Breaking the Barriers Conference
Report Part 1
Health and Social Care

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The Breaking the Barriers steering group is peer led by disabled people, pan impairments. It is important this group has disabled people and non-disabled people who have lived experience because we really know what it is like to be a disabled person.

**Joint Chairs**
Councillor David Groves; Dr Charles Willie, Diverse Cymru CEO.

**Steering Group and event Coordinator**
Annie Duddridge, Diverse Cymru Community Involvement Officer.

**Adult disability**
Dawn Lewis, Independent Disabled Person; Roger Lewis, Independent, Carer.

**Diverse Cymru Disability Access Group**
Martin Vaivods, Chair.

**Autistic Spectrum Disorder (ASD)**
Keith Ingram, ASD Project manager Cardiff and Vale of Glamorgan Councils.

**Disability Access**
Dr Robert Gravelle, Cardiff Council Access Officer.

**Disabled Children and young disabled people**
Martine O’Callaghan.
Learning Difficulties/Disabilities; Cardiff People First
Andrew Selway; Ann O’Lea; Brian Thomas
Ita Libreri, Enabler; Jo Roxborough, Community Voices Facilitator.

Mental Health
Suzanne Duval, Diverse Cymru Director of Operations

Older disabled people; Cardiff 50+ Forum
Jeanette Edwards; Raymond Edwards.

Sensory Impairments; Cardiff Institute for the Blind (CIB)
Teresa Sueref, Locality Development Manager; John Dixon.
Guide Dogs; Nathan Foy.
This report is very long, so it is in 5 parts.

This part is about who was on the Steering Group, why the Breaking Barriers Conference took place, and what was said by people who came to the conference about Social and Health Care services.

**Part 2** what people said about Education services.

**Part 3** what people said about Access.

**Part 4** what people said about Employment.

**Part 5** is about what should happen next for Health and Social Care services, Education services, Access and Employment.
Breaking the Barriers Conference 20 March 2015 in Cardiff City Hall.

We know that for some disabled people there are things that stop us doing what we want and need to do. These are called barriers.

That is why Cardiff Council and Diverse Cymru put on a conference to talk about our barriers.

We talked about how some barriers can be taken away.

The conference was about 4 things:

1. How we are helped to feel well and cared for.

2. How we can get work.

3. How we go to school and college.

4. Other things that make being a disabled person hard.
How things were done at the conference

Dr Charles Willie was the Diverse Cymru Chief Executive.

He started things by telling people about how Diverse Cymru and Cardiff Council got together to put the conference together.

Councillor David Groves was the man who started each of the talks by telling everyone about the things some disabled people find hard to do.

He could only talk for 10 minutes.

People who came sat at big tables in the City Hall Lower Hall.

Each table had someone to help us think about what to say and they wrote down what we said.

We had 25 minutes to do this.

The person who helped us to say we what think then told Councillor Groves what we said. We had 15 minutes to do this.

Councillor Groves had 10 minutes to say what will happen next.
Health and Social Care

What lots of disabled people said was that disabled people’s dignity and respect are really important.

This is true when the Council wants to arrange things called care packages to help us.

Dignity is how we should feel good about ourselves.

Respect is how people make us feel good about ourselves.

Cuts in Care Packages - disabled people having their help taken away

We have heard, but cannot prove that shopping and then cleaning are being cut, and some disabled people cannot get 24 hours care packages.

Some disabled people are told that their help with shopping is being cut.

They are told to shop on-line. Some disabled people do not know how to do this, and some do not have computers.

What happens if the things are delivered but you cannot unpack them and put them away?
It would be good if the big supermarkets had free buses and minibuses for disabled people.

One disabled lady said “no” she would not let the Council cut her overnight care.

She had to wait for nearly 2 years before the Council said she could keep her overnight help.

But, she knows that they could do the same thing again.

We cannot prove this, but some disabled people say that their Social Workers or Key Workers get cross if they do not say it is ok to cut their care packages.

When disabled people go from Children’s services to Adult services their care packages are usually cut, and they get less help.

Some Councils do not help Carers like they should.

If care cuts are made more disabled people will need to be helped by Mental Ill Health services.
Community Care and Support

Community care and support - who is there to help you after the Social Worker has decided what help you need?

Some disabled people do not know who their Social Worker is.

Disabled people feel that they should be more involved when the Social Worker decides what help they need.

Decisions are made for disabled people and not by disabled people.

Lots of disabled people need supported accommodation. There is not much money to pay for it.

We really need proper Advocacy services.

Not to say what they think they should say, but what we are saying.

Why is that disabled people do not get help and support to go out walking, play sports, or go to singing and art classes?
People experiencing mental ill health are having a bad time. Some people just do understand about mental ill health.

Some people are frightened. Some just do not want to understand.

Some people bully people when they know a person has mental ill health.

People who have learning difficulties and learning disabilities are also bullied, and not understood.

Some people are frightened. They need to learn and understand.

It is their problem.
There is a place in Cardiff called Whitchurch.

For a very long time there has been a hospital for people who have mental ill health.

Most of the people living in Whitchurch got to understand about the people who went to, and stayed in Whitchurch Hospital.

The people who live in Whitchurch and the patients all got on together.

Now Whitchurch Hospital is closing and the services are going to a place called Llandough Hospital.

Some people living in Llandough do not understand about mental ill health, they do not want the people who use the services to come to their area.

This is not good

Sometimes the Police treat people who have mental ill health like criminals just because they do not understand it.
Some older disabled people are too proud to ask for help.

A Council near Cardiff pays too many private care agencies to care for disabled people.

Lots of the disabled people who have to use their services are not happy.

Why do some Councils think that family members should be carers for disabled people?

Family is family, and not unpaid carers.

Why is there no one place where all the services we need can work together so that we get all the help we need when we need it?
The Bedroom Tax’ is unfair to disabled people. Some disabled people more space.

Some have carers who look after them at night but, do not live with them.

Some disabled people need extra space to store their equipment.
Primary Care

Primary Care Services - going to see your doctor.

Why do some doctors know more about us than other doctors? Why do they not all the same notes about us?

Why are patients not allowed to have their own doctor's notes?

Disabled people cannot always get to the non-appointment, ‘drop in’ doctor surgeries in time because their carers come too late.

They cannot always go on our own.

We only get a few minutes to talk to our doctors.

We need more time because we cannot always say what we really mean if we are rushed.
Who pays to help older disabled people? They need more help because they are older and have extra medical needs.

Some older disabled people go to see their doctor because they are lonely and not because they are ill.

Just because you have one medical need does not mean that there are other things making us feel ill.

Not all doctors and surgery staff understand people who have different cultures and ways of life.

What about patients who cannot see or hear?
Do surgery staff and doctors know how to they should talk with them?
Continuing Healthcare

Continuing Health Care - who pays for care? Is it Health or Social Services?

Not many people really know what Continuing Health Care is.

The Health Service pays for a disabled person's care.

This can mean that they are looked after by nurses with tablets and injections, but not given help to go out or other help.

The Continuing Healthcare rules are different in Wales and England. This is confusing.

Health services and Social Services should work together. There must be money to pay for working together.

Disabled people do not always know who is making decisions about their continuing care.

Disabled people all have different needs. Not all the people who are there to help us understand this.

Who decides how disabled people should be treated?
The Cardiff Debate will take place over the next 3 years and involve you in conversations that will shape the future of public services in Cardiff.

The public and third sector face significant financial pressures that mean we need to change the way we do things to ensure our services are based on the needs of local communities and which are sustainable in the long term. In order to do this we will all need to work together and find ways of doing things differently.

Be part of the Cardiff Debate and help make a difference.

Diverse Cymru is an innovative new organisation in the Welsh Third Sector, created in recognition of the realities faced by people experiencing inequality in Wales.

Diverse Cymru promotes equality for all. We believe that the people of Wales can work together to challenge discrimination in all its forms and create an equitable future.

Diverse Cymru aims to make a real difference to people's lives through delivering services that reduce inequality and increase independence; supporting people to speak for themselves and to connect with decision makers; creating opportunities for participation and development; raising awareness of equality issues; and inspiring people to take action against inequality.