

Name of Project:

It's My Life – speaking out in care homes

Name and contact details of person leading the project:

Paul Richards,
Service User Involvement Coordinator,
Southdown Housing Association
2 Bell Lane
Lewes
BN7 1JU

Email: p.richards@southdownhousing.org
Phone (01273) 405840

Which Partnership Board Sub Group is leading this area of work?

The Person-Centred sub group

How much LDDF money does your project want in 2010-2011?

£3990

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?

How will we spend the money?

- We will spend £1590 on staffing costs. This includes the management and wages of the service user involvement worker and the two service users - Project Workers.
- We will spend £1000 on inducting and training the two Project Workers
- We will spend £400 on supervision for the project workers (and service user involvement worker) once in post and on providing a mentoring service for the staff of the residential homes involved in the project.
- We will spend £500 pounds on publicity and marketing including the guide that we will put together to advise other residential homes on how they can improve the process and outcomes of their own in house meetings
- A final £500 will go towards the extra costs of running the project for example the travel costs for workers, stationery, refreshments

Total budget cost **£3990**

Tell us about the Project, how it will work, what it will do, who will do it and things like that:

How it will work

We will use our experience of supporting services users as project workers to run their residents meetings well by:

- Recruiting two service users as Project Workers to help run the project and attend meetings, with support, to share their ideas. These service users will also be offered training to support them in this.
- We will work with residents to find out how they would like their meetings to run and what works best for them. This means we will find out about things like:
 - o The best time to have a meeting
 - o The best place to have a meeting
 - o What residents would like to talk about
 - o How to make sure we make communication as easy as possible.
- We will support residents to make sure they have a good way of feeding back the discussions they have in meetings, to their staff.
- We will also support residents to come up with a good way for feedback - to make sure what they talk about is making changes to the place where they live, and the support that they receive.
- We will ask residents how often they would like to meet.
- Then we will support four meetings in a row to support them to make any changes needed.
- We will also work with the staff teams in the houses to ensure they understand the project and the importance of having good resident meetings.

Who will do it?

The project will be led by a worker from Southdown who has experience of working in residential homes, and of facilitating residents' meetings.

They also have a good deal of experience of facilitating meetings as part of their current role in Southdown's service user involvement team.

What outcomes, targets or goals would your project achieve?

At the end of the project

We will produce a guide for any residential homes in the city to help them think about different ways in which they can best organise residents' meetings and make sure that the residents are having a real say in the way they are supported.

We will also produce a report to show what we learned from the project.

The aim of the project will be to set up a system that is capable of being replicated with people with different levels of learning disabilities. It will ensure that staff are answerable to their service users and will make the feedback process meaningful. This system will assist all residents and staff in recording the changes they have made to their services as a result of service user feedback.

We will make sure we support residents to come up with a way of holding meetings that will continue to work for them in the future.

We would suggest that the four homes be involved in reporting back after a further 6 months to update the Person Centred Sub-Group on how their residents meetings have been working and what they've achieved.

Is there anything else you want us to know?

About Southdown

Southdown has an excellent reputation for their service user involvement work and has also supported East Sussex and West Sussex County Councils to set up their own service user involvement groups.

Southdown also provide a whole range of ways for its service users to be involved in the running of their service and the organisation which includes:

- Individual meetings with key workers
- Resident meetings
- Regional 'Southdowners' meetings (tenants giving their input on Southdown policies and procedures)
- Supporting service users to attend other meetings such as Speak Out and other advocacy groups.

Southdown has a good reputation across the country for getting the views of service users known and their work around the Stay Up Late campaign.

Southdown also has a proven track record of involving service users in all aspects of it's work, such as recruiting and training staff and reviewing services.