



**ADULTS AND COMMUNITIES DEPARTMENT
OVERVIEW AND SCRUTINY COMMITTEE**

TRANSITIONS SERVICE – POSITIVE FEEDBACK

Letter received from parents of Service User - 23rd October 2019

We wanted to give you some feedback on the support that you have provided in helping us to manage the needs of X.

X can be a real pleasure to be with, but the complexity of the issues that he has to cope with, including Downs Syndrome, Autism, AMID, transitions, limited communication and learning disability, can give rise to very challenging behaviours.

At the start of the year X's frustrations led to many severe incidents resulting in injuries to members of the family and damage to property in the home. During this very stressful time, interaction with Social Services appeared to us to be focussed on budget discussions and not addressing the needs of X and what was happening at home, which led to us seriously considering that we would need to place X in care because we were not coping.

When you were appointed in February of this year you very quickly familiarised yourself with X's situation. It was obvious to us that you had experience in complex cases such as X's and that you understood the challenges that we were dealing with and importantly X's needs.

You were able to effectively represent X's needs within the Social Services organisation and as a result the limited provision of 3 days of college and day services for 2 days which only started in December 2018, was increased to include day care for additional days to cover college holidays. In addition, you were able to support the allocation of a new respite for some evenings and weekends which had been badly needed, due to the previously limited respite provided by Z which was not suitable for X's needs.

Through your contacts and previous experience, you were able to recommend care providers that would be able to cater for X's needs. These providers have proved to be wonderful in understanding X and being able to give him a happy, stimulating and safe environment.

You are always contactable, and you have been proactive in calling Multi-Disciplinary Team meetings to review X's progress, ensuring input from care providers and ourselves. This has provided a good forum to ensure feedback from interested parties as well as from us as parents and has resulted in excellent relationships being built across the individual groups providing support to X.

The impact of your intervention has been huge. As parents we really appreciate what has been achieved through your efforts, we feel much more able to cope and are looking forward to a holiday next February, our first in quite a few years.

We cannot thank you enough for all that you have done and hope that in some small way that this letter provides the recognition that you rightly deserve. We are more than happy that you share the contents of this letter and would willingly provide more feedback in a different format, either verbally or written, as a measure of our appreciation for the positive impact that you have had on X and the household.

Letter received from Parents of Service User

Dear Social Worker

I just wanted to take this opportunity to say a massive Thank You for all of your support and hard work in helping to get X successfully living in his own place with support.

Naturally he still has challenges but he is settled very well in his flat. Z are fantastic and are providing a very flexible level of support that is tailored to X's needs. I understand that he is also working with the // to manage his finances.

We have seen a huge transformation with X successfully making decisions himself and building up the emotional resilience needed to manage the daily challenges that we all face.

I am very aware that none of this would have been possible without your continued long standing support fighting for X's Case and holding out for what's best for him.

I understand that there are many challenges you face within the system in order to achieve what is best for the young people that you support. We appreciate your honest approach and recognise all the hard work you put in behind the scenes to get a successful outcome for X.

Many thanks Social Worker. If you ever feel like you are fighting an uphill struggle and your work is a thankless task, I just want to tell you that it has not only transformed X's life, but the whole family. I now can build a relationship with X as his mum, as opposed to his carer. What you do has a really positive impact and I am very grateful to you.

Many thanks

Good Transition Example

X transitioned from school to College in September 2019, he attends College 3 days a week. X also attends CLC provision for 2 days a week.

- X has moved to College in September 2019 and he has settled in well and coped well with this change.
- Mum has stated that she has also seen notable progress at home and X is using new skills learnt from College at home, e.g. he is cleaning out his rabbit hutch without support from Dad. Mum has stated that X is happy at college and he is more confident

at home and in the community. X has developed a passion for woodwork and he loves looking after animals, both at school and at CLC provision.

- School have stated that X is using public transport, accessing the community, including shops, restaurants and cafes. X has developed confidence and he is telling staff what he needs and wants.
- Update from CLC provider is that X is participating, enjoying himself, learning new skills and developing in confidence. Mum was also pleased with how well X has transitioned with the project after he did not enjoy his previous CLC provision. Attendance at the provision also enables Mum to have time to do some of the things she would like to do as well as having the time to complete her household tasks etc (therefore there is a significant reduction in carer strain).

Nathan's Story – Outcome Scenario

Nathan has given approval for his story to be shared.

Nathan recently moved in September to our new Male Transition Service and he is on a pathway to more independent living, however we have supported him on outreach since August so we could get to know him better.

We are currently recruiting for this service and organised a Jobs Fair in Leicester to aid us with finding a good range of experienced candidates.

We invited Nathan to attend the jobs fair with our local recruitment lead. He and his staff took the bus to Leicester to be at this really important event.

We asked Nathan to speak to potential candidates about what he is looking for when selecting staff to support him, he said he wanted people to be fun, energetic, and respectful, which we agree are important attributes when looking for suitable staff.

In addition Nathan has recently agreed to take on paid employment with Aspirations as one of their regional Expert By Experience, he is attending a 3 day course in October / Nov to learn how to do this new role. Nathan is going to support X in her new role as Head of Quality Development to review and shape policies as well as other things such as recruitment events, talks about supported living, being a mentor to new people moving into Aspirations services, and doing Expert by experience audits and reports. The training is being run by the same company that delivered this to CQC! so he will be qualified to help you at LCC and also CQC if you choose to use his services.

I am looking forward to celebrating more of his achievements and outcomes in future months.

Peter Davis
Assistant Director
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Adult and Communities Department

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