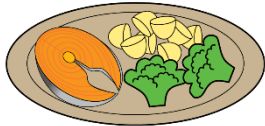


Easy Read Agenda (22nd January)

food



Shared Food

This week we will eat chicken nuggets and chips.

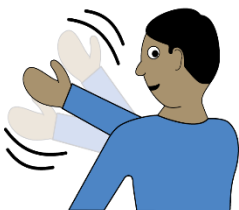
meeting people



Welcome

We will introduce new members.

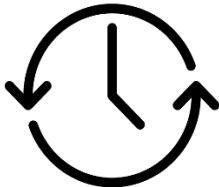
good bye



Goodbye

We will say goodbye and good luck to Ann. This is her last week working at Waltham Forest Council.

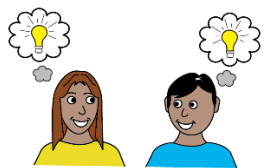
update



Updates

- 'Accessing Adult Social Care' leaflets.

share ideas



Ideas

We will think about all the different ways we can inspect Adult Social Care services.

Agenda	Task/updates	Responsible	Completed
<p>Reviewing the 'Accessing Adult Social Care' leaflets in Easy Read format</p>	<p>Members of the group said:</p> <ul style="list-style-type: none"> • "It's a lot easier to read in black and yellow." • "Will there be a really large version?" • "I definitely need a little bit of writing." This resident also said they would like more support "for people who are not up to date with writing and spelling." • I think that you've done a good job – perfect." 	<p>This feedback was given directly to Josh and Ann.</p>	<p>Completed</p>
<p>Adult Social Care Service Inspection Ideas</p>	<p>The group was asked how they would inspect services if they had a magic wand. Two residents suggested visiting care homes to assess and learn from the staff and residents there. One said:</p> <ul style="list-style-type: none"> • "A few of us could go to a care home and ask a few key questions" and "sit with residents to have conversations." <p>Other residents suggested calling the main switchboard with an enquiry.</p> <ul style="list-style-type: none"> • "We come up with a list of ten questions and ring up and try to get through to someone." "If we can't get the answers then that's a fail, [but] ... if you get a call back from someone with an answer, that's a pass". <p>The group also discussed potential difficulties and the need to comply with safeguarding and security.</p>	<p>Ash and Casey will take these ideas forward to determine how an inspection of services could be organised.</p>	<p>Ongoing</p>

<p>Any Other Business</p>	<p>The group identified that people are not being informed what services are available to them.</p> <p>They shared that this is a particular issue regarding:</p> <ul style="list-style-type: none"> • Digital accessibility • Library-based support services • Housing support • Service age restrictions, and; • Opportunities to socialise while in care. <p>Josh introduced the group to the Community Living Rooms Network, which is available on the London Borough of Waltham Forest website. No one in the group had seen this resource before.</p>	<p>Ash will share the link to the Community Living Room Network webpage.</p> <p>Ash will also look into how services are being communicated and signposted.</p>	<p>Ongoing</p>
	<p>The group also discussed the inaccessibility of online materials.</p> <p>One person said that there could be multiple barriers for “a person with a learning disability to access an online portal.”</p> <p>A person who is visually impaired shared that they face barriers online, saying, “when I look at each page online, I’m having to learn from scratch, using a magnifying glass.”</p>	<p>Ash will look into how best to promote accessible materials.</p> <p>She will also review whether the resident group materials are fully accessible.</p>	<p>Ongoing</p>