



Day Services Engagement Report January/February 2018

Introduction

Worcestershire County Council want to find out what people think about the day services they provide for people with learning disabilities.



They asked Speakeasy NOW to visit their day services and talk with the people that use them.

Speakeasy staff and members visited people during January and February.



They asked people what they thought about the services they attended.

They asked them if they had any ideas about what could make day services better in the future.



Worcestershire County Council also wanted to know what young people with learning disabilities wanted when they left school.



Speakeasy NOW were asked to visit schools and find out what young people thought.

Where we visited and who we met



Day Centre

We visited 6 Connect services and saw 59 people.

In Wyre Forest we met with 7 people.

In Redditch we met with 11 people.

In Bromsgrove/Droitwich we met with 15 people.

In Worcester we met with 8 people.

In Malvern we met with 8 people.

In Evesham we met with 10 people.



Day Centre

We visited 4 Resource Centres and saw 61 people.

In Wyre Forest we met with 25 people.

In Bromsgrove we met with 24 people.

In Worcester we met with 8 people.

In Pershore we met with 4 people.





We visited 3 groups of young people in school and saw 32 people.

At Vale of Evesham 6th form we met with 13 young people.



At Vale of Evesham year 9 we met with 8 young people.

At Regency High School we met with 11 young people.



We visited the Leisure Link services in Wyre Forest and met with over 70 people.

At the Monday Night Group we met with over 60 people.



From the Flyers Sports group we met with 4 people.



From the Music group we met with 6 people.



How we found out what people thought

Worcestershire County Council had told us the questions they wanted us to ask people.



We put these in Easy Read with simple words and pictures.

Everyone was given a copy to look and and read.



We explained to everyone what we wanted to find out from them.

We used picture cards to show people activities they might like or dislike.



We used traffic light cards to help people join in the conversations.

We asked the staff what was the best way to communicate with people.



The staff helped us to understand what some people were telling us.



We listened closely to what people were saying and looked at things they showed us.



We watched carefully to see how people responded. We noted if they were happy or sad and if they were interested in what they was going on.



We asked questions in lots of different ways to help people understand.



We made lots of notes about what people told us.



We used a flip chart to show people what we were writing.



We read our notes to people before we left to check we had got things right.



What we found out

Connect Services



There were no complaints about Connect Services.

Everybody enjoyed using the service.

Some people had been going for a long time.

Some of the staff had known people for a long time too.



The staff had good relationships with people using the service.

People were very comfortable and felt safe.

People felt in control and could make decisions about what they did each day.



People could do different things. They did not have to do the same as everyone else.



There was lots of variety in the things they chose to do.

People got opportunities to try new things and go to new places they had not been before.



People learned a lot about their local communities and the people in them.

Some people had more opportunities to be independent than when they were at home.



Nobody wanted to find paid work.

Some people had volunteer roles or had had them in the past.



Transport was sometimes a problem and could affect what they wanted to do.



People didn't like going out in bad weather. They wanted to be somewhere warm and comfortable to spend their day.



Some people worried about the cost of some activities or outings but they didn't have to go if they thought it was too expensive.



People did not know about other services in their area. They would like to find out about them. They thought it would be good to have taster sessions to see if they liked it.



Quote: 'I like helping other people here it makes me feel good.' (Tim).

Resource Centres

A lot of the people using these services had known each other for a long time. They had used the same day services for many years.



Most of the staff had worked there a long time and knew people well.

Relationships between staff and people attending were good.

People felt comfortable and safe. They were very familiar with the other people attending and with their surroundings.



People enjoyed meeting their friends.

People enjoyed the attention they received from staff.



Some people in wheelchairs had more freedom to move round in the Resource Centres than they were able to have at home.



People liked getting out of their wheelchairs and having physiotherapy sessions with the staff.

People were able to make choices and do things they were interested in.



People felt more in control over their day and more empowered.

Some people were given more opportunities for independence than they were at home.



People felt they were special and important. Their self esteem was good.

People had a sense of belonging. Some had special roles to play or jobs to do in the Centres. They liked being responsible for something.



There were lots of activities available.

People got out a lot and did not always stay in the building.



Quote: ' I like it when we watch films and have popcorn. I like films with lots of cars.' (Mark).

Leisure Link Groups

Monday Night Group

Very well attended and extremely popular.

Music and dancing very important to people.



People love the raffle and look forward to it.



For some people it is the only opportunity they have to see their friends.

For some it is the only time they go out during the evenings.



Many would like to go every week instead of just once a fortnight.

Some would like more music acts and karaoke.



Some would like to have a magician or dancers to watch.



Some people don't like where it is. They feel unsafe in Winter when it is dark. They would like it closer to the town centre.



Quote: ' I'm the best dancer here just watch me.'
(Val).

Flyers Sports Club.

Small group regularly attending.



All enjoy the activities offered.

They don't have to take part if they don't want to.



1 person would like it to be held in a proper Sports Centre.



2 people would like to try different sports.



Some find the venue cold in Winter and choose not to go.

There is not always enough time to play all the games people want to play.



Quote: ' If I didn't go I'd just stay in at home' (Bill)



Music Group

Small regular group attending.



All enjoy the opportunities to make music.

Only 1 person plays an instrument outside of the group.



Quote: 'I love playing my guitar. I'm very good at it.' (Reg)

Meetings with Young People



All young people had a very busy social life outside school. They took part in lots of different activities like sports, art, music, youth groups, church etc.



College

Quite a lot of the young people want to go to college, either locally or residential.



Most young people want to get a paid job.



All young people have high aspirations for what they want to achieve after leaving school.



Maintaining friendship groups is very important to them.



None of the young people knew about day services or felt it is where they would choose to go when they left school.



All young people want to continue doing the activities they enjoy now when they leave school.



Quote: ' I want to do something when I leave school. I don't want to sit at home doing nothing'.
(Ryan aged 17).