

Name of Project:	
Link Group visits to residential homes	
Name and contact details of person leading the project:	
Sarah Pickard Speak Out	
Which Partnership Board Sub Group is leading this area of work?	
PCA group	
How much LDDF money does your project want in 2009-2010?	
£1,615.00	
What is the budget (how will you spend the money) for the project and is any other money also going to be used for this project?	
£	For
1050.00	Speak Out to provide support to the Link Group for this project  Planning 7 hours supporting the Link group @ £25.00 per hour  Delivery 21 hours @ £25.00 per hour supporting the Link group to run groups in the houses  Results and report writing 14 hours @ £25.00 per hour to support Link group to sort out results and write reports
85.00	Transport costs (taxis, bus fares, mileage) for visits to homes

480.00	<p>Pay for Link Group members</p> <p>Planning 2 x ½ days planning for 3 people – 2x £20 x 3 people = £120</p> <p>Delivery 2 people per visit @ £20 per visit x 6 visits =£240.00</p> <p>Results and report 2 x ½ days for 3 people @ £20 per ½ day = £120.00</p>
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Tell us about the Project, how it will work, what it will do, who will do it and things like that:

The members of the Link Group will visit people who live in residential homes and will talk to them about making complaints and speaking up.

**Number of homes we will visit:**

We will visit six homes. We will ask the Care Management team to tell us which six homes we should visit. We will ask the Care management team to let the homes know we are coming and to let us know where the homes are and what their phone numbers are.

**Who will support us:**

We will be supported by a worker from Speak Out

**Who will do the visiting:**

- Matthew Hellett
- Sarah Watson
- Andy Meadows

**How the visits will work:**

We will make an appointment to come to the home at a time when the residents will be there to talk to us. 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.

We will talk to people about how they are allowed to make complaints and make choices when they are not happy with something. We will ask them if they have any ideas for making it easier for them to make choices or make complaints in their home.

- We will spend one day with our support person planning for these visits. The six visits will take half a day each. We will then spend two days with our support person making reports about our visits.

What outcomes, targets or goals would your project achieve?

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

Is there anything else you want us to know?

This work will be done between September and December of 2009