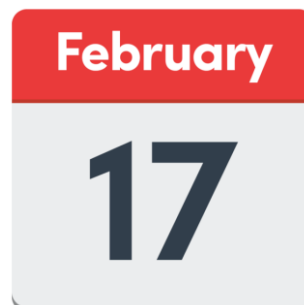
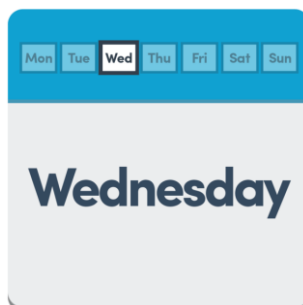




What did we talk about
at our meeting on





Hello and welcome



Zoom rules

Introduction on today's topics from Dale Goodfellow, Quality Manager at The Action Group. Topics include



- How the new Access app can and can't help you to see your support information and what more can be done.
- Testing a new guide that helps new staff understand what is important to you.



Access is a way to store and update your support information for example, your support plan or daily contact sheet. You may be used to doing this on the staff Access app on staff phones.



Dale showed us what information on the new Access app that can be used on your digital device looks like and was honest about what the app can and can't do.

What Access does well



What Access does well



The staff Access app makes it easier for The Action Group to store and update support information.



The staff Access app makes it easier to keep staff up to date with the latest support information so your support is right for you.



The new Access app makes it easier for parents and carers to easily see support information on their digital device when needed.



The new Access app will work well for some people we support to see their support information on their own digital device.

What Access does not do well?



What the new Access app is not good at

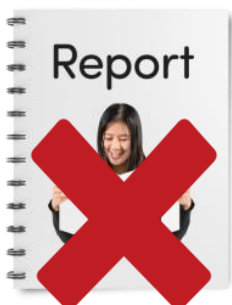


The new Access app is not accessible as it was designed for staff, parents and carers. Examples include



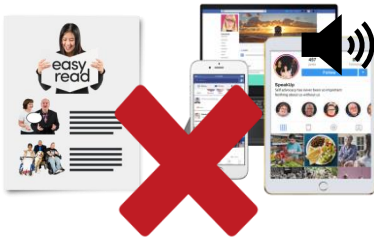
Information is not laid out in a simple way and you can't change the amount of information you are shown at one time.

This can be confusing



You can only take information off the app so there is less to look at. This means you can't see all of your support information.

What Access does not do well?



It isn't in easy read and doesn't have audio

Not everyone has a digital device



Dale agreed that

- The new Access app won't work for a lot of people.
- Some people may feel angry and disappointed.



This means people's right to see information in an easy and understandable way can not be met by the new Access app alone.



HYS: said this was very disappointing

Moving over to Access



This was not said at the meeting but is important to know.



Before Access The Action Group used a different computer programme to help run support. For example rota's, making sure people paid for the right amount of support and staff got paid.



This programme was going to stop working so we had to move over to using Access quickly. This made sure that the way support was run still worked well.



This did give The Action less time than they would have wanted to choose and move to Access.

Using the new Access app



HYS members are welcome to trial the Access app to see if it would work for them. Please let Gayle know if this is something you would like to do.



HYS said people have to be able to learn in a way that is right for them and that the support is consistent so that the trial works well.



Dale: a HYS member has told me that learning with staff was good but having an easy read is also important.



Feedback about the app can be given directly through a form on the Access app.

Other ways to see your support information



Dale said

For support plans and reviews the first option would be to send them to you by email.



If there is no way that emails would work for you other options can be looked at for example a paper copy or audio copy.



This should work well for information that is not updated all the time for example support plans or reviews that are updated every 6 months.



It is not so easy for information that is updated daily or weekly.

Other ways to see my support information



For example, medication records, finance records or daily contact sheets.



TAG need to look at this more closely to see what would work best.

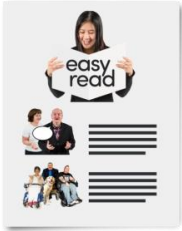


One idea would be to have a contact sheet diary in your home where you could write down how support has been and then a photo is uploaded to Access.



HYS: were not sure about this and may need more time to think about it.

Other ways to see my support information



HYS said it is important to have an easy read that shows how The Action Group can share your support information with you.



This way everyone knows how this should be done. This includes staff , parents, carers etc as well as the people supported by The Action Group.



Not all HYS members know what is in their support information



A HYS members said not all staff support them to be involved in seeing and updating their support information



A HYS member said it is important to be able to sign documents to say you agree with what has been written



A HYS member said that staff have said they can not see their support information in the past.



Dale: Staff should work with you to update support information.

This is the best way to learn about your support information and Access and should already be happening.



Dale: If staff say you can't see your support information you can say Dale and Gayle say

- it is your right to see it

If this is a problem you can talk to Gayle or Dale.



HYS: said it would also help to have an easy read on what different types of support information are on Access.



A HYS member of staff lost their work phone. HYS want to know If a staff phone gets lost is my support information safe?



Dale: A lost phone would hopefully not happen often but when this does happen

- the phone has a pass code,
- Access has a pass code
- The Access app and your support information can be deleted from the phone.



- A copy of your support information would still be kept safe on The Action Group's main computer.



**care
inspectorate**

Dale: The Care Inspectorate will be able to see Access so they can see what works well and what doesn't.



Dale: Quality Audits showed that people were not involved enough when it came to introducing new support staff to their team and that they did not have the option to do it their way.



We want help to trial a new way for people to introduce new staff to their team. This way we know if it works well or not and what changes would help.



Gayle will get in touch with the HYS members that said they would like to take part. Thank you for your help.



A HYS member is no longer able to use staff cars in the way they used to because of Covid. This has made it harder to do the things that are important for example going on holiday and seeing friends.



Gayle will contact Robin Hamilton, Head of services to see what can be done.

HYS asked Linda to come to HYS



Linda has offered to come to HYS twice a year. This would be in June and December. HYS thought this was a good idea.

If Linda is needed at other times this can be arranged.



HYS asked Robin Hamilton, Head of Services how many staff The Action Group is short of.

There were 35 full time vacancies in February, with 25 of these being in Edinburgh.



People applying to work at The Action group is going up so we hope to fill these vacancies soon. For example

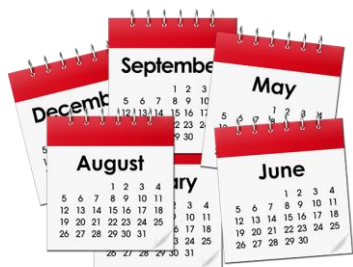
In Dec we only had 16 people apply to work at The Action Group



In January we had 50 applications from people who wanted to work at The Action Group.



HYS asked Robin Hamilton, if staff have not been able to taken their holidays due to Covid This could mean staff ask for holidays at the same time. This could mean we are short of staff again.



Staff members holiday year start and end on different dates to other staff. This means not everyone is looking to use their holidays up before the same date.



The Action Group want staff to take their holidays but sometimes staff may not want to use all their holidays.

The Action Group then help staff to look at different ways they can use their holidays.



Team managers work to make sure they do not have to many staff off on holiday at the same time.

This means staff look for holidays at different times so we should not get all staff looking for time off at the same time.



Thank you for coming to the meeting.