

LARG Meeting

14th October 2015

In attendance

Patricia, Victor, Graham, Sharon, Michael, Ian, Seamus, Catherine & Leah (placement student)

Apologies

Marina, Peter

Minutes of Last Meeting

Minutes were read and agreed.

QUB Presentation for Social Work Students

We have been asked to deliver the Service user Perspective session to trainee social workers from Queens and we discussed how these sessions were delivered in the past. This will be the first time Marina & Ian have been involved in the delivery of this session.

It was agreed that

Patricia would welcome the group and take the first slides on the Purpose of the session and Who Is Willowbank

Brian would take the slide on LARG and

Peter/Marina would take the Peer Advocacy session

The students sent down some prepared questions and we decided to prepare for these

Q1 We discussed the ways in which people like to be communicated with and

Seamus identified email is good for him, **Ian & Sharon** prefer phone contact whereas some people have difficulty with phone especially if it comes up as an unknown or private number as will happen from Trust. Variations included phonecall, letter or phone my sister.

Q2 Involving me – talk to me, check that im happy and understand and don't ignore me when you are having a conversation about me (with my family).

Q3 Look at me when you are talking to me,

Don't sit looking at the clock or your diary

Ask open ended questions

Give me time for an answer

Speak in plain English

Follow up on what you tell me you are going to do

Don't make promises you can't keep

Don't keep things from me either

Q4 Call me by my name

Don't be writing all the time or be on the phone

Let me know if your taking anyone else with you

Explain things so I can understand

Listen and follow up

Don't ignore the person who the meeting is all about

Respect my privacy

Q5

Attributes / Qualities

Pleasant

Respectful

Thoughtful

Understanding

Patient

Confidentiality

Understanding

Honesty

Good timekeeper

Treat me as an equal

Don't speak down to me

Q6 I'm apprehensive about having to share my personal information with a new social worker

Peter will take the next slide on Supporting people

Brian - Good Communication

Ian - Openness and Honesty

Patricia - Mutual Respect

Victor – it's not a game show

Sharon – Assessment

Graham – No one likes to feel they are under the microscope

Peter – Language & Etiquette

Patricia – Conclusion

Next meeting Presentation on 21st October 2015 @ 1.30pm