

APPENDIX 3.

The following is the result of consultation with the people with learning disabilities who use the service and their family carers in answer to the question, What makes a good service? This consultation included members of Cornwall People First and Cornwall Partners in Policy Making.

Feedback from People with Learning Disabilities.

- Good quality advocacy/help for support planning and service design.
- Accessible information in easy read, audio and video.
- One simple county wide number, cheap and easy to remember
- Use of local one stop -shops to give information and advice about health, housing, education and employment.
- One assessment to include the option for self assessment and choice about who does it.
- A named individual dealing with the enquiry and who gets back to us with an answer within a reasonable time-scale.
- Information about how long the process takes, how much it costs, and to be involved in all decisions including the final outcome.
- Assessment should focus on what we can do, not what we cannot do and link to the support needed by our family / carers.
- Health services should be "main-stream" like at the Royal Cornwall Hospitals NHS Trust.
- We need just one plan, our plan, what it costs and what we can do with our money.
- People who use the service should be asked if it is working.
- The Partnership Board should check standards, complaints, etc on our behalf.

Feedback from Family Carers

- One point of contact
- Advocacy support
- Single assessment
- Transition services (both at 18 and post college)

- Flexible services and choices for people with individual budgets
- Avoid jargon
- Transparency about how public money is spent
- Services which are fair and value for money
- Up to date information on a joint data base if possible about a range of issues

Good communication about who is doing what.