

Notes from YILN Emergency consultation event – Tang Hall Community Centre – 18th June 2012

Letters

Letters have caused much anxiety over the bank holiday weekend when no one could get hold of anyone in the council

Letters were confusing. Peoples support needs were not taken account of when producing this information. Easy read just had pictures added.

People's assessment levels in some cases were identified wrongly

Letters had patronizing language like please do not worry!

Questionnaire

Questionnaires were very poor – directed towards physical support needs

Some main points were missed by the questionnaire ie. Transportation, collecting and support with managing benefits

The questions were impossible to answer. The questions were ambiguous, confusing and far too general.

Preventative issues are not being picked up.

How does this fit with personalisation?

Equality information was quite intrusive. There was no indication that this was not obligatory

Commissioning

Current commissioning is not creative or efficient - more of a 1 size fits all commissioning

Care management

People who have recently had annual reviews could have been informed that this may happen so people were aware that this was a possibility

Still much mis-trust about people and families making more effective and efficient use of the money. Care managers and their managers still don't understand this can lead to efficiencies.

Personal contributions have just increased. People are really angry that they have been asked to pay considerably more and then been told that funding support may stop altogether.

Much of the issues with the letters could have been avoided if the care managers would have had conversations with people prior to the letters going out.

Consultation

What happens if as a result of the changes you rely too much on family and friends and they can't provide all support any more?

This appears to be an insult to families who provide help and support to their loved one

The consultation questions were loaded, directed and not clear. This consultation is meaningless