

Feedback report on Redbridge Social Care Service Hubs

Written by



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What we did



One Place East provided advocacy support to people with a learning disability in the role of quality checkers to find out how easy it is for people with a learning disability to use social care service hubs.

This involved



- Making telephone calls to the 4 Community Health and Social Care Teams.
- Visiting the 4 Community Health and Social Care Teams.
- Looking at Redbridge Social Care Services Website.



Healthwatch Redbridge funded this project until February 2018. It started in November 2017.



No names of any person have been mentioned in this report.

What we found out

Community Health and Social Care: Seven Kings at Aldborough Road North, Ilford IG2 7SR

Telephone call



The quality checkers telephoned and listened to a pre-recorded message that listed the different options.



The quality checkers spoke to a staff member and asked to speak to someone about direct payments and asked what other services they provide. The staff member asked if they wanted to speak to the district nurses or to the social work team. The staff member spoke too fast and said they did not understand what we wanted.



The quality checkers asked if there was a website. The staff member said they did not have one and gave another phone number to call. The quality checkers called this number and it was for the duty social worker.



Visit

Two quality checkers carried out a visit to the Community Health and Social Care Team on 22nd January 2018.



As they arrived, they noticed 4 disabled parking bays at the front of the building.



There was an outside sign saying “Community Health and Social Care” and an outside board displaying photos of the different teams and departments with their telephone numbers.



There was an outside ramp and automatic doors at the entrance of the building although these only opened from the inside. There was an outside bell for people to use.



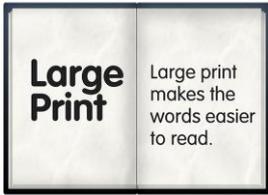
Both quality checkers were told by a staff member this was not a walk-in service and people had to make appointments. There was no sign saying “Appointments only”.



In the reception area there was an accessible toilet and information displayed on different services.



Both quality checkers only found easy read information on how to get an advocate, and how to make a compliment, comment and complaint.



The quality checkers spoke to a staff member and asked for easy read information on what community and support services are available, what daily activities are available and what to do if you need a social worker.



The quality checkers were told the social worker for learning disabilities could not see us as they were going into a meeting. They were given the social worker's name and asked to email them for any information they wanted.



The staff member said we could go online to look for services or to the local library for support.

Community Health and Social Care: Cranbrook & Loxford at 69 Albert Road, Ilford IG1 1HP

Telephone call



The quality checkers telephoned and asked about direct payments and what other services they provide. The staff member gave their name, was very polite and clear, went through the services they provided and gave all the different phone numbers to call.



When asked, the staff member gave us the website address www.redbridge.gov.uk.



Visit

Two quality checkers carried out a visit to the Community Health and Social Care Team on 23rd January 2018.



As they arrived they saw an outside sign saying “Community Health and Social Care” but thought this was not very visible.



There is a public car park down the side road next to the building.



The entrance had a sliding door. The quality checkers are not sure if this is wide enough for wheelchair users. This may need to be checked to make sure the building is more accessible.



The quality checkers pressed the outside buzzer as they saw that no one was in reception.



A staff member came to the door and said people had to make appointments. There was no sign saying “Appointments only”.



The quality checkers asked for accessible information on what community and support services are available including daily activities and what to do if you need a social worker.



The staff member gave one leaflet on a young adults' scheme and said that all other accessible information is held at Lynton House.



Both quality checkers then visited Lynton House and were told by the receptionist it was not a walk in centre and people needed to make appointments.



The receptionist said that all accessible information is online and if people could not use the computer they needed to get support.

The receptionist gave the quality checkers the Call Centre's number to phone and said they would be able to put them in contact with the right department.



The quality checkers called the Call Centre and a pre-recorded message asked them to call another number as there was severe interference on the line and advisors would not be able to hear.



The quality checkers called the number which was Redbridge Council and asked about direct payments. They were given the website address and told to go online. When the quality checkers called again they were told if they wanted information in large print they should request this by email as nothing is available.



When the quality checkers asked for the information to be sent directly to a home address, they were told that the direct payment policy is being updated and they will let them know in February when the information is online. They did not ask for any contact details.

Community Health and Social Care: Wanstead & Woodford at South Woodford Health Complex, 118-120 High Road, E18 2QS



Telephone call

The quality checkers telephoned and asked about direct payments and what other services they provide. The staff member was very helpful, went through the services and gave us the phone numbers to call.



Visit

Two quality checkers carried out a visit to the Community Health and Social Care Team on 29th January 2018.

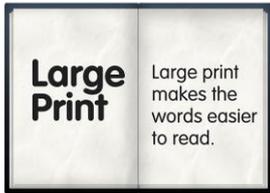


They had difficulty in finding the Community Health and Social Care Team as there were no signs. They eventually found the building which was at the back and to the side of the library.



There was an outside sign on the wall at the entrance but this was not very visible. They rang the bell and spoke to a staff member. The staff

member said that people needed to make an appointment. There was no sign saying “Appointments only”.



They quality checkers asked for accessible information on what community and support services are available, what daily activities are available and what to do if you need a social worker.



The staff member gave information about Redbridge’s MyLife website and the phone number of the first contact team.



The staff member said the library (next door) would be able to support people if they were unable to use the computer.



When asked what support the library can people a staff member told us they can only support people in a limited way such as giving out general information, showing people where the forms were or helping with making appointments.



The library do not support people with using the computer as this can take a long time.



They do not support people with making payments, filling out forms such as benefit forms or forms that ask about a person’s money.

People will need to bring their own support if they were filling out forms online.

Community Health and Social Care: Fairlop at 852 Cranbrook Road, Barkingside IG6 1HZ



Telephone call

The quality checkers telephoned and asked about the services they provide including direct payments and leisure passes.



The person who answered spoke too fast, didn't give their name or offer any information. They said they provide physiotherapy and district nurses. They kept asking if we wanted the district nurses or if we wanted to speak to a nurse.



When the quality checkers asked for their website address, they were told to look at Redbridge MyLife.



Visit

Two quality checkers visited the Community Health and Social Care Team on 31st January 2018.



There was a narrow ramp leading to the entrance with some stairs at the side of the ramp.



There was an outside sign and automatic doors that opened as we arrived.



In the reception area, the information was limited, not accessible and mainly on health related issues.



The quality checkers asked a staff member for some accessible information on the services they provide including what daily activities there were and what to do if you need a social worker.



Both quality checkers spoke to a social worker who said that information about services **may** be online. The social worker said people are welcome to come and ask for services and they would be happy to give out information and signpost.



Websites

The quality checkers looked at the following Redbridge Social Care Services websites that they had been directed to.



www.redbridge.gov.uk

The quality checkers liked the homepage as it had pictures although some of the pictures were not clear.



There were no pictures next to the 'list of services' explaining what they were.



The easy read information on different subjects was good and easy to understand.



The quality checkers liked the home page to council services but when they clicked further onto information, such as the Health and Social Care Service and Assessments, the information was not in easy read and was very difficult to understand.

www.mylife.redbridge.gov.uk



The quality checkers liked the homepage and thought the headings and pictures were clear.



They liked that it was easy to change the information into different languages.

BIG words

It was easy to change the print size and make it bigger or smaller.



When they looked at the section 'Living with a disability' and clicked on learning disability and physical disability they found the information was **not** accessible. It had too many words and no pictures.



Some of the sections were not easy to understand, they had too much text and no pictures.

Changes we would like to see happen



- To be made clear the Community Health and Social Care Teams are for 'Appointments only'.



- Support to be available for people who need help in using the computer.



- Training for telephone staff on learning disability awareness and customer services.

- Training for reception staff on learning disability awareness, and knowing what services and information is available.



- All sections on both websites to be more accessible.



- Better communication between the Community Health and Social Care Teams, Lynton House and the local libraries so everyone knows who provides which support.



- Accessible information on all services needs to be available in local services such as GPs and libraries.



- Information on how libraries can support people needs to be available in the library reception.

How to contact us



Experienced Voices



You can write to us at

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Pictures used in this report were from

