

Hi, My name is Mike and I work for Devon Link Up. I am a Safe Places Ambassador. Devon Link Up runs services for people with Learning disabilities and Autism. Our aim is to give people a Voice and Choice about their lives.

We started in 1991 and we work across Devon and sometimes in Cornwall.



I would like to introduce you to the Devon Quality Checking team. Their job is to check health services across Devon and they will be helping to make sure people get the right help and good services.



Hello!

We are the Devon Quality Checking Team



Quality Checking



PRESENTED BY FRANCESCA, JAMES AND PATRICK



The aim of the project



The aim of the project is to make sure more people with learning disabilities and Autism can live in the community by making health and care services better.



This is linked to the NHS work about Transforming Care.



The project will work to tackle health inequalities for people with learning disabilities and Autism who live in Devon.



Recruiting the Team

Devon Link Up advertised for Quality Checkers across Devon



People who were interested in the work were invited to group interviews in Newton Abbot, Barnstaple, Plymouth and Exeter.



More than 40 people came to the interviews and 14 people were chosen to be paid Quality Checkers.



Some people want to help as volunteer checkers and some want to come to a group to share their experiences.



Where we are going!



All over Devon!

We are checking

- Hospitals
- GPs
- Dentists
- Chemists
- Opticians



We will be looking at

- National Screening programmes.

We will be meeting with

- Learning Disability Liaison Nurses
- Primary Care Liaison Nurses.





Co-designing the Standards

We have looked at different health campaigns including:

- Treat Me Well
- The NHS Long Term Plan



From our experience and the reports we read we have decided to focus on these 4 standards:

- Access
- Capacity and Consent
- Communication
- Reasonable adjustments.





What we are going to do



We have created an information pack telling people who we are, what we are doing and why.



We will send out the pack to each service with a pre-assessment questionnaire to be completed before our visit.



We will check certain areas using the standards.

We will complete a report about the quality check.



We will send the service our feedback and a report with recommendations in it.



Good things!



I can get text messages from the chemist to remind me that my prescription is ready.



My dentist communicates well with me because she is used to Deaf patients. She tells me what she is going to do before she does it.



The person doing my diabetic eye test explained what they were going to do, they kept me informed and there were no surprises. They told me where my results would go.



Things that worry us.....



Information is not accessible so I cannot make informed choices about treatment.



I struggle to open heavy doors that do not open wide enough for wheelchairs.



People think I do not understand them because they do not understand me.



People assume I know information when I don't.

People assume because I am in a wheelchair, I am not sexually active.



We hope that our work will..



Help people with Learning Disabilities and Autism get their voices heard and help shape services to make them better.



Help people be treated in their local area and stay in their community



Communicate

Improve communication – spoken and easy read.

Help staff work **with** not **on** patients.



Help staff recognise that we are individuals and are much more than our condition.



How you can help us



Share our work with people so they know what we are doing.

Tell us about good things that are happening – we want to shout about great work!



Work with us and help us – there are a lot of services and people that we need to meet and speak to.

Share the learning and help us to make change.

Thank You!