



# East Surrey Local Valuing People Group Discussion Notes



The meeting was chaired by Sarah Ford and Leanne Yeo

Sarah Ford



Leanne Yeo

Please refer to our Valuing People Group Presentation Summary, July 2023.

# Questions Answers and Comments on LeDeR for Lynne Ramnanansingh :



Carinder asked – can medication make you constipated?



Lynne – replied with it can make you constipated. The work around the medication audit, people were given medication for constipation, adjust what medication they are already on to help. Pharmacist to do this.



Penny asked – how do you access the restore training,



Lynne mentioned for recognising someone whose health is going downhill? For care agencies and families? Sure of the answer.

Lynne replied - the Restore training is offered, is only a one-year piece of training, Surrey Skills Academy, Central Surrey Health if care/ residential or nursing home. Nursing and residential staff can access Restore 2 training. Domiciliary care agencies (anyone who is not trained to take physical health checks can undertake the Restore 2 Mini Training. You can book onto this training on [Eventbrite](#).



eventbrite



Leanne mentioned her difficulties with accessing the dentist.

Lynne said there is a piece of work she knows about around dentistry, Lynne said she can link Leanne to the dentistry work.

**ACTION**



**Actions: Lynne to send out the Easy Read version of the LeDeR report to Ld communications, so that they can share with everyone.**

**ACTION**



**Action: Lynne to send out the report at least one week before a meeting, so that people can read through and understand the information.**

**ACTION**



**Action: Lynne to link Leanne to the denistry lead.**

## Questions, Answers and Comments on SES Water for Janet Riley:



Claire from Sunnybank and a service user, asked if people can't read the information available are there easy read versions available?

Janet replied she is working with Dexter to produce easy read information. Janet is looking at maing bills easy read too.



Mary commented to say, easy read is also useful for people



who do not have learning disabilities. For example, elderly people may also find it easier to read information in easy read. Mary said she can help write a letter to SES water about this, so that easy read information can be made.

Amanda commented to say she has been invited to a meeting with SES water and will feedback after the meeting.

It was asked how do we report water leaks and / or water not tasting right? Janet replied, you can go online and put in your postcode and then type in “water supplier” to see who is





supplying the water and report it online. If it is supplied by SES water, there is a 24hr contact service you can call on: 01737 772000 you can use this number for water emergencies too.



Leanne asked, what do you do if someone is working on your water, and has turned your supply off?



Janet replied, SES can bring water. If it is a planned job, you can fill up water jugs you can keep in your fridge. Plan before the work takes place.



Leanne asked what if it wasn't planned or you didn't know that the work was going to be carried out?



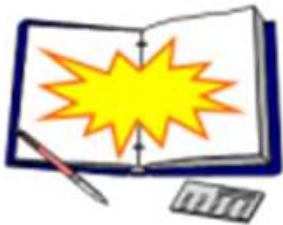
Janet replied, that if you are on the Priority Register, this will help, as they will always tell you when they plan to do work on your water supply.

Leanne asked how do we be put onto the register?

Janet replied with, this can be done online on the [SES water website](#). But if you live in a residential home or supported living the provider should have already put you on the priority list. There is also information on this on the [Learning Disability and Autism Hub](#).



**ACTION**



**Actions:**

**Mary to write to SES water about making information and bills in Easy Read so that people can understand the information.**

## **Questions, Answers and Comments on SASH's People's Panel for Penny Firshurst**



Claire said the group she is supporting is interested in joining and finding out more information about the People's Panel. Claire also said the slides presented were

easy to follow as they were done in easy read.

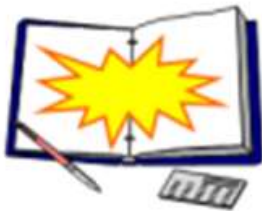
Gabriel asked is there a link to join the link?

Penny replied with yes, the best thing to do is email them at: [sash.experience@nhs.net](mailto:sash.experience@nhs.net)

Penny will also share a poster with the group, that has a QR code, that people can scan on their phones, and it will take them to the form.



**ACTION**



**Action:**

**Penny to send poster and group details to [Idcommunications@surreycc.gov.uk](mailto:Idcommunications@surreycc.gov.uk) .**

# Swimming Update with Amanda Aldridge and Leanne Yeo:



**Accessible**

Last meeting Leanne mention issues with Donyngs the leisure centre, Since the pandemic it has been hard to book online and accessibility has been a problem, with lifts not working, disabled changing rooms having issues.

After meeting, Surrey County Council emailed someone who has contact with Donyngs' head company GLL. Leanne went to meet assistant manager at the leisure centre. They have managed to work on most of the problems. The only



**SURREY**  
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**GLL**



outstanding issue GLL's app, you cannot book a carer on the app.



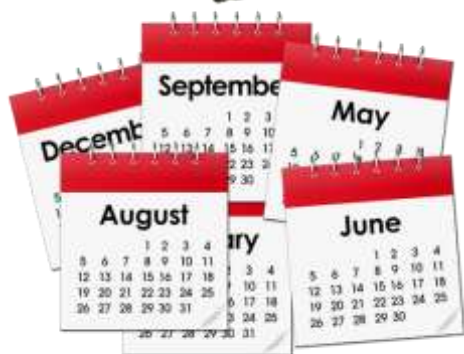
There were different ways to get into Donyngs but there needed to more training with staff for hidden disabilities.



Next time, Leanne and Amanda, will create an easy read on how to get round the leisure centre, and who to talk to if you need help. And how to find the changing rooms – signage. Next week they have a meeting.



Mary – good to come here and let us know of any issues. Providers are encouraged to give us feedback about places good and bad so we can help improve places, Redhill,



Reigate, Oxted, Tandridge, Horley, so we can make it better. Get back to campaigning to make services more accessible for people for lots of people. Experts by experience, stories you want to share, or places you need to look at and visit, and see how we can make it better.

Amanda also mentioned that you don't need to book in advance at Donyngs you can share.

The Rise a new service in Redhill has discount for rest of services and activities in the building but not for the cinema.

Mary said if anyone has been to the service, to let us know



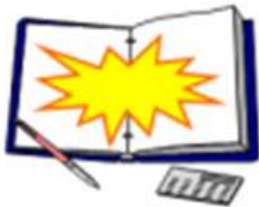


**Accessible**



how they support people with a disability so we can get in touch and make it more accessible. Mary can work with Reigate and Banstead Borough council to help make it more accessible as the building is owned by the borough council.

**ACTION**



**Action:**

The group to let [ldcommunications@surreycc.gov.uk](mailto:ldcommunications@surreycc.gov.uk) know of any accessibility issues at the Rise.

**Local Updates and Any Other Business:**



Claire took a group from Sunnybank to Disability Expo in London last week was a good experience. London Xcel – as Understand Us, they had a stand. Jon from Sunny sessions radio did a live radio broadcast. Met lots of people, 2 days, next year, think about going, tricky when there is strike. Other show is in Birmingham.

Highlights – accessible gaming, free sweets, rooms set up. Large companies were there, and freebies were available. Accessible beds that can be move into position.

Tailfeathers were there (an inclusive dance group).





Talks about all sorts of topics, for all disabilities, LD was there but more providers to get involved.

Other councils came, and NHS.

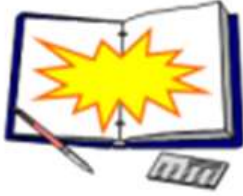
They also had a BLS interpreter.



Mary suggested that in the next set of Valuing People Group meetings in October to have a venue and have more experts by experience to talk about any local issues they have. Or bring up any good services too to share with everyone.



**ACTION**



**Action: The group to bring more local issues to future meetings, and also good services and news.**

## Next Meeting:

