

## Learning Disabilities Carers Meeting – 26<sup>th</sup> January 2012

Carolyn Fisher from the reviews team came to speak to carers about the review process; this was followed by a group discussion on what carers felt worked well in reviews and also what the gaps were. This information will be fed into the next LDPB.

### What works well?

- It is nice when the social worker carrying out the review knows the family
- The report that is sent out after the review is very comprehensive
- Family carers felt that service users are included in the review process and not talked over
- Reviews have been done in different formats – for example using a DVD – and this works well
- Some family carers feel that reviews are a good place to bring up issues with care and that what they have to say is welcomed.

### What are the gaps?

- When the social worker doesn't know the family this can be frustrating
- Sometimes there is a big time lapse between the review and the report being received. This can make it difficult to remember if the report is accurate or if there is anything missing.
- There were some experiences when carers did not feel included.
- Some carers have said they don't feel empowered to speak out about problems in the review. This is for a couple of reasons, firstly there is a perception that if a carer brought something up this might affect how the cared for is treated and secondly some carers do not feel confident enough to raise issues about service providers in a meeting where that provider may be there.