# Participant Advisory Team

# and

# Advocacy Assessments

## Describing notes for Powerpoint Presentation The Conversation: Supported Decision Making Hui

## Spectrum Care

General notes about this presentation

* There is a new page for each slide and each page is headed with the slide number – there are 31 slides.
* Each slide is set on a blue graduated background. The Spectrum Care logo appears in the top right hand side of each page.   
    
  The ‘Spectrum Care’ yellow text is set above the white Māori text set below in a smaller font. The Māori text reads: ‘Te Wai Kahukawa Atawhai’. There is a white line separating the two phrases. To the right of the two lines of text is the image of a yellow sunflower.
* Images and graphics are described under ‘Picture’ – the background is not referred to as it is repeated on all slides (described above).

# Slide 1

## Slide 1: Section title slide

Participant Advisory Team

Raising the voice of the people

## Slide text:

No other text.

## Picture:

No picture.

# Slide 2

## Slide title

Why was it set up?

## Slide text:

* To affect governance at Board level
* Came out of ‘Basic Assurances’.
* To raise the voice of the people we support
* Because we needed to know about concerns, complaints, compliments and opportunities to improve.
* To have the people themselves help direct services
* To support our efforts to provide people with great lives.

## Picture:

No picture.

# Slide 3

## Slide title:

The team

## Slide text:

* Consists of 9 people who access the service (all parts of the service).
* Paid role with a contract.
* 4 hours a week.
* Basic Assurance groups.
* Consumer meetings.
* Interviews.
* Report to the Board & Quality & Risk Committee.
* Training for new staff.

## Picture:

No picture.

# Slide 4

## Slide title:

How we set it up

## Slide text:

* 4 people were chosen who then chose the other 5.
* Trained around Interviewing, being part of a team and meetings.
* Coordinator employed.
* Run on two days, Mondays and Fridays.
* Bi-monthly get togethers.

## Picture:

No picture.

# Slide 5

## Slide title:

Issues along the way

## Slide text:

* Had to modify training and repeat.
* PTE’s (Partnership to Excellence).
* Disciplinaries.
* Finding people.
* Staff and family buy-in.
* Extra supports (e.g.: ramp, IT equip).
* Tokenism by Organisation.

## Picture:

No picture.

# Slide 6

## Slide title:

The team

## Slide text:

No text.

## Picture:

A group photograph featuring 9 members of the team.

# Slide 7

## Slide title:

Property

## Slide text:

* Visit Houses
* Meet with HOC (Homes of Choice) staff
* Rental feedback form.
* Report to the HOC Board

## Picture:

A cartoon house is featured on the righthandside of the slide. The house features four shuttered windows on the first story, and two shuttered windows on either side of the red front door on the ground floor. There is a tree on each side of the house. On the roof of the house the words are ’Show us where you live Friday’.

# Slide 8

## Slide title:

House visits

## Slide text:

No text.

## Picture:

A picture of a group of three of the team visiting a man at his home. They are photographed in a bedroom. There are photographs on the walls. Two people are sitting on a bid. A television can be partly seen in the top right hand corner of the picture.

# Slide 9

## Slide title:

House visits

## Slide text:

* Go to houses
* Meet with people
* Regional representatives

**REPORTING**

* Directly to the Board
* Provide reports bi-monthly
* Quality and Risk Committee

## Picture:

There are two images on this page.

The first one is at the righthandside of the page – it features a group of people of mixed ethnicity, with two of the group shaking each other’s hands.

The second picture below featured a group of 5 stylised figures sitting down on chairs. The chairs are placed in a semi-circle.

# Slide 10

## Slide title:

Interviews

## Slide text:

* New Staff
* Induction
* Ideally someone from the house the person will be working in.

**RIGHTS**

* Rights Week
* Rights flyers
* Rights logo

## Picture:

There are two pictures on this slide.

The first is to the right of the first set of bullet points – it features two orange stylised figures sitting at a table.

The second features a stylised blue figure climbing out of a ’do not’ signal (a circle with a bar across it) and the words ’SPECTRUM CARE rights week’ to the right of this image.

# Slide 11

## Slide title:

Induction

## Slide text:

No text.

## Picture:

There is one large photograph taking up this slide.

There is a group of 4 people in the picture, two seated in wheelchairs. A woman is standing holding a set of notes, and a man to the left of the picture, in front of a projection screen is pointing towards the screen. The image on the screen is a set of 8 pictures in two rows of 4 with the words ’Advisory Group 2015’ text set between the two rows of pictures.

# Slide 12

## Slide title:

Complaints

## Slide text:

* Feedback Form
* 0800 Outloud
* Health and Disability Advocates
* People First – Rep

## Picture:

There are 3 pictures on this slide, set to the right of the text. The first is that of a boy with his fists tightly clenched, and his mouth wide open with closed eyes; a green telephone and the People First logo.

# Slide 13

## Slide title:

The Team and People First

## Slide text:

No text.

## Picture:

A photograph of 9 people – 7 standing and 2 people using wheelchairs. Everyone is smiling.

# Slide 14

## Slide title:

Consumer Group

## Slide text:

* Monthly
* Regional
* Discuss issues
* Share information
* Talk about Rights.

## Picture:

There are two images to the right of the text. The first is a group of 5 stylised figures sitting in orange chairs which have been placed in a semicircle. The other is of a young man wearing a yellow shirt holding up a sign that reads ’Disability Rights’.

# Slide 15

## Slide title:

Consumer Group

## Slide text:

No text.

## Picture:

This photograph takes up most of the slide. It features consumer group members sitting around a meeting table. There are 7 members sitting at the large brown table. There are two projection screens.

# Slide 16

## Slide title:

Questionnaires

## Slide text:

* One to One interviews
* Takes an hour
* Questions to see what the situation is, and done yearly

**Basic Assurances**

* 9 Factor Groups
* Look at Policies, practices and systems
* Participants are staff, People First reps and H & D Advocates.

## Picture:

No picture.

# Slide 17

## Slide title:

Future Focus

## Slide text:

* Specialist areas for each of the team
* Induction for people
* Speaking up campaign
* Easier ways for people with communication challenges to feedback
* Awards for staff in support.

## Picture:

There is one picture to the right of the text. It shows the standard symbol of a wheelchair user (also used as symbol for disability as a whole) and an arrow is pointing to a figure using a wheelchair, leaning forward as if ready to take off.

# Slide 18

## Slide title:

Questions?

## Slide text:

No text.

## Picture:

A stylised blue figure, sitting on a white box with his head in its hands. The floor surrounding the figure is covered in quesion marks.

# Slide 19

## Slide title: Section title

Advocacy Assessments

Supporting the decision making process

## Slide text:

No text.

## Picture:

No picture.

# Slide 20

## Slide title:

Advocacy Assessments

## Slide text:

Assessing an individual’s ability to make decisions, what supports they require and what they know.

## Picture:

There is a cartoon to the right of the text. A shrugging figure with its back to the viewer is facing two door. There is a question mark about their head. The first door is marked ’A’ and the second marked ’B’.

# Slide 21

## Slide title:

Why?

## Slide text:

* To find out what supports people need to advocate for themselves
* To find out how many people need a Welfare Guardian
* To find out how many people have a Welfare Guardian and/or Property Manager
* To ensure Staff were aware of supports and actions required.

## Picture:

There is one image to the right of the text. It features a stylised white figure standing on a red path, which branches into three different paths each with an arrow pointing in a different direction.

# Slide 22

## Slide title:

What did we ask?

## Slide text:

* What supports people have around decision making
* Who is in their lives
* What opportunities they accessed to speak up.
* Their communication supports
* What they know, e.g.: HDC, UN convention, People First, Spectrum Care
* Are they being listened to
* How to complain/feedback

## Picture:

There is one image to the right of the text. It features a line of silhoutted figures, both men and women, each in a different colour. There is a speech bubble to indicate a conversation above each figure in the corresponding colour. The speech bubbles are each interlinked.

# Slide 23

## Slide title:

How?

## Slide text:

* Interviews with the person & support if needed or requested.
* Survey Monkey – Questionnaire.
* Easy read support questionnaire.
* Communication tool & input from SLT’s.

## Picture:

There is a picture to the right of the text. It features two stylised orange figures sitting opposite each other. One is lifting his arm towards the other. While the other is leaning slightly towards the other.

# Slide 24

## Slide title:

Communication – Communication Matrix

## Slide text:

This slide features an image of a document about information about communication, entitled ’How I communicate’. It is set out in a table but the text is copied below.

## How I Communicate

**I communicate using conventional gestures, body language and facial expression.**

### Saying No

I will cry or scream and start taking my clothes off when I'm uncomfortable, in pain or upset. I will move away from something if I'm not interested. I will push something away if I don't want it. If I don't want to go somewhere, I will put my feet on the ground to stop my chair moving. I will bang my fists and become aggressive if my protests are not listened to.

### Being Social

I love one-on-one time. I reach for people's hands. I will get your attention by touching a person, by vocalising. I try to kiss and blow kisses to show affection. I greet people by making eye contact and smiling.

### Getting What I Want

You know I'm enjoying myself when I'm smiling, have my hands up in the air and am laughing. I will move towards the area of what I want. I will pass you a cup to ask for a drink or touch my chin, put my arms out when I want a hug. I can make a choice between two things if I am shown what my options are, l can point to things that I want if I can see them.

### Sharing Information

I can say my own name. 1 understand simple sentences and familiar phrases about the 'here and now'.

**I grumble and cry when I am in pain.**

### I am learning to:

* Make a choice between two pictures or symbols that are presented to me
* Use pictures to request what I want

### How you can support me:

* + Use my visual timetable to inform me about what is happening in my day. Make sure you let me know if anything changes.
  + Offer me choices regularly. I can decide when I know what my options are. Show me the real objects, photos or symbols of the options.
  + Document the ways that I communicate my choices and the preferences that I indicate.
  + Make sure there are things in the environment that I can point to or reach for —this is how I ask for things. It is difficult for me to ask for something that I cannot see so having things displayed helps me to know what is available.
  + I can do a lot for myself. I respond well to simple verbal directions but language is more meaningful for me if it is visual as well.
  + I like to sway my head from side to side and like the feeling of this. I would probably enjoy other things that involve a gentle rocking motion.
  + Listen to me when I'm saying no, and try to understand the reason.

Created: August 2014(LD)

Review 1: August 2015 (NS)

Next Review August 2016

## Picture:

Features an image of the table described above.

# Slide 25

## Slide title:

Easy Read resources

## Slide text:

See below – this slide shows an example of Easy read.

## Picture:

There is an image of an Easy Read resource. It it titled ’About You’ and a place for to write your name. The questions asked are each illustrated to assist with interpreting the text. The questions are 1. What is your name?; 2. What house do you live in?; 3. What is your age?; 4. Are you registered to vote?

# Slide 26

## Slide title:

Self Advocacy Form

## Slide text:

(A form is featured on this slide – text below)

Name:

Address:

Date Assessed:

When it comes to decision making and any consents that are required for the above person the following applies. *The person is always first and foremost!*

**SELF ADVOCATE** (with or without support)

### INSTRUCTIONS AND PROCESS

In regards to the person above they have been assessed as being able to have enough understanding to make decisions on their own behalf. The following applies:

* *All decisions to be made are to be done by the person with or without the support of people of their choosing.*
* Information must be provided to them in a way they understand and with sufficient time to process that information and make a decision.
* All health related decisions are to be made by them, and carried out.
* Concerns around decisions made by the person that are seen to be potentially detrimental, or not in the persons best interest should be discussed with the Coordinator, the Service Manager and the Advocacy Leader involved if required.
* The person should be advised and supported to have one or more persons of their choosing at any time, if they would like help with their decision making.
* The person can at any time choose to elect an advocate to speak on their behalf or appoint another person to make a decision for them.
* The person has the right to move from Self Advocate to Self-Advocate with support or having a circle of support to help them with any decisions.
* Staff are to make every effort to ensure the person is fully informed, understands information supplied, has been provided with sufficient time to process that information and has their direction carried out.
* If any person believes the supported person requires a Welfare Guardian appointed then they can either contact Advocacy Services or make application to the courts to have one appointed.

**NO ONE HAS LEGAL AUTHORITY TO CONSENT TO, OR MAKE A DECISION ON THE PERSON’S BEHALF. UNLESS STIPULATED BY THE PERSON TO DO SO.**

## Picture

An image of the above form is featured on this slide. It takes up most of the space.

# Slide 27

## Slide title:

Welfare Guardian Required

## Slide text:

(A form is featured on this slide – text below)

**Name:**

**Address:**

**Date Assessed:**

When it comes to decision making and any consents that are required for the above person the following applies.

***The person is always first and foremost!***

**WELFARE GUARDIAN RECOMMENDED – NAMES OF POSSIBLE PERSONS.**

**INSTRUCTIONS AND PROCESS**

In regards to the person above it is recommended that the person have a Welfare Guardian appointed due to their being seen as qualifying under the ‘Protection of Personal and Property Rights Act 1988’ under Part 1 section 6 (1) (a) “Lacks wholly or partly, the capacity to understand the nature, and to see the consequences, of decisions in respect of matters relating to his or her personal care and welfare or (b) “Has the capacity to understand the nature, and to foresee the consequences, of decisions in respect of matters relating to his or her personal care and welfare, but wholly lacks the capacity to communicate decisions in respect of such matters”. It is therefore suggested that it is in the person’s best interest to find a suitable person to take on the role of Welfare Guardian.

* **Until** a suitable person is found and has successfully obtained Welfare Guardianship, consent can only be legally sort from the person themselves.
* **For situations** where there is a serious decision to be made and a Welfare Guardian is not in place, then all relevant person’s (e.g.: Keyworker, any family, Coordinator and Service Manager) are to participate in the consultation process, with the Service Manager having the ability to make the final decision.
* All processes around coming to the decision on the person’s behalf are to be **recorded**, and all relevant parties notified.
* In the event if there is no one available to take on the role of Welfare Guardian then **Advocacy Services** are to be notified.
* All **health** related decisions are to be made by the Health professional, until a Welfare Guardian is appointed.

***Even if a Welfare Guardian is appointed the person must still be consulted and encouraged to take part in the decision making process as much as possible.***

**NOTE**: Advocacy Services can contact possible people (as recommended by staff working with the person) to take on the role of Welfare Guardian and to provide support around the application process at no cost.

## Picture:

An image of this form is featured as the image on this slide.

# Slide 28

## Slide title:

Welfare Guardian in Place

## Slide text:

(A form is featured on this slide – text below)

**Name:**

**Address:**

**Date Assessed:**

When it comes to decision making and any consents that are required for the above person the following applies. ***The person is always first and foremost!***

**Welfare Guardian in Place**

**[Name]**

**[Address]**

**[Expiry]**

### INSTRUCTIONS AND PROCESS

In regards to all decisions around living arrangements, health related issues and daily activities the Welfare Guardian must be informed and consulted. However the following must also apply-

***The supported person must always be consulted and encouraged to contribute to the decision as much as is possible.***

* All decisions made by the Welfare Guardian **must** be in the best interest of the person
* The Welfare Guardian **cannot** manage any money or possessions; however they can make decisions around the spending and purchasing of personal items.
* Welfare Guardians are able to **access** all information in relation to the care of the person.
* The Welfare Guardian is only **acting** in that capacity whilst the Order is in place.
* All Orders must be on the personal file and a **copy** given to Advocacy Services
* It is the responsibility of the person acting as a Welfare Guardian to make sure Orders are renewed. Staff are encourage to advise the Welfare Guardian months before **expiry** that the Order is about to expire. (Note: Renewing can take up to 8 months).
* Any issues relating to any **negative behaviour** by the Welfare Guardian should be reported in the first instance to the Coordinator, with the Advocacy Leader also advised.

**NOTE:** Any further information or support with applications to apply or renew can be obtained through the Advocacy Leader in Advocacy Services. Application support is free!

## Picture:

This form is featured as an image on this slide.

# Slide 28

## Slide title:

Property Manager in Place

## Slide text:

**Name:**

**Address:**

**Date Assessed:**

When it comes to decision making and any consents that are required for the above person the following applies. ***The person is always first and foremost!***

**WELFARE GUARDIAN IN PLACE**

**[Name]**

**[Address]**

**[Expiry]**

### INSTRUCTIONS AND PROCESS

In regards to all decisions around living arrangements, health related issues and daily activities the Welfare Guardian must be informed and consulted. However the following must also apply-

***The supported person must always be consulted and encouraged to contribute to the decision as much as is possible.***

* All decisions made by the Welfare Guardian **must** be in the best interest of the person
* The Welfare Guardian **cannot** manage any money or possessions; however they can make decisions around the spending and purchasing of personal items.
* Welfare Guardians are able to **access** all information in relation to the care of the person.
* The Welfare Guardian is only **acting** in that capacity whilst the Order is in place.
* All Orders must be on the personal file and a **copy** given to Advocacy Services
* It is the responsibility of the person acting as a Welfare Guardian to make sure Orders are renewed. Staff are encourage to advise the Welfare Guardian months before **expiry** that the Order is about to expire. (Note: Renewing can take up to 8 months).
* Any issues relating to any **negative behaviour** by the Welfare Guardian should be reported in the first instance to the Coordinator, with the Advocacy Leader also advised.

**NOTE:** Any further information or support with applications to apply or renew can be obtained through the Advocacy Leader in Advocacy Services. Application support is free!

## Picture:

An image of this form is featured on this slide.

# Slide 29

## Slide title:

Property Manager in Place

## Slide text:

**Name:**

**Address:**

**Date Assessed:**

When it comes to money management and decisions in relation to property the following is in place for the person above.

**PROPERTY MANAGER**

**[Name]**

**[Address]**

**[Phone]**

**[Order Expiry]**

**INSTRUCTIONS AND PROCESS**

In regards to the person above they have had a Property Manager appointed and the following applies in regards to any issues around the person’s money and property.

* A **copy** of the Order must be on file, it must be current and a copy given to Advocacy Services.
* In relation to anything to do with money and/or property the above manager must be **notified** and consulted.
* Staff must notify the Coordinator and Advocacy Leader if there are any **issues** around inappropriate management of any money or property.
* Property Managers **must** ensure the person is supplied with adequate funds to undertake personal spending and participate fully in community activities or activities of the persons choosing.
* It is strongly suggested that the Property Manager is consulted with prior to or during the **Outcomes** process to ensure funds are available for the person’s goals. And that this is done preferably in person with the person above present.
* Staff are encouraged to ensure the person above is able to fully **utilise** the funds available and maximum quality of life is achieved.
* All **bills** in relation to the person should be directed to the Property manager in the first instance, particularly if they manage the WINZ benefit.

## Picture:

The form is featured as an image on this slide.

# Slide 30

## Slide title:

What now?

## Slide text:

* Finding Welfare Guardians.
* Monitoring Welfare Guardians.
* Informing people on rights.
* United Nations Convention embedded in practice
* Make sure rights are upheld
* Work on Property management issues.

## Picture:

There is a picture to the right of the text. It features a stylised man in white standing with his arms folded in front of a large red question mark.

# Slide 31

## Slide title:

Questions?

## Slide text:

No text.

## Picture:

A stylised blue figure, sitting on a white box with its head in its hands. The floor surrounding the figure is covered in quesion marks.

ENDS