

Involving People Group annual development day

Radisson Hotel, Edinburgh: 2 March 2011



March
2011

Charlene Guild, Professional Adviser Equalities and Involvement welcomed everyone to the meeting. This was the last time the Care Commission's Involving People Group would meet before becoming part of Social Care and Social Work Improvement (SCSWIS) from 1 April 2011. This will bring lots of opportunities to develop the way we are involving people and for our groups to improve. The development day was to celebrate our past successes and continuing planning for our future in SCSWIS.

Life Stories

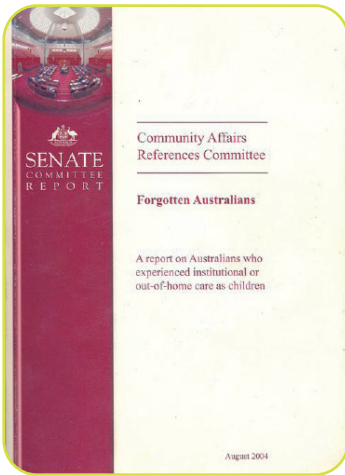
At last years, development day, a number of you told us your life stories. As this was so interesting, the group were keen to have this section included again. Just like last year, these were planned, written and presented by group members, giving us a glimpse of their experiences using a care service, caring for someone who does or even just a quick story about what's important to them. This year three "brave souls" agreed to give their Life Stories:



Stan Taylor, told us all about his life since he became a Carer for his wife Jeanne. We learned about his both good and bad experiences with the NHS and care services, how he has coped with the massive change to his life and found strength in different carer support groups. He also shared his insights into how the responsibility of being a full time Carer can impact upon their own health and wellbeing.



Agnes Houston, spoke about all of the coping mechanisms she has learned to use since her diagnosis of dementia. Although this has had a huge affect on her life, she remains optimistic and positive for the future. She told us all how her laptop is her "lifeline" and a vital part of organising her busy diary. She uses post it notes and emails to remember important dates and tasks she has to do. This includes her trip to Canada where she will be giving talks on coping with dementia. Hopefully we can hear all about this at our next meeting!



Andrew-Douglas McAdam told us all about his experience as a “Forgotten Australian”. From the 1950’s, around half a million children in Australia were put in care homes and schools and separated from their families, sometimes by thousands of miles. Many of these children were mistreated and even abused. There are currently some court cases ongoing against the abusers. Although this really was a shocking subject matter, Andrew presented it with great courage and we were all blown away by his story. If you want to know more about this go to www.forgottenaustralianshistory.gov.au

Also....

Charlene, gave a small insight into her life and experiences of working with people who use care services and especially the Involving People Group. She told the group that as individuals she is always amazed by their bravery, commitment, enthusiasm and has been inspired by their optimism. She finished her talk by showing the Get Involved DVD that some of you helped to create a while back and surprised a few of the group members by showing some of the out-takes and bloopers!

A big thank you to everyone who gave us a small insight into their life. Once again, we were all amazed by how brave, inspirational and positive your stories were. You helped with planning the day and also took a really active part in it. So much hard work went into your presentations and it showed - they were fantastic!

MAP with Quarriers

After lunch, we had a MAP session from the Quarriers Community Connections Team. This involved all the group members thinking about the past success of the IPG, what our dream for the future is, what our nightmare would be and who we are as a group. The Quarriers team, Alastair, Ryan and Caroline turned our answers into a MAP using words and drawings.

First of all we were asked:

What does a MAP mean to you?

- It's a path
- It can show you where you are now and where you want to go
- A journey
- A new life
- Direction



Here is a summary of your MAP!

Story of the Involving People Group up until now:

- We all had different views and angles when we started in 2005
- “You said we did” – this was unusual when we started it in 2008
- We have had proof we are being listened to.
- Lots of regular meetings
- The newsletter is really helpful
- I always had support and travel expenses which means I am able to take part in different things
- I have got Involved in grading, inspection reports
- With Care Commission I always feel important and like my opinion matters.
- Agenda clocks are good.
- The group is a two way thing.
- Counselling over coffee - Self healing within the group.
- We spoke to Professor Kevin Woods, the CC Board members and interviewed the Communication & Involvement Manager – we feel like we are of worth and have a voice
- I speak to my family about the IPG and CC
- Good to listen to everyone’s story
- I came, I saw, I stayed!

What is our “Dream” for involvement in SCSWIS?

- Involve the right people, work together
- Perfect communication and simple terms
- Involve younger and older people to share vision and dreams
- Have more meetings all over Scotland (especially South!)
- Be careful of duplication as some org’s doing the same work
- Well documented – good practice, needs to be recognised
- Keep mental health issues in the public mind – It would be great for one of our Members to become an MP!
- A new DVD – used as training with manuals – used in schools – health promotion
- Go into schools – health and well being
- Face book and twitter for members
- Connect more to other existing groups

What would be our Nightmare?

- The group abandoned
- Cut backs in funding
- IPG as a box ticking exercise

- Our message gets lost within the system. Role is devalued. (We wont go quietly into the night!)
- The standards of care in Scotland goes down
- We lose our power and confidence

Who are the IPG?

- Thinkers and doers
- An unstoppable force
- A mine of information
- Caring and considerate
- Diversity is our strength
- Powerful
- People with vision for the future
- A voice
- Friends with a future



What do we need for the Dream?

- support and help to do the practical things
- continue to have new ideas
- continue the consistency
- commitment from the top down
- influence those at the top who need to know who the IPG are
- Show that we are cost effective and you cant afford not to have us!

Action plan

- getting through to the right people – Charlene to speak to her Manager by June 2011 about us speaking to the Board
- Pull our action plans together – this is to be included in the next agenda for the group

As you can see, we ran out of time when putting together our action plan...but we agreed that this was so helpful we would continue to do this at our next meeting in June. Also, I have arranged for some of the IPG to meet with the new SCSWIS Board members on 16 June 2011 - please let me know if you are interested in coming along.

Jacquie Roberts pops in!

As luck would have it, Jacquie Roberts, the interim Chief Executive of SCSWIS was at a meeting at the same hotel as us so popped in for a quick chat. We told her how important the group was to us and that we were keen to keep this going into SCSWIS. Jacquie

agreed with this and told us that the group have been so valuable to the Care Commission that she was excited about improving and developing involvement in the new organisation. We also told her some of the issues we have.

- Change the name, we are still not keen on SCSWIS.
- Keep us involved and keep all the good things we currently do.
- We still need to keep involving people by holding meetings around Scotland.
- Its great to hear that its not the last meeting of IPG.
- Recruit more people to get involved in new organisation.

Last word from our new Director!

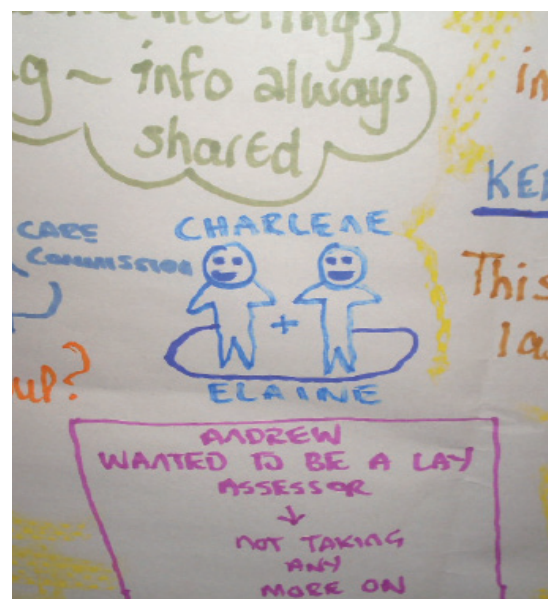
Karen Anderson, who will take over as Director of Planning & Reporting in SCSWIS and will have overall responsibility for involvement of people who use care services and carers. She talked about all the successes the group has had and how there is a bright future for the IPG members in SCSWIS. The Care Commission recently had an audit of its involvement processes which could be scored red, amber or green, they scored green in all eight categories! This is fantastic and due to the commitment and enthusiasm of everyone who gets involved in the work we do.

Karen finished off by saying a huge thanks to David Wiseman who many of you know is currently the Care Commission's temporary Chief Executive. David has been committed to involving people who use care services and carers in our work right back to 2002. We have made such progress because he believed in the value of all our involvement groups and spoke up for this in the organisation. David will be leaving the Care Commission at the end of March but thankfully will be coming back to SCSWIS as a Board Member. So we still have a lot of support from him too!

Your thoughts of the day

This is what you told us you thought of the day before you left..

- great fun with a lot of work done
- rewarding
- very involved
- keeps everyone engaged and is always upbeat
- safe and comfortable
- positive with lots of new ideas
- therapeutic



Goodbye to the Care Commission and hello SCSWIS!

Message from Charlene

Thanks to all of you who came along to the development day and our final meeting as the Care Commissions IPG. I'm sure you would all agree it was one of the best meetings we have had and so productive! I think we all found out a bit more about each other and in the evening we discovered some hidden karaoke talents in Iain, Patricia and Margaret and then just some singing that should be kept hidden from me! Who knew that "American Pie" could last sooo long?



My highlight of the day was when Agnes came up with a new catchphrase for the group, **We came, we saw, we stayed!** I think that summed up lots of our experiences and hopefully will carry on into SCSWIS.

I look forward to seeing you all in June and will be sending details of the new meeting shortly.



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