

Learning Disability Development Fund (LDDF) Progress report

Name of project: Link Group visits to residential homes

Project Lead: Sarah Pickard, Speak Out

Sub Group overseeing project: PCA Sub Group

Project Targets from original bid:

We will make a report about each visit. Our report will let you know:

- The address of the house we visited
- How many people we talked with (but not their names because they may not feel comfortable with us telling their names)
- how many of those people did know how to make a complaint
- how many of those people felt able to make a complaint
- any suggestions for making the complaints process better in that home

How the project will do this work:

The members of the Link Group will visit people who live in six residential homes and will talk to them about making complaints and speaking up. We will be supported by a worker from Speak Out

We will make sure the support workers are not in the room with us when we talk to the residents. We will ask the residents if they know how to make a complaint about their home or the way they are supported in their home.

How much 2009/10 LDDF money the project gets: £1,615

Name of person completing this report:

Sarah Pickard

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What the project has done in April 2009 through March 2010:

- 3 members of the Link Group planned to visit 6 residential homes in Brighton and Hove. The aim of the project was to find if people knew how complain, how they felt about complaining and if they felt able to speak up if they were not happy.
- They met and devised a plan for visiting homes. They wrote a simple booklet about rights and complaints.
- Between October and December the Link Group visited all 6 houses. They talked to residents alone in 4 houses, (with no staff present) about their views on complaints.
- 2 houses were for people with complex needs. The Link Group met residents and talked to staff about how they support people in their choices and how they know if people are happy at home.
- The Link Group wrote a report for the Person Centred Approaches subgroup of the Partnership Board and went to a meeting to present the report.
- In their report they found that all the homes were very different. Some homes were great at promoting people's rights and had systems in place to make sure that people were heard.
- The Link group thought that other places were too big, did not feel homely, people did not know how to complain and they weren't listened to.
- The Link Group found this work really valuable as it gave them an insight into larger residential homes and helped them understand more about supporting choices for people with complex needs.

