



# You said

# We did



## Care and Support

### You said

91% of people said they were happy with the way staff help them.



### What we did

We have shared this feedback with staff and providers so that they can train staff and plan for the future.



## Information and Advice

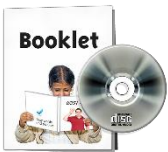
### You said

Some people said it is hard to get information about care and support services.



### What we did

We have set up easy read pages on the council website



There is an Information and Advice work group for The Learning Disability Plan. Their job is to find ways of making information easier to find and understand.



### For more information

- See the [Easy Read Web Pages](#)



- Contact the Learning Disability Team to find out what support is available for you by calling:  
**01273295550**  
[SCDS@brighton-hove.gov.uk](mailto:SCDS@brighton-hove.gov.uk)
- See the Easy Read Adult Learning Disability Plan at:  
[Brighton and Hove Adult Learning Disability Strategy](#)



## Feeling involved

### You said

Some people said they want to know more about changes and decisions about services.

We understand that some people have found changes hard. We are listening to people with learning disabilities and their families to make sure they get the right services.



### What we did

We have made sure that people who provide services will let people know about decisions and changes to services.



### For more information

- Contact the Learning Disability Team to find out what support is available for you  
**01273 295550**  
[SCDS@brighton-hove.gov.uk](mailto:SCDS@brighton-hove.gov.uk)



## A healthy happy life

### You said

People told us the things they need to lead a healthy, happy life are:

- Making choices and developing independence.



- Being supported to go out and about.
- Chances to work or volunteer.
- Support to have friendships and relationships.
- Doing activities and sport.
- Healthy eating.

## What we did

- We have put together the Learning Disability Plan. This is a plan of how to make life better for people with learning disabilities in Brighton and Hove.
- The council healthy lifestyles team offer support for people with learning disabilities. They can help people with
  - Stopping smoking
  - Moving more and increasing physical activity
  - Losing Weight
  - Eating well
  - Drinking less alcohol
- There are over 40 free or low-cost Active for Life activities a week. Including Health walks especially for people with learning disabilities.
- The Grace Eyre friendship project for adults supports adults to get out and about in their community.
- The Amazing futures project supports young people to get out and be involved in their community.
- The supported employment team help people with learning disabilities to find and stay in paid work.
- We have asked people about keeping active in Brighton and Hove in a survey. This will help us plan how to make it a more active city.



## You can

- See the Easy Read Learning Disability Plan at: [Brighton and Hove Adult Learning Disability Strategy](#)

- For support to get healthy

Email: [healthylifestyles@brighton-hove.gov.uk](mailto:healthylifestyles@brighton-hove.gov.uk) or phone the team: 01273 294589

Or visit the website: [Healthy Lifestyles Team](#)

- Contact our Supported Employment Team

Email: [set@brighton-hove.gov.uk](mailto:set@brighton-hove.gov.uk) or phone the team: 01273 295961

Or visit the website: [Supported employment](#)

- Contact our Youth Employability Team

Email: [youthemployabilityservice@brighton-hove.gov.uk](mailto:youthemployabilityservice@brighton-hove.gov.uk)

or phone the team: 01273 294247

Or visit the website: [Youth Employability Service](#)

- Amaze

[sendiass@amazesussex.org.uk](mailto:sendiass@amazesussex.org.uk) or phone the advice line: 01273 772289 Or visit the website:

[AMAZESUSSEX](#)



## Mental Health

### You said

People told us it is hard to get mental health support.

### What we did



We have a Health and Wellbeing working group for the Learning Disability Plan. They plan ways to make things better.

We have trained support staff so they can give better support and advice around mental health

## For more information

- See the Easy Read Adult Learning Disability Strategy at:  
[Brighton and Hove Adult Learning Disability Strategy](#)
- Access advice and support around mental health and wellbeing  
[Mental Health & Wellbeing Support in Brighton & Hove \(uok.org.uk\)](#)

**0808 1961768** Monday to Friday 9am to 5pm



## Direct payments

### You said

Direct payments are working well for lots of people. Some people said it is hard to find Personal assistants.



### What we did

We are looking at how to make it easier to find a personal assistant.

We are reviewing how direct payments work. This means we are looking at what works well and what needs to be improved.





We have asked Healthwatch to contact everyone who gets direct payments. This is to find out what people think and how we can make things better.

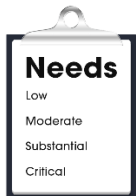
## For more information

- For information and advice about direct payments contact People Plus

**0330 1232815**

email [ilsbrightonandhove@PeoplePlus.co.uk](mailto:ilsbrightonandhove@PeoplePlus.co.uk)

[www.peopleplus.co.uk](http://www.peopleplus.co.uk)



## Individual needs

### You said

75% of people said that support staff respected their individual needs.

Some people said that their needs could be understood better.

### What we did

We have changed how we do assessments so we focus on the person and their needs.

We give free training to staff so that they understand different needs.

We have asked people from different minority communities how we can make services better

We have worked with other teams in the council to plan ways of making the city more accessible for everyone.



## Respite

### You said

Some people said it is hard to get respite care.



### What we did

We are looking at respite services so that we know what is needed.

We are looking for new ways for carers to get short breaks with carers personal budgets.



### For more help

Contact the Carers Hub for advice on accessing breaks for carers.

**01273 234 021**



Access My Health Matters Project, run by Crossroads Care.

[www.esbhcrossroads.org.uk](http://www.esbhcrossroads.org.uk)

[bhoffice@esbhcrossroads.org.uk](mailto:bhoffice@esbhcrossroads.org.uk)



## Reliable support

### You said

People said that they want support in their home to be reliable. They want to know who is coming and at what time.

### What we did

We held an event for service providers so that they understand how important this is.





We have asked Healthwatch to talk to people who get support at home about the help they get. This means we can make sure that people are getting good support.

## You can

- You can talk to your provider directly
- You can share your experiences to help us make services better

[customerfeedback@brighton-hove.gov.uk](mailto:customerfeedback@brighton-hove.gov.uk)



## Technology and getting online

### You said

Some people said they need more support to get online

### What we did

We have been working with Digital Brighton who help people to get online

We will look at more ways to help people to get online.

We understand that doing things online does not suit everyone.

### For more help

- Ask at your local library for help to get on the internet and find local information
- Get support with basic digital skills [digitalbrightonandhove.org.uk](http://digitalbrightonandhove.org.uk)
- Call the helpline: **0808 196 5883**