



Yorkshire & Humber Network Families of people with learning disabilities

Our ideas and Top Tips for other family members Winterbourne View – Transforming Care

What this is about

The families' network exists to support family members across Yorkshire & Humber to

- **Share** - with families, workers and statutory services, positive and negative experiences of families; local and national information about policies and legislation, good practice, problem solving, working to make change happen
- **Empower family carers to lobby** influential people, organisations and local media and to influence local decision-making
- **Promote mutual support** by working closely with each other, sharing views and exchanging ideas
- **Spread knowledge and build confidence** by communicating information to other people, networking and learning together.

To support each other and other family members some of the network members have made this sheet to share ideas and information with other people concerned about support for their family member or local people after the abuse at Winterbourne View.

Winterbourne View and the actions from Transforming Care

Since the Panorama programme on the abuse happening at the hospital called Winterbourne View there have been several investigations and reviews that have been brought together in a final report and national agreement published by the Department of Health called Transforming Care.



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Inclusion North has done a briefing sheet that outlines the main events and gives links to the reports. You can see this at:

www.inclusionnorth.org/about/news/inclusion-north-briefing-on-winterbourne-reports.html

Good questions to ask Commissioners or Learning Disability Partnership Boards about the actions to improve safety and quality:

- What are the local plans to review support for people who are living out of our area? Who is leading that?
- What are the safeguards that people out of area will not be brought back to less satisfactory for them than what they have now, or something they don't want?
- How will the people in residential care or hospital settings be informed of the review of their support, their rights and responsibilities?
- What Accessible Information is available?
- How will people and their families be supported to get advocacy support?
- What is the procedure when someone's family thinks a person should move from residential or hospital setting – how long does it take?
- Who will be involved in planning the person's support?
- If someone has a plan to move how are you checking – it is sufficiently detailed and person specific – meets needs? – Who is responsible to see that the plan is carried out?
- What plans are in place to accommodate people locally?
- How do you involve families (including siblings or other relatives not only parents) in inspecting or reviewing services?
- How will supported living placements be monitored?



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Families of people with learning disabilities

Some family members have been involved in choosing a support provider for their family member

Here are some of the questions we think have helped us understand how the organisation work and helped us chose what was best for our family member

- Staff retention – how long do staff stay and how do you monitor it?
- What's the career structure for staff?
- How do you plan for stability and succession?
- How do you do reviews and where does Person Centred Planning fit?
- What structure is in place to transfer knowledge and information about people if staff move jobs or leave?
- What do you do to inform people's family (including wider family networks) and support them to be involved?
- Do you encourage/support family representatives to become involved in what is happening to people with no family member available?
- How are staff supervised and supported especially when supporting someone on their own?
- What is your process for whistleblowing and learning from any issues raised?