

**KING'S
FUND
CENTRE**

Community
Care
Group

INFORMATION EXCHANGE ON **SELF-ADVOCACY** AND **USER PARTICIPATION**

Services to people with learning difficulties



NO. 7

NOVEMBER 1994

1. QUESTIONNAIRE RESULTS
2. MORE EASY-TO-USE DOCUMENTS

HOOB:QYA (Kin)

This information exchange relies on its readers for its existence! Any comments or suggestions about it should operate will be very welcome. Individual contributions - not necessarily related to the chosen topic(s) of a particular issue - will also be welcome.

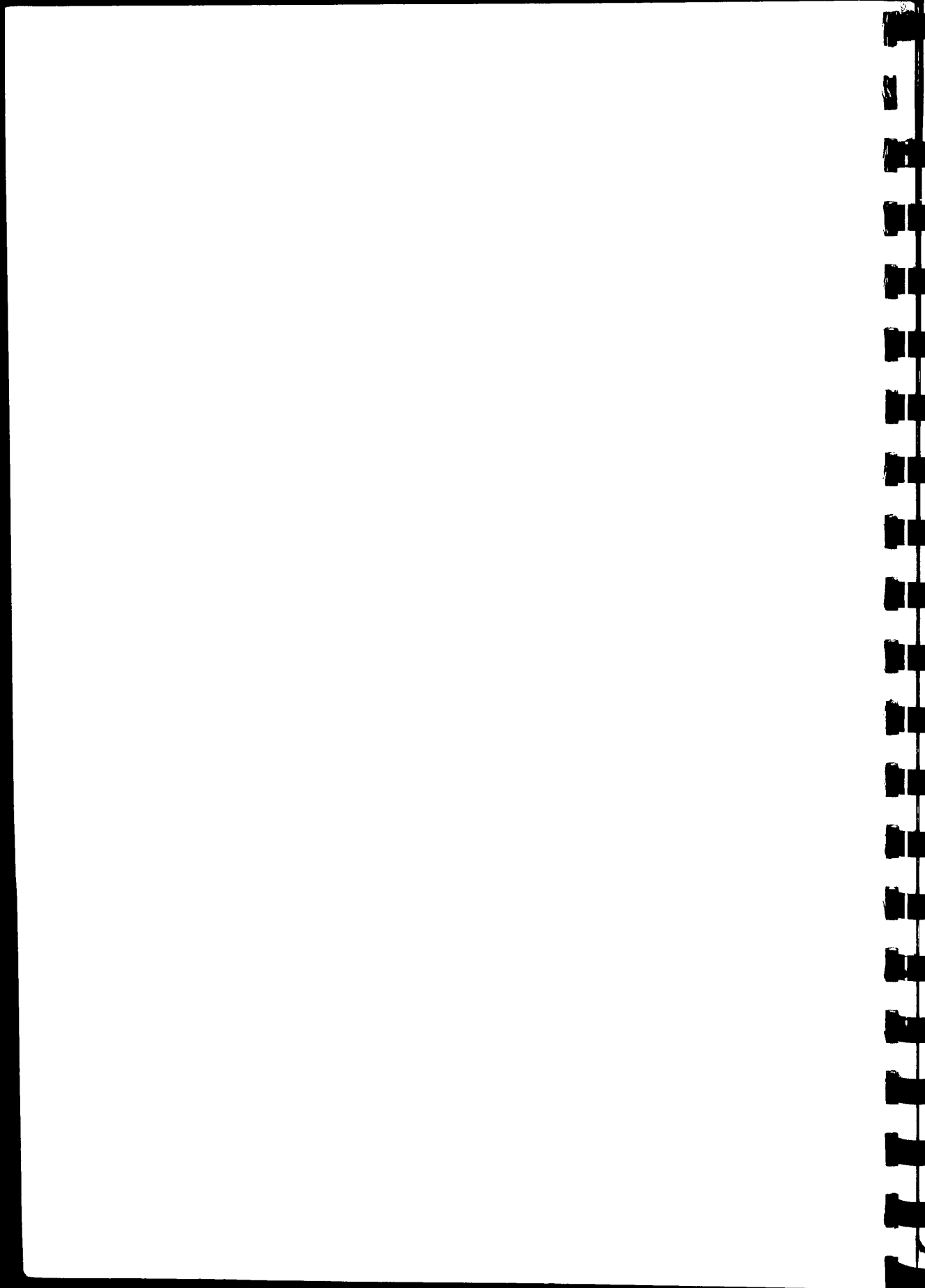
In developing the information exchange, we keep in close touch with People First's London office, bearing in mind their role in providing a link with groups around the country and producing a national newsletter. We want to make sure that the information exchange complements and does not overlap the work of the People First office. The information exchange concentrates on service development issues. It does not, for example, cover the type of self-advocacy group news which is contained in People First's national newsletter.

The information exchange is produced particularly for supporters and advisers of self-advocacy groups and people with responsibility for developing effective ways of working in partnership with users in planning and delivering services.

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EDITORIAL

Sincere apologies for the very long silence since the last issue. It has been a particularly busy year!

WHAT YOU THINK OF THE EXCHANGE - QUESTIONNAIRE REPLIES

Many thanks to those people who sent back the questionnaire which was distributed to readers towards the end of last year. The report of their replies is included in this issue.

The very small response - only 9 out of a readership of approximately 200 - was disappointing and somewhat puzzling as anecdotal evidence would suggest that people find the Exchange very useful. This is backed up by the fact that we are never short of contributions - and each issue depends entirely on contributions sent in by readers. Somehow we need to get a more representative idea of what people feel in order to justify the Exchange continuing. If anyone has any thoughts or suggestions about this, we would be very pleased to hear from you.

TOPICS FOR NEXT ISSUE

1. Consulting users about community care plans

This topic comes top of the list of what readers joining the Exchange during the past year have requested to see in future issues. Long-time readers will know that we have looked at this issue before, but that was 18 months ago so it would seem appropriate to collect people's experiences a second time around. All contributions will be welcome but it would be particularly interesting to hear from people who have now done this type of consultation more than once and can therefore make some comparisons. A questionnaire is enclosed.

2. User-led evaluation

The number of ways in which users are being involved in influencing services is increasing but examples of evaluation carried out by users are still comparatively rare. For example:

- people first London Boroughs has just completed a challenging task of evaluating community care services in two London boroughs;*
- people first Northampton were commissioned to carry out an evaluation of their local services;
- a professional researcher, assisted by two people with learning difficulties carried out an evaluation of catering services in the Portsmouth area;
- people from an ATC in Dundee designed and carried out a survey of knowledge and attitudes in their local neighbourhood.

Here at the King's Fund Centre we are interested in seeing how we might help to develop this work and as a first step, are holding a meeting in the New Year of people we know who have already had some experience in this area. But you may know of other good examples. We would be very pleased to hear from readers who have carried out work of this kind - whether as a one-off evaluation or a way of monitoring services which involves people with learning difficulties on a continuous basis. The following information would be helpful:

- a brief pen-picture describing the work;
- the aims of the work;
- the involvement of people with learning difficulties;
- the involvement of staff or other supporters;
- results of the work - outcomes;
- source or funding for the work;
- timing - when?
 how long? (in the case of a one-off piece of work)

Please send in your contributions by **Friday, 10 February, 1995.**

Andrea Whittaker
November, 1994

- * **"Outside but not inside... yet".** User-led evaluation pack about community care services. Three booklets, tape and material for doing an evaluation. Price incl. p&p: Service agencies £38.00; Voluntary organisations £23.00; People First groups £8.00. Available from: People First, Instrument House, 207-215 King's Cross Road, London, WC1X 9DB.

QUESTIONNAIRE RESULTS

These are the results of the questionnaire sent out in November 1993. There were nine replies, four from self-advocacy groups and five from professionals.

WHAT DO YOU LIKE BEST ABOUT THE EXCHANGE?

That people take the time to contribute their experiences.

Practical examples of "how to" and what people feel about their experiences.

Strong user voice comes over.

It is a useful source of information regarding other people's practical experiences of advocacy and participation.

News, ideas for group contacts.

Provides a lot of information that can be used by us and other groups.

Seeing what we have written in it and what other users have written.

Makaton symbols and pictures.

HOW HAS IT HELPED YOU?

Information, sharing experiences. Has given me useful tips.

Ideas for user involvement in purchasing decisions. Using video and Makaton material to give information about purchasing current services and ideas for future services. Groups to be facilitated and views sought.

Inspired!

Lots of contacts, some for things not going on in our own area.

As an adviser, it is particularly helpful to read about what is happening elsewhere - and the issues are also directly relevant to my research on service user empowerment.

Ideas for projects for the group.

Living in an area where users are not involved in planning services, it is most encouraging to hear of places where the user is involved.

Finding out how other users do things better.

Helps us to read. We can see what other people want and demand.

WHAT DO YOU LIKE LEAST ABOUT THE EXCHANGE?

Nothing! (not enough people know about it).

Sometimes there is not enough detailed 'how to do it' information.

Irregularity and infrequency of issues.

Too many words.

Pages and pages of writing without symbols or pictures.

WHAT CHANGES, IF ANY, WOULD YOU LIKE TO SEE?

Larger? Workshop days.

More frequent and regular issues. >

More pictures.

More photos and pictures.

USEFULNESS OF TOPICS COVERED SO FAR?

	Very Useful	Useful	Not so Useful	Not answered
Involving users in the planning and development of services	5	2	1	1
Using pictorial methods to enable people to communicate more effectively	6	2	-	1
Complaints Procedures - using them effectively	5	3	1	-
Conflict of interest	4	2	1	2
Achieving change: stories of how people are working to get changes in services	4	3	-	2
Involving users on management committees	4	3	-	2
Consulting users about community care plans	5	1	1	2
Involving people who have multiple disabilities	5	3	-	1

ACTION TAKEN AS A RESULT OF READING THE EXCHANGE?

Contacting contributors

Have been able to put enquirers to our service in touch with contributors.

Going to use some examples and integrate these in another group - citizen advocacy.

Other action

I facilitate a group of social services staff who work with self-advocacy groups/client committees of people with learning disabilities, so have used some of the information in meetings and in a training day.

Planning a pre-retirement course for people over 55, currently at large day centre.

Issues on how to involve service users in appointing staff was used by one local day centre resulting in service users sitting on interviewing panel to appoint a person recruited as care worker at the centre.

I use the pictures to help me draw advocacy minutes!

Using with our own group.

We read it at users' committees. We pass parts of it on to key groups. We get new ideas. We are doing a community care consultation in the centre.

DO YOU CIRCULATE/PASS ON YOUR COPY?

All but one of the respondents pass on the information in the Exchange in some way and the following shows how they do it and how many other people see it.

Group has 10-12 members - we read it out. Adviser passes on to other staff (4-5) when articles of interest.

All the centre users can see it or part of it - we photocopy.

20 other people.

8 provider organisations and potentially their staff, although I would hope they have access to the exchange.

12-15 other people.

20 other people.

Uncertain: copies loaned to two people in particular who in turn then show them to others. Unfortunately, one copy has gone astray in this way!

HAVE YOU HAD ENQUIRIES AS A RESULT OF BEING IN THE EXCHANGE?

Leeds Equal Opportunities Unit	1 letter
Connect (Phoenix Trust) Bristol	8 telephone calls 4 letters
Brian Didsbury Users' Committee, East Ham, London	5 letters
The Wednesday Group, Cambridge	Letters, telephone calls and visits.

WHAT TOPICS WOULD YOU LIKE TO SEE IN FUTURE ISSUES?

Self-advocacy groups.

Complaints procedures.

Examples of successful independent living.

Genuine integration in the community and how this was achieved.

Going to college.

Sexuality - partners, getting married.

Politics - voting.

Sexual abuse, sexual harassment, gay people.

Professionals

Continued reports of user involvement at management levels of planning and community care.

User involvement in contracting for and purchasing services.

More on conflicts/problems and practical solutions on how to resolve them.

NEW READERS' TOPICS OF INTEREST

About 50 people have asked to be put on the Information Exchange mailing list during the past 9 months. The following is a summary of the topics they would like to see included in future issues.

- Self-Advocacy with
- older people
 - sensory loss/deaf/blind
 - young people

How people with behavioural support needs can resist marginalisation

Involving users from minority ethnic groups

People coming together from rural districts

Work with those who choose not to use services

Sexual abuse

Sex Education/HIV

Involving users in the preparation of guidelines regarding sexuality/personal relationships

Peer training (safety, crime, harassment)

Side effects of medication/ECT

Risk assessment

Voting, political involvement

Developing an understanding of the social model of disability of people with learning difficulties

Consulting users in the community care planning process

Using the complaints procedure

User participation in training

Quality action groups

User-friendly advertising and information leaflets

Assessing quality for people with profound disabilities -getting their views

Positive imagery

Self-assessment/evaluation for IPPs

Survey of service users' attitudes to their needs-led assessment

Annual reviews

Techniques using drama/audio-visual etc - how to express abstract concepts e.g. advocacy, representation, consultation

Disabled staff working with self-advocacy groups

Funding of advocacy groups - what sort, sources?

Numbers of people covered by advocacy schemes, complexity of their needs

Paid vs unpaid advisers

Service workers as advisers vs independent advisers

How to support the self-advocacy group without taking control

Evaluating the support worker/adviser's role

Supported living

Support systems for dispersed housing

Service brokerage

Alternatives to traditional respite care



Owl Housing Ltd

Link Project

Owl Housing is a charitable organisation set up in 1990 to develop services for people with learning disabilities in the Hounslow and Spelthorne areas.

We currently manage 5 Registered Care Homes and 2 Independent Living Schemes, providing both residential and day support services to the tenants. We have recently secured funding from Joint Finance for a new project which aims to offer a community-based social, support and information service to people living in the Borough of Hounslow.

The Link Project aims to work together with people in identifying skills and interests they would like to develop in various areas of their life i.e. employment, friendship, education, leisure activities. It will then look at ways of developing those skills/interests through accessing resources already available in the community. If community-based services are currently unable to offer opportunities to explore particular areas of interest i.e. women's groups, advocacy groups etc. we will look to providing them within the project using appropriate sessional workers.

The project will also maintain an information bank of services and events in the local community for people to access.

In the first year the project will look to working alongside 6-8 people, although we hope to compile a register of others who may wish to be part of any ongoing project activities, access the information service and/or be introduced to people who share similar interests.

Due to the funding arrangements, this project will initially work with adults with learning disabilities who are resident in the Borough of Hounslow and:

- a) Live alone or with family/carers
- b) Travel independently or would be willing to travel alone using taxis, dial-a-ride etc. as we are unable to provide transport or escort people
- c) Have little or no ties/connections with the community and therefore have limited opportunities for finding and building relationships or accessing resources in the community
- d) Have minimal or no contact with existing services i.e. day centres etc. unless in crisis
- e) Are able or willing to continue using community resources once the project has withdrawn from their lives.

Priority will initially be given to people who live with older carers and currently receive no support.

When a person joins the project, there will be no formal assessment procedure, instead we will spend an initial period of time in getting to know each other and trying out some of the opportunities available in the community. After this time the Project Co-ordinator will support the person using the project in working out what s/he hopes to achieve from using the project and looking at possible ways of achieving this. We will then draw up a project contract together setting out these goals and a possible evaluation date. A copy of this contract will be held by both the person using the project and the Project Co-ordinator.

Owl Housing's services are all based upon the principles of Ordinary Life i.e.:

- | | |
|-------------------------------|---|
| Confidentiality: | The project will hold minimal information about people and hopes to avoid over bureaucratic procedures in order to create a friendly and approachable atmosphere for prospective project users. Any information held will be in a format accessible to each individual. It will be kept strictly confidential and project users have the right to access this information whenever they wish. |
| Independence: | To encourage people using the project to develop their independent living skills thus enabling them to continue activities etc. when the project withdraws support. |
| Choice: | We aim to provide and facilitate opportunities/experiences which will enable project users to make informed choices and accept responsibility for those choices in their day to day lives. |
| Rights: | To facilitate access to information with regard to peoples human, legal and citizenship rights, entitlements and complaints procedures. |
| Community Interaction: | To provide opportunities for people to access community resources and realise their potential as valued and respected members of that community. |
| Advocacy: | To enable people to develop decision-making skills and to take responsibility for those decisions. To facilitate skill and confidence building in order for people to self-advocate. |
| Dignity and Respect: | To respect confidentiality and a person's right to dignity, respect and privacy in order to enhance their sense of self-worth. |
| Personal Development: | We aim to provide a quality service, offering advice and practical support within an environment in which personal growth is possible. |

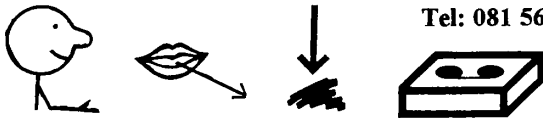
Owl Housing aims to be an Equal Opportunities employer and service provider to which end it is taking the following positive actions to improve its services:

- We currently have no wheelchair access to our central office but are looking to rectify this within the coming year by linking in with a local community access award scheme as well as lobbying the owners of our building for appropriate facilities.
- We are working to ensure all our literature is user friendly. All literature produced within the Link Project will incorporate both written language and symbols. We are also looking to provide this information on audio tape and where necessary in other community languages.
- In the second year of the Link Project we hope to broaden the above criteria and thus be in a position to offer the service to a wider range of people
- We also aim to employ staff and sessional workers who reflect the personal and group identities of the service users and hope the next Link Project worker will be part of this process.
- We aim to be a needs-led project and will provide opportunities for meeting any needs which cannot be met within the local community should they arise .i.e. women's groups, men's groups etc..

We will receive referrals for this project from the C.T.P.L.D but please feel free to contact the project co-ordinator directly at the address below for further information and/or a registration form and we will arrange a meeting to discuss it further.

**Owl Housing
Grove House
551 London Road
Isleworth
Middlesex
TW7 4DS**

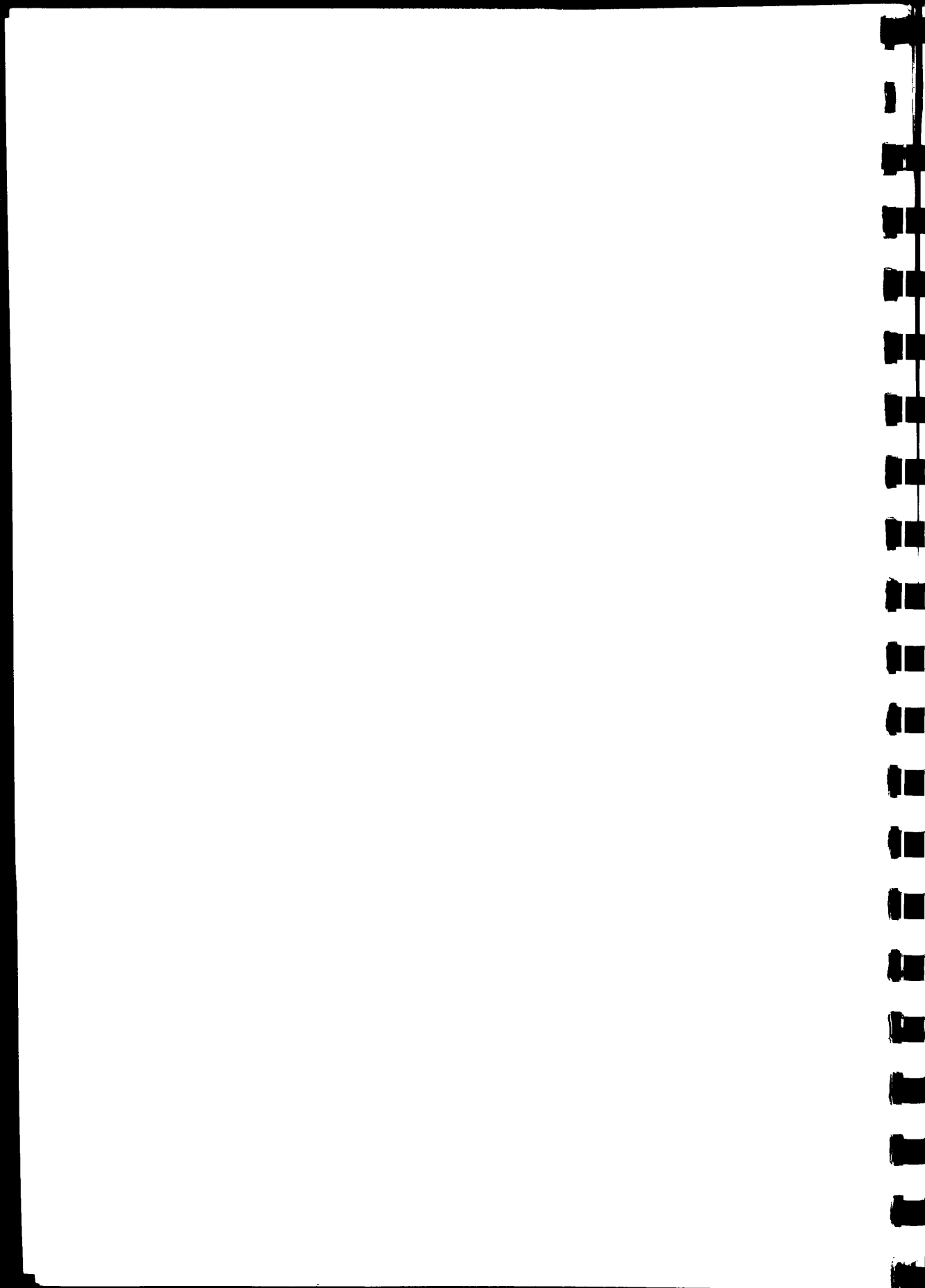
Tel: 081 569 9130



All of the information contained in this document is currently available in Punjabi, Hindi and in audio tape from the above address.

ਇਸ ਪਾਠੇ (ਵਿੱਚ) ਵਿੱਤੀ ਜਾਗੀ ਸਾਹਕਾਰੀ ਪੰਨਾਵਾਂ ਅਤੇ
ਜਿੰਦੀ ਵਿਚ ਉਪਲਬਧ ਹੈ।

ਇਸ ਸੂਚਨਾ ਮੇਂ ਵੀ ਵੁੰਨੇ ਸਾਰੀ ਜਾਨਕਾਰੀ ਹਿੰਦੀ ਔਰ
ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਮੇਂ ਸੀ ਉਪਲਬਧ ਹੈਂ





Owl Housing Ltd

Link Project Registration Form



Name



Address



Telephone number



If someone is helping you to fill in this form, please give their name and relationship to you.



- 1) What do you enjoy doing / what are your interests ?



- 2) What don't you like doing / what aren't you interested in ?



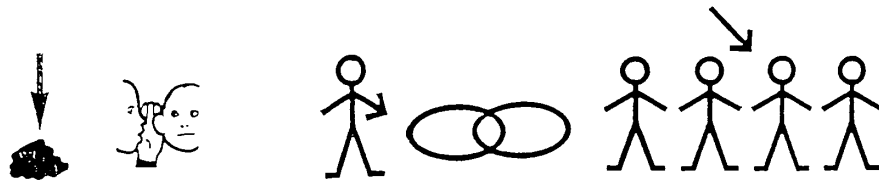
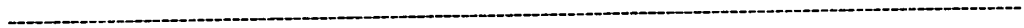
3) How do you usually spend your time ? i.e. do you go to college, clubs, work etc..?



4) Are there things you dream of doing? Would like to learn ? Want to try ?

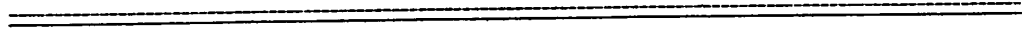


5) Is there anything else you want to say or would like us to know ?

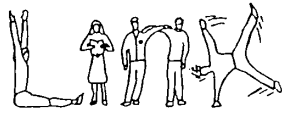


This information is private and will only be used with your permission to introduce you to other people who have similar interests.

You can look at this information whenever you want.



For Project use only: Criteria met / unmet on points a/b/c/d/e/other



Owl Housing Ltd
Link Project Monitoring Form



1) Are you:-

Male

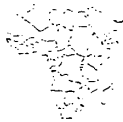
or

Female ?

2) Are you:-



a) African



b) Asian



c) Caribbean



d) European



e) other ?



?



3) How did you hear about the Link Project ?

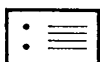
a) C.T.P.L.D



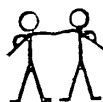
b) Flyer



c) Radio



d) Friend



e) other ?



Thank you



for your



help

This information is for monitoring purposes only.



21

Owl Housing Ltd

Link Project Complaints Procedure



Q. What is a Complaints Procedure ?



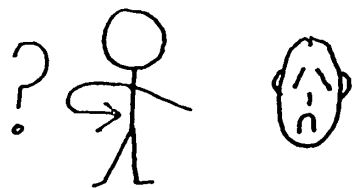
A. It is about speaking out if you are angry or upset or worried about something or someone while using the Link Project. It is your right to make a complaint (speak out) and this tells you how to do this.



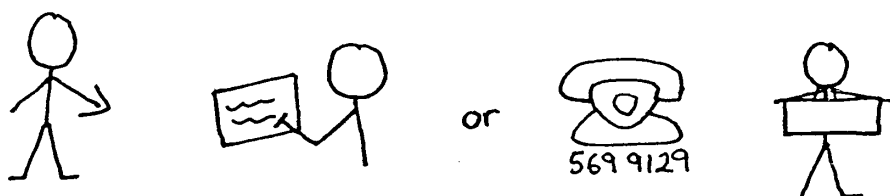
Q. How do I complain?



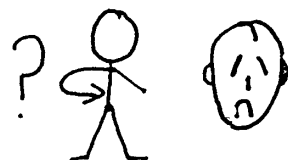
A. You can talk to the Community Access Co-ordinator _____ who will try to sort things out with you. If you don't feel things are any better or if you want to complain about the Community Access Co-ordinator then you can speak to the Community Support Manager _____.



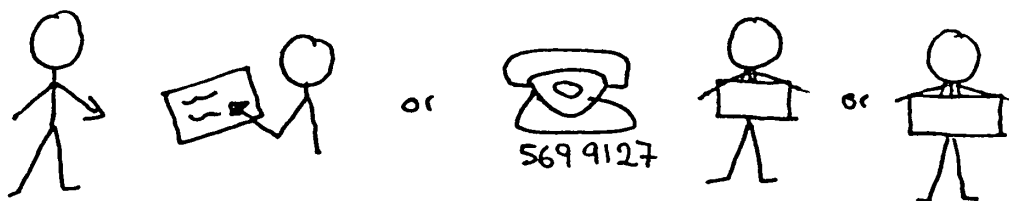
Q. What if I am not happy with what they say?



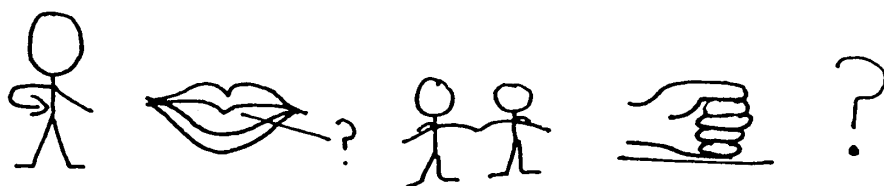
A. You can write or phone the Support Services Manager _____ who will arrange a meeting with you by the following week to discuss the problem.



Q. What if I am still not happy?



A. You can write or phone the Directors _____ who will arrange to meet you within the next 2 weeks. They will talk to you and anyone else involved and give you a final answer within 15 days of meeting you.



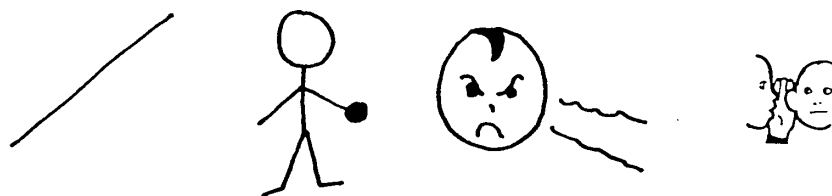
Q. Can I bring a friend with me to these meetings?



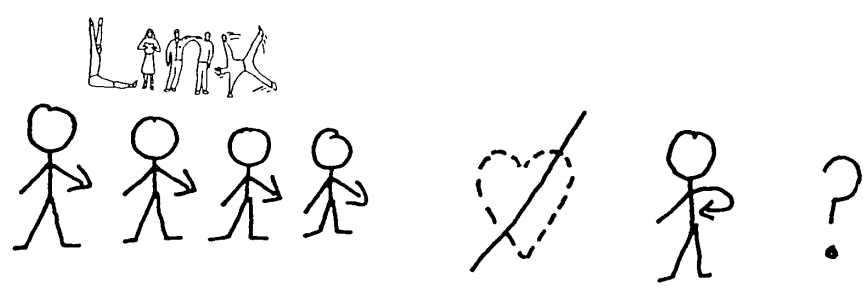
A. Yes you can ask a friend, relative, advocate to support you or speak out on your behalf. This is your right.



Q. Will people know if I've complained?



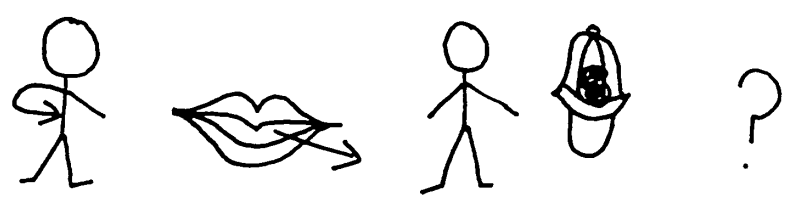
A. Your complaint will be dealt with in confidence. It will only involve others if strictly necessary in order to resolve your complaint.



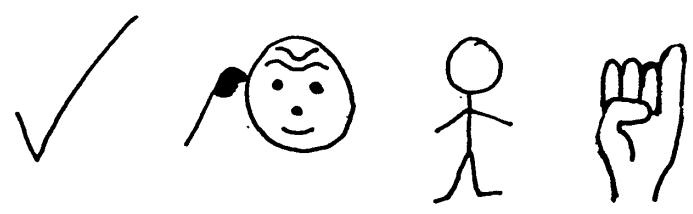
Q. Will this change the way I am treated within the Project?



A. No. It is your right to complain and does not affect any of your other rights or your treatment within the project. Please speak out if you are unhappy or angry while you are using the Project.

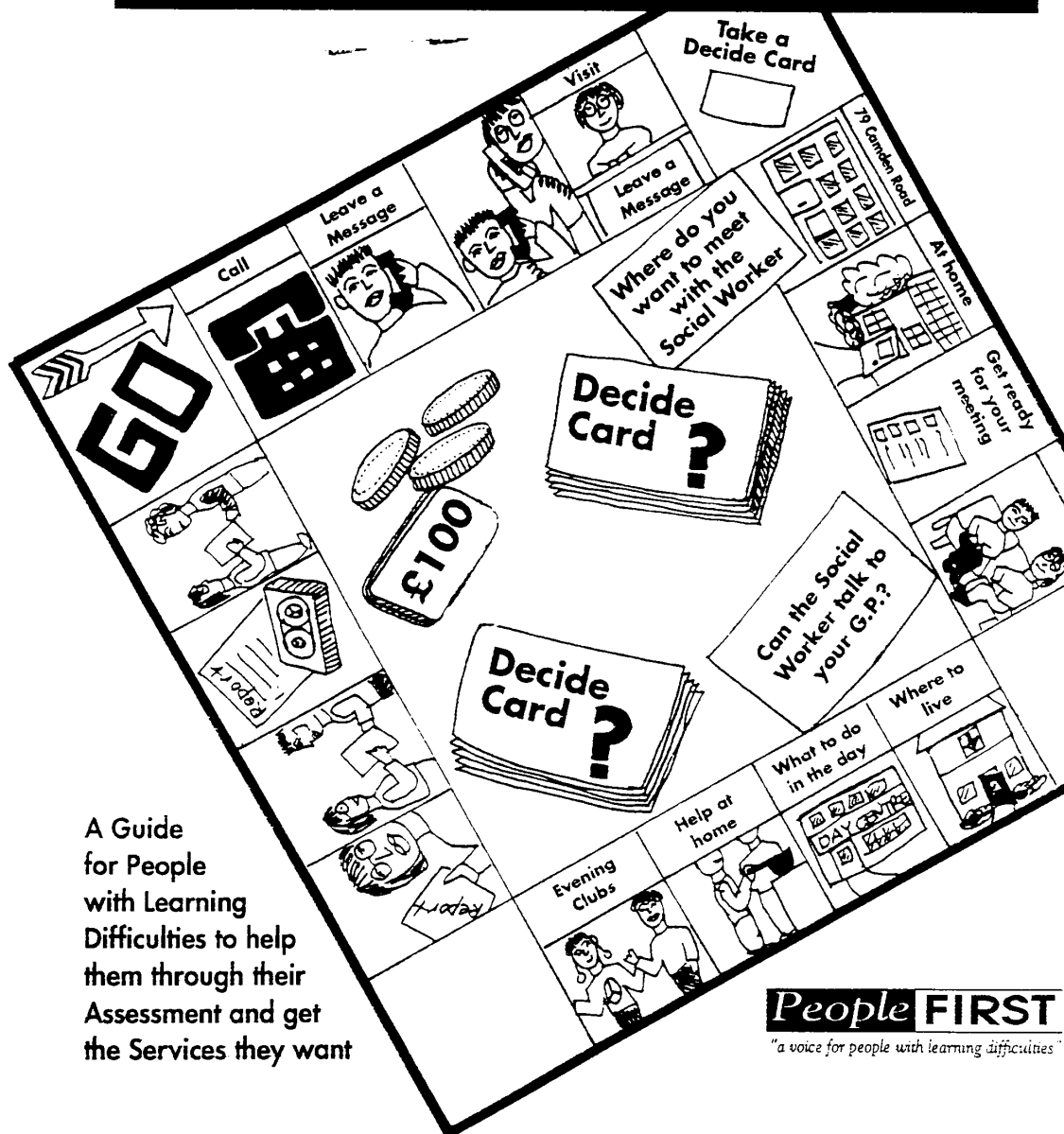


Q. Can I still go to the police or to my local councillor?



A. Yes. You can go to your local councillor any time. You can always go to the police if you think an offence has been committed.

10. Complaining



A Guide
for People
with Learning
Difficulties to help
them through their
Assessment and get
the Services they want

People FIRST
"a voice for people with learning difficulties"

"HELPING YOU GET THE SERVICES YOU WANT"

This folder gives you information about how to get through your assessment and getting the services you want. The pack costs £22.50.

Available from: People First, Instrument House
207-215 King's Cross Road, London, WC1X 9DB
or telephone 0171 713-6400

SECTION 10: **COMPLAINING**

- * WHY SHOULD YOU COMPLAIN?
- * MAKING A COMPLAINT
- * SOME THINGS YOU MAY WANT TO COMPLAIN ABOUT
- * WHAT YOU SHOULD DO IF YOU HAVE A COMPLAINT
- * WHAT NEXT?
- * WHO WILL KNOW YOU HAVE MADE A COMPLAINT?
- * COMPLAINTS FORM

Making a complaint

Are You Unhappy with the Help You Get:



At your Day Centre?



At your Hostel?



From your social worker?



From your support worker?



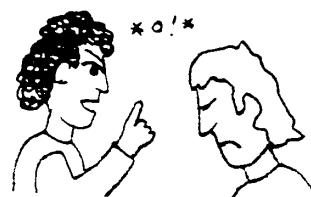
If you are unhappy, you can speak up about it.

Some things you may want to complain about:

- If you have been told something would be done, and it hasn't been done or it is taking too long.



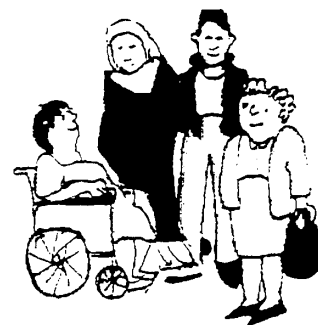
- If you have been treated badly or unfairly by a worker.



- If you have been told that you can't have help or a service.



- If you think you are being treated badly because of your religion, the colour of your skin, your sexuality, your learning difficulty or disability.



- If you think the support services you get are not as good as they should be.

- If you think people could do a better job in giving you the help you need.

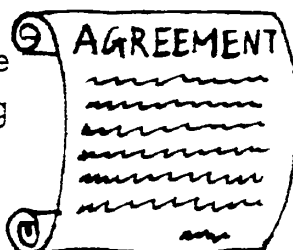


What you should do if you have a complaint

1. If you have any written agreement about the service, read it or get somebody to help you read it.



This agreement should tell you what the service is supposed to be doing to help you.



If you don't have an agreement, you can still make a complaint.

2. You could talk with staff to sort the problem out.



You don't have to talk with staff if you don't want to.

3. You can talk to a
Complaints Officer.

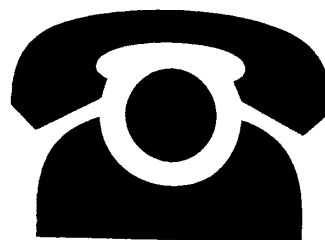
A complaints officer
is separate from the
services you get.



Call Phill, Hazel, or Della
on ☎ 0800 393 561

This is a Free Phone Number.

If you phone, they will send you
a **FREEPOST** postcard to fill in
and send back. (this means you
do not need to use a stamp)



OR

4. You can write to the
Complaints Officers by
sending in the Complaints
form.

Fill in the form or get
somebody you trust to
help you.

Use th **FREEPOST** address at
the end of this folder

Free post
Complaints Officer Camden Social Services Freepost 413/4 London NW1 0YW

GETTING THINGS CHANGED - LESS NOISE IN THE DINING ROOM

Horizon Community Meeting/Self Advocacy Group
Contact: Jacqueline Finn
Horizon Resource Centre, Coldhams Lane, Cambridge, CB1 3HY
Tel: 0223 248681

Members of the assertiveness group were complaining about noise in the dining room. They wanted to have a quieter and more relaxed environment at dinner time. The assertiveness group took their complaint to the Horizon Community meeting.

It was discussed at the community meeting and referred to the weekly advocacy group to come up with a survey. An initial list of 13 options (see attached) was condensed to 7. This was then distributed amongst all members in the centre. Everyone voted for their top 3 priorities.

The self-advocacy group then invited the cooks, caretaker, cleaner and secretary to discuss the possibilities.

What have been the difficulties?

None, because we'd thought things through, involved people and brought them up-to-date of what we were doing in advance and because of this we got full co-operation.

What have been the successes?

After the summer break the top 3 priorities will be honoured. Dinner trays are being bought, a radio cassette has been purchased and signs for the dining hall are being made. We've had full co-operation from all staff and manager concerned.

What did you learn from this experience?

If everyone is asked and included at every step - and listened to - it's possible to achieve the seemingly difficult.



A Survey

Noise in the dining room	Response
1. Person who makes a noise should go to the office (another room, outside)	3
2. Ignore noise	3
3. Talk quietly and encourage members not to shout	3
4. Noisy people to eat somewhere else or (Special Care Unit)	2
5. To leave dining room & eat later	2
6. To eat in SC Unit	2
7. Two Sittings	6
8. Keyworkers to remove noisy members	1
9. Dining room only for eating socialising later finish by 1.15pm	2
10. Play some soft and soothing music	3
11. Hang a big board with makaton signs (No shouting)	3
12. Put noisy people in the cafe	1
13. Arrange tables in different way	1

Self Advocacy Group

Typed by Neil Coote

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'NOISE IN THE DINING ROOM'
WORKING PARTY MEETING

WEDNESDAY 16 JUNE 1993 @ 11.15AM

present :

Self Advocacy Group
Ian Newman
Debbie Yearsley
Brenda Crane
Eddie Fielding
Shirley Rowberry
Janet Ellwood

DISCUSSION : To be able to eat in other rooms within the centre.

* The flat can be used on Tuesday & Wednesday each week.

* Dore & Samantha's room is the preferred other room. This can be used Monday-Friday. It should be remembered that it is also used from 1pm each day as a leisure/social area for members.

* Eddie said that the picnic tables outside the unit can also be used in fine weather.

The procedure will be that staff will identify in the morning chat groups those members who would like to eat in the dining room (exclude those with packed lunches).

Shirley and the cooks need to know each day how many people will be eating either salads or hot meals away from the dining room. They need to know for table laying in the dining room, for preparing cutlery in serviettes to go with trays for those wishing to eat elsewhere. We thought we would need about a dozen trays altogether and Brenda volunteered to buy one and assess its suitability before committing themselves to more. (Money available from petty cash).

The designated eating areas ie, the flat and Dore/Samantha's room will need supervision from staff. Ian, Debbie and Christine agreed to meet to see how this can be done. Debbie also suggested that Ian, Christine & herself look at how unit members can eat elsewhere when accompanied by staff.

A discussion took place about cleaning (floor/table tops etc..) and it was strongly felt that people eating must take responsibility for cleanliness, ie, to avoid having to clear up any mess. The flat and Dore/Samantha's room will not be cleaned in the same way that the dining room is by Eddie.

It was thought that the heat trolley in the dining room is only used by the unit in August. An area needs to be identified where it can be safely stored.

People prefer the slops trolley in the corner of the dining room as opposed to in front of the hatch. Unfortunately the queue for the hatch has deteriorated partly because of this on occasions. People are reminded that it is necessary to form an orderly queue.

Shirley asked that this group meets again after a two week trial is completed. The new system should start at the latest on return from the August summer holiday.

DISCUSSION : To play soft and soothing music in the main dining room.

Ian is led to believe that on the theft of the centre's stereo, insurance money came through as compensation. Also that this money (£?) may be used to purchase a small hand held CD/cassette unit that is powerful and suitable enough for the job (plenty of choice here in local shops). Ian is happy to choose a suitable music centre. Christina thought that a unit with detachable speakers would be useful.

We need to yet decide :

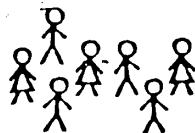
* Who will take responsibility for the new music centre.

* How the music is supplied.

DISCUSSION : To make two wall mounted signs saying "Quiet please" in both writing and symbol format.

It was agreed that two signs will be made using 50cm x 70cm clip frames (Christina to purchase using petty cash).

Neil (Garry Turpin) & Paul Marsh from the community meeting & Derek Gooch from the self-advocacy group have volunteered to make the new signs and Christine & Dore will liase with them on this.



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Self Advocacy Group Session 9 5.5.93

Present : Neil C, Dore S, Chris R, Trevor F, Jim F, Philip E, David O,
David T, Sharon N, Derek G, Micheal S, Rosie H,

Game : Touch a colour, followed by a group massage.

Minutes were typed by Neil and read by Jim Fox & Micheal Speed



Micheal showed us his letter & invitation from the Fire station

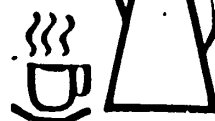


We started a survey about noise in the dining room



(see separate sheet)

After coffee Neil taught us some new signs :



Work

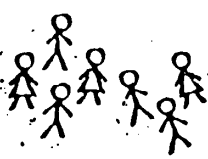


Yesterday



Tomorrow





Self Advocacy Group Session 13 9.6.93

Present : Neil C, Tim F, Dore S, David T, David O, Roise H, Micheal S,
Trevor F, Deke G, Philip E, Gwen Burn,

Game : Grandmas Footsteps

Minutes were typed by Neil and read by Tim Fox and Micheal Speed



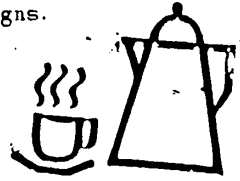
Gwen told us about her self advocacy group and how often they meet and gave us some photocopies to look at.



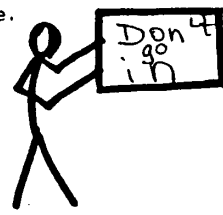
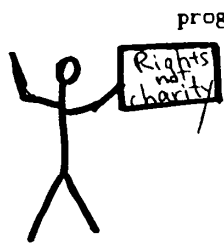
Ian come at 11 o' clock to show us the outcoming of the Noise in the dining hall survey.



We had a coffee, but there was no time for the signs.



The group watched a new video, from People First about 'Rights not Charity' it is all about not supporting the BBC 'Children in need' programme.



From: Meeting Notes - 16.6.93

Michael, Trevor and Derek were interested in doing this.



We had our coffee break.



At 11.15 Brenda, Shirley, Janet E, Eddie, Debbie and Ian joined us to talk about 'Noise in the Dining room survey'



Everyone was very helpful and willing to give these ideas a go even though it meant extra work.



Thank you



Ian took minutes and will type and hand them out.



Neil Coote

DS / NC



Self Advocacy Group Session 18 14.7. 93

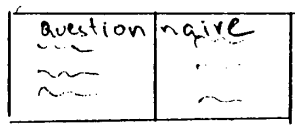
Present : Neil C, Michael S, Sharon N, Chris R, Dore S, Rosie H, Derker G,
Tim F, David O, David T, Philip E, Trevor F,

Game : Blindfolded guiding around the centre

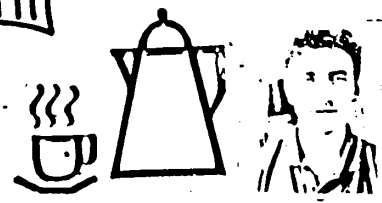
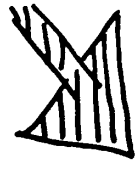
Minutes were typed by Neil and read by Michael and David T



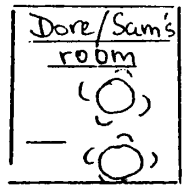
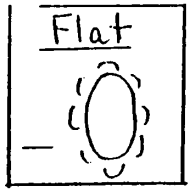
We filled in a questionnaire and told the story of ' Noise in the dining room ' and all the different stages.



After coffee Ian came to give us an update to ' Noise in the dining room '

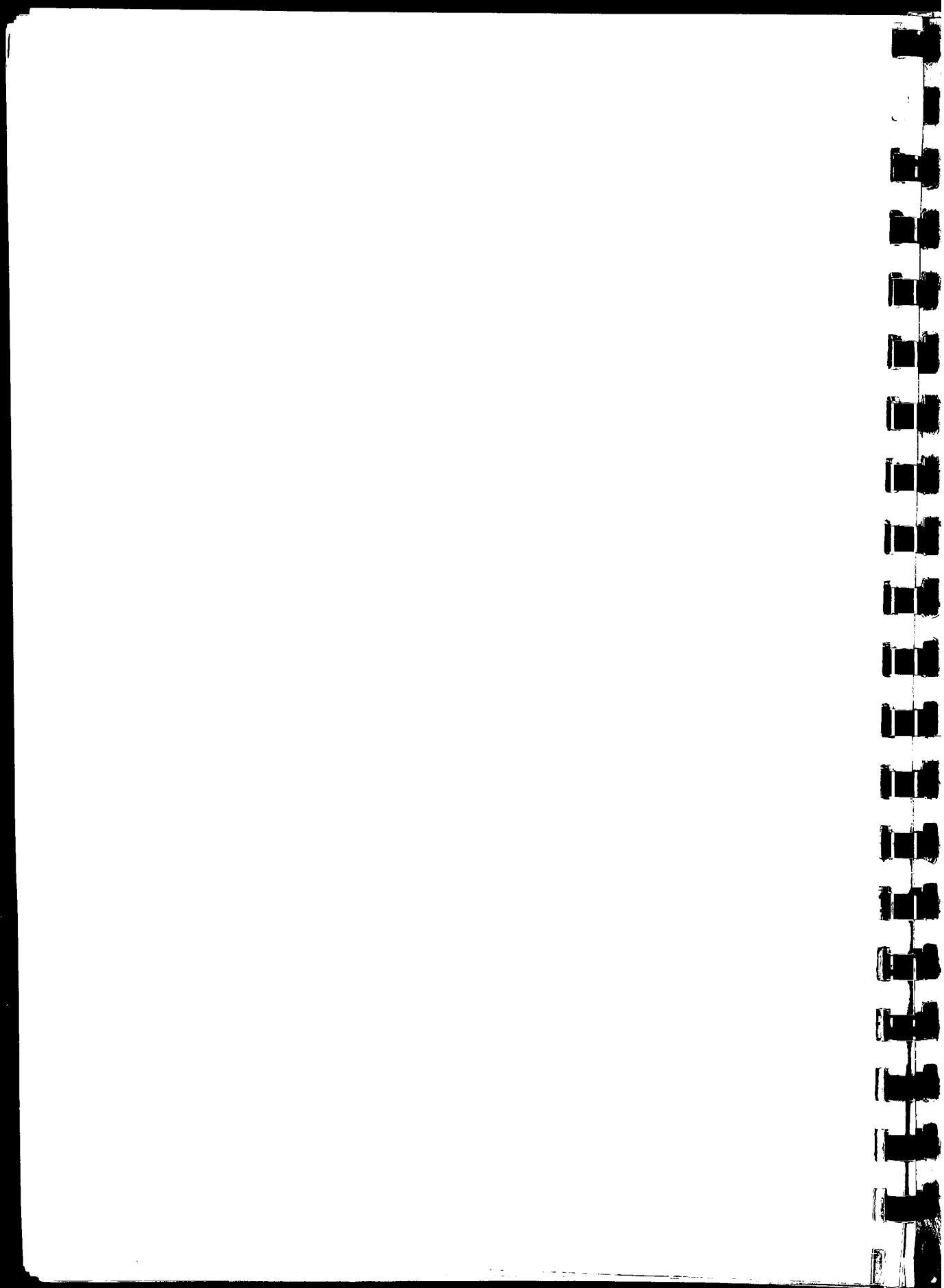


We need to make a small poster to put near the hatch to say which room is available for eating.



We tried to watch Neil's video, but did not work again on our video machine





King's Fund



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PAST ISSUES

No.1	Involving service users in appointing staff. Using pictorial methods to enable people to communicate more effectively.	November 1991
No.2	Stories of how people are working to get changes in services.	February 1992
No.3	Involving users in the planning and development of services. Complaints procedures - using them effectively.	June 1992
No.4	Conflict of interest.	November 1992
No.5	Involving users on management committees. Consulting users about community care plans.	May 1993
No.6	Involving people who have multiple disabilities	November 1993

