



Building our Community

Do we need a Community of Practice for learning disability staff in London?

Community of Practice - A group of people who are enthusiastic about the same thing and want to learn how to do it better.



EasyRead version of: Building our Community: Consultation events for the Greater London Learning Disability Practitioner Community.

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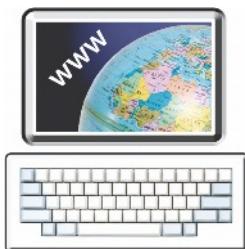
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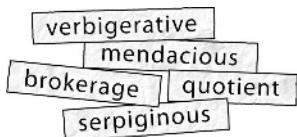


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Some words are in **bold** – we explain what these mean at the end of the report.

1. About BILD



BILD wrote this report. BILD is the British Institute of Learning Disabilities.



We help people with learning disabilities have better support by:

- Training staff
- Helping organisations grow
- Sharing good ways of working





- Organising events and conferences



- Writing reports and books



- Bringing people together to share ideas.



2. About this report



A **Community of Practice** is a group of people who are enthusiastic about the same thing and want to learn how to do it better.



It is a way for staff working in services that meet the same type of need to learn from each other.



There is already a **Community of Practice** for learning disability staff in Kent, Sussex and Surrey.



It brings together:

- Staff



- Family carers



- People with learning disabilities.



They support each other and share ideas about how to make support better.



We asked if staff working with people with learning disabilities in London need a group like this.



The things people told us will go into the plan for a **Community of Practice** to make support better for people with learning disabilities.



3. How we found out what people think



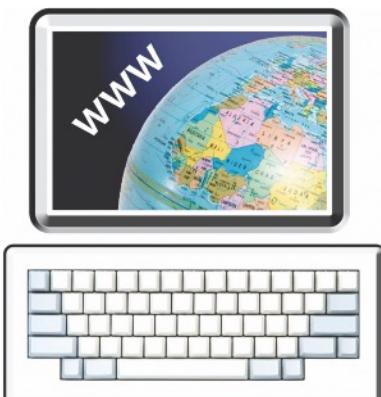
We held 2 different conferences to listen to people who work in:



1. Services for children



2. Services for adults



We asked people the same questions at each conference. We also put some questions **online** after the conferences so other people could tell us what they think.



We planned the conferences by thinking about:

- Where they should be
- What people wanted to get from them
- Who should come
- Who should speak at the conferences
- What information to give people.

This helped us write a **programme** or plan for each conference. There is a copy of the **programme** in **Part 6** of this report.



We told people about the conferences using:

- Email
- Leaflets
- Our website
- Facebook
- Twitter.



50 people booked to come to the conference for staff working with children.



108 people booked to come to the conference for staff working with adults.



But not all of these people came on the day.



In **Part 6** of this report we talk about what was good about the conferences and what could be better.



The next part of this report is about what people told us.



4. What people told us at the conferences



People said:

- A **Community of Practice** could bring together people from different services and organisations who all want to give better support
- People with special skills or who know about different subjects could share new ideas about supporting people. This is especially important when services have less time and money to spend on training.



What are the best ways for learning disability staff in Greater London to learn?

What is good now?

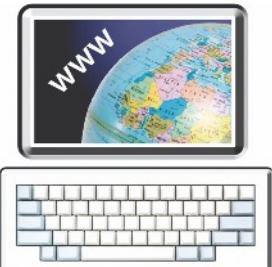
People said it is good to have lots of different ways to learn:



- **Online**



- In teams
- With parents and staff from other teams
- Meeting other people, in person or **online**
- Through a London newsletter
- At conferences and networking events.



What would make this better?

- More training **online**
- More training about working with people with **complex needs** and supporting families
- Councils and NHS services working better together
- Training that all staff must have
- **Apprenticeships** where people learn at college while they are working

Learning from other staff.



Problems or things that are difficult?



- Having **agency workers** or lots of changes of staff
- Low wages, **contracts** and other things that make it difficult to keep good, trained staff
- Not having enough money to pay, train and keep good staff
- No links between child and adult services
- Staff who do not feel valued or supported
- Sharing ideas
- Staff working too hard or being stressed
- Too many other things to try to do
- Not as many Learning Disability nurses
- More people with autism in prison.



What helps you learn from each other?



- **Online** training materials
- Groups that talk about difficult things
- Talking to other people
- Watching how other people work
- Local events where people can meet and talk
- **Consultations** that ask what people think
- Learning when things go wrong
- Learning when things go well
- Strong leaders and good support
- When organisations share the cost of training.



Problems or things that are difficult?



- Not enough time
- Not enough money

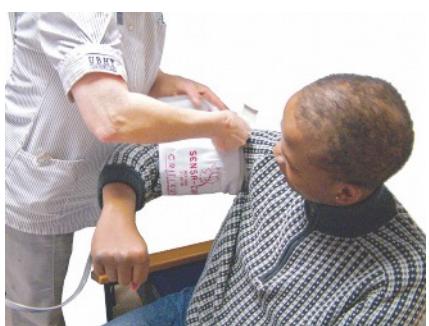


- It takes too long to look back and learn from what happened for people before they leave a service
- Services are expected to do too much
- Services do not share resources and information
- People do not want to say if they make a mistake.



Do you want a local meeting?

Most people said local meetings would be useful and they would like to go.



People would like each meeting to talk about a different health or care subject.



They said there could also be meetings:

- Just for support workers to learn from each other



- To share ideas and things that could be better
- To listen to experts
- To find out what is happening in other parts of London and the rest of the country
- To find out about other services.



Do we need a local 'champion' to speak up about rights and people with learning disabilities?



Just over half the people said it would be good to have a **champion**. They could help people with learning disabilities have the same chance as other people to do things and use services.



Most people did not want to be a **champion** or said they were not ready yet.



Some people wanted to know more about what the champion would do and who would train them.



Other people thought Innovator was a better name than champion because it means they would change things.



Do you want an online forum?

Most people said it would be good to have an **online forum**, as well as meeting people face to face. But someone would need to manage this and check what people said on it.



People said it would be useful to have:

- Information about training events
- Resources – things to help people learn





- Things that would be useful for the local group
- Up to date information about policies and plans
- Smaller groups to talk about different things
- A list of services and how to contact them
- Activities and things for people to do.



Is there anything else you want to say?

People talked about:



- Having more days like this
- Other things they would like to learn about
- Making it really clear what the **Community of Practice** is for
- Having better links with the NHS.





5. Answers to the online questions



Where do you work?

Over half the people who answered the questions worked in services for adults.



One out of every 5 was a family carer.



Very few worked with children.



What is your job?

People did lots of different jobs in health and social care services.



Most were family carers or managers in social care services for adults.



What are the best ways for learning disability staff in Greater London to learn?

A few people did not know what training they could get. Others said it was good to share training and ideas.



They said it was important for support workers to meet people who do the same job.

What would make this better?



People said it would be good to have:

- Shared training



- Training where you get involved in doing things
- Training by people with learning disabilities
- Ways for staff and councils to share ideas.

What makes it difficult for staff to learn?



Many organisations do not have enough time or money for staff to go on training.



There are lots of changes in staff and services do not often work together.



Any other worries about staff being able to learn?

It is difficult for staff to learn when:

- There is less money for services



- Services cannot get and keep good staff
- Services try to find cheaper ways to train staff
- There are lots of **agency workers**
- Staff have to support more people with difficult behaviour in the community.



What helps you learn from each other?

- Meeting people face to face is the best way
- People said staff must be honest with each other
- Only one person thought **social media** is a good way to do this.



Problems or things that are difficult?

People said it is difficult to share ideas when organisations try to be better than each other.



It is difficult to find the time and money for staff to learn from each other. Sometimes people are worried about being honest. They think this might affect how people see them or their organisation.



Is a local meeting useful?

Nearly everyone said it was useful to meet other people face to face. Most people said they would go to a meeting.

What do you want the meetings to be about?



People want to share ideas about:

- New ways of working
- A different subject each time.

Anything else you want to say about meetings?



- Lots of different people should be able to get to meetings
- Talk about different things and share notes from the meetings with other people
- One person said it would be good for groups all over the country to share ideas.

Do we need 'champions' to speak up about rights and people with learning disabilities



Nearly everyone said this was a good idea, especially for people with lots of disabilities.



But less than half wanted to be a **champion**.



Most people did not know who could do this job.



Some people did not like the name **champion** and others did not know what their job would be.



Do you want an online forum?

Most people thought this would be useful.



They said it would be a good way to share ideas and ways of working.



But not all staff might be able to use them. About half the people who answered the questions thought **social media** was a good way to share information.



Other people did not mind or did not want to use it.



Is there anything else you want to say?

Most people did not answer this question.



Some people said it is useful to talk about things.



It is important to make sure we include people with severe disabilities.



6. What happens next



A lot of people said we need a **Community of Practice** for London.



We will look at what people said and write a plan about what happens next.



We will work with people who said they want to be involved and send out the plan by the end of March. We will try to involve more people and send out dates for more meetings and events.

7. Extra information

Programme

Building our Community:

A consultation event for the new Greater London Learning Disability Community of Practice

Children's Workforce Friday 19 January 2018, Holiday Inn, Regents Park, London

Programme



9.30 Registration and Refreshments



10.00 Welcome by chair

Jim Blair, Great Ormond Street Hospital

10.05 The purpose of this consultation

Rhona Westrip and George Matuska, Health Education, England

10.20 Challenging health inequality for people with Learning Disabilities

Jim Blair, Great Ormond Street Hospital



11.00 Stopping over medication of people with learning disabilities, autism or both

Carl Shaw, David Gill and Jill Parker, VODG

11.30 Break



11.45 Building a Community – what a community of practice does

Tom Evans, BILD

11.45 The Kent, Sussex and Surrey COP and how it works

Rhona Westrip and George Matuska, Health Education England



1.00 Lunch

2:30 **Round table consultations:**
Facilitated by Tom Evans, Jim Blair, George Matuska and
Rhona Westrip



2.45 Break

3.00 **Feedback**
Jim Blair, Great Ormond Street Hospital

3.45 **Next Steps**
Tom Evans, BILD



4.00 Finish

At the time of production this programme was deemed to be correct. However, we reserve the right to alter or cancel any part of the programme due to unforeseen circumstances



What was good about the conferences and what could be better



At the conferences, people worked in small groups of about 6 people and talked about a **Community of Practice**.



People liked meeting face to face to share ideas.



They said what was good about the conference and what could be better.



What was good about the conference

- It involved lots of different services and people who use services
- People shared ideas and experiences
- People shared what they know





- Lots of different people came
- It was interesting and well organised.

What could be better



- Start planning sooner
- Have some workshops where people can work together
- Have stalls and posters
- Make sure people who book places come to the conference.

verbigerative
mendacious
brokerage quotient
serpiginous

8. What the words mean

Agency worker

Staff who do not work for the same service all the time

Apprenticeship

A job where you go to college to train while you earn money.

Champion

A person who really supports something or speaks up about it

Community of Practice

A group of people who are enthusiastic about the same thing and want to learn how to do it better.

Complex needs

Someone who has lots of different issues in their life. For example, a learning disability, and other physical or mental health needs.

Consultation

Ask people what they think about something.

Contract

A written agreement about work.

Innovator

A person who brings in new ideas.

Online

Using the internet.

Online forum

A way to meet people and discuss things on the internet.

Policy

A plan about what to do.

Programme

A plan that says what will happen.

Resources

Things like money, staff, equipment or buildings that an organisation uses to do its work.

Credits



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