change but need advice from the people and

organisations here today about what kind of consultation works best for you.

Andrew then gave an example ('My Choices') of the Trust asking service users and carers about what activities were most popular with service users and how the Trust had used that information.

Last summer (2005) people using the Trust's day care services were asked which activities they liked doing. This was done by putting a tick or a cross next to pictures such as going shopping, watching TV, and going out with friends. This little book was called 'My Choices'.

All that information was then put into one report. It has helped each day care centre know what service users like to do most. It has also helped the Trust to plan for new better services with more choices (modernisation).

Bradford District Care Patient and Public involvement Forum  
(John Agate)

Patient and Public Involvement in Health is part of the Government's plan to make health services person centred. It is one of the must do things.

Each National Health Service Trust, including the Bradford District Care Trust must make arrangements to involve service users and carers in the planning and delivery of services and in proposals for change.

To check that this is happening Government has set up the

Healthcare Commission but it has also set-up Patient and Public Involvement Forums. There is a Forum linked to each National Health Service Trust. Each Forum is made up of about 7 local volunteers.

The Bradford District Care Patient and Public Involvement Forum looks at the work of the Bradford District Care Trust to make sure things are working properly including proper consultation with service users and carers. If things are not working properly the Forum will talk to the Trust to see how things can be improved. The forum also comments on the Trust's annual report to the Healthcare Commission.

The Bradford District Care Trust makes its own checks to see that its services are working properly. But, how does the Forum know if all is working properly?

The Forum;

- Gets information from the Trust
- Makes formal visits, for example to day centres
- Talks to other organisations for example Bradford People First
- Talks to service users and carers

At the moment talking to other organisations and to service users and carers is not very well organised. That is why we are introducing a registration scheme. We are asking all organisations and other people, especially service users and carers with an interest in patient and public involvement to give us their name and address. This will make it much easier for

you and us to share information and work together. You can get registration forms from the Forum office. See the end of this report for details.

There are a lot of things going on in the Bradford District Care Trust at present. Some are good, some are not so good.

Here is a list of things the Forum thinks are important to service users and carers;

- Most important is the proper working of service user and carer involvement. If that is working properly it will help to stop a lot of little issues becoming big issues.
- Having easy access to information about your self. This information must be in an accessible written format as well as other formats.
- Having similar easy access to other information like service user and carer guides to services, work and leisure and how to access them possibly from a single contact point.
- There must be an effective complaints procedure. This should be in writing or other accessible format for service users and carers in addition to support provided by staff. It should provide a step by step guide to the whole process and procedures.
- A service user and carer guide to assessment. This should include assessment processes and procedures and explain service users/carers rights.
- All service users and carers have easy access to information including a written service user and carer guide to the

- process of Fair Access to Services and the criteria used. There also needs to be a right of appeal.
- There is need for each service provided by the Trust to have a detailed service specification. Service users and carers need to know what is being offered and what they are "contracting" into.
- All services should be quality assured against the service specification. (Is everybody getting what they should?).

Patient and Public Involvement will only work if the Bradford District Care Trust, service users, carers and the Forum all work together. We all lead busy lives so the Forum is trying to make best use of what time we all have. This will mean working with other groups, having occasional Forum events, use of telephones but mostly by written information.

An effective exchange of information is needed for the Forum to work properly. The Forum meets about 8 times a year (these meetings are open to any one to attend) and it might be helpful to make agendas, reports and minutes more widely available. The Forum also produces an annual report and an annual work programme and these could also be more widely available. An occasional newsletter and questionnaire might be helpful. About half the people at the meeting had access to and could use the Internet. A number of other people said they would like to use the Internet. The Forum will explore the possibility of a web-site.

But, if we do not have your contact details none of that will be possible. So, please fill in a registration form so we know you are there and we can share information and work together.

Also, please do tell other people about the Forum. We have plenty of leaflets for you to give to friends and other people.

If you would like further copies of;

- this report
- the Forum leaflet
- a Forum registration form

Please contact Sandra at;

**BACC**

Unit 30 Carlisle Business Centre  
60 Carlisle Road  
Bradford BD8 8BD

01274 481590

sandra@bacc.uk.com