



## Appendix two letter to Somerset Advocacy management group

Somerset Advocacy Management Group

Sue Thurman



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Dear Somerset Advocacy Management Committee,



Thank you for letting me come to your meeting. I enjoyed meeting you all



I came to see you because I want to find out what you think about making complaints.



I am working with **bild** to find out how we can help people with profound and multiple learning disabilities who find it really difficult to complain.



Lots of people have had some good ideas about how to help people with profound and multiple learning disabilities. I wanted to find out what you thought about these ideas.



I am writing to you to remind you what you said to me about the five ideas other people had about helping people with profound and multiple learning disabilities to be able to make complaints!



**Idea one:**



**Staff and workers should get to know people with profound and multiple learning disabilities really well**

**You said**

"Get to know people really well takes a lot of time"

"Somebody you can trust"

Write information about how the person lets us know how they feel, what they want and where they want to go

Information on who knows the person best

**Idea two:**



**Staff and workers should know more about how to communicate with profound and multiple learning disabilities**

**You said**

"Know people really well"

"People need to know how to communicate to complain"

"Peer advocacy and training" "More speak up groups in centre"

"Staff need to be trained by people (with learning disabilities)"

**Idea three:**



**We should be teaching staff about complaining and how to know when somebody is unhappy**

**You said**

"Staff need to be trained by people (with learning disabilities)"

"Use story telling group" "Use T.C."

"Staff get to know more people"

"Staff need to understand what people are telling them when they are challenging"



**Idea four:**



**We should be using special kinds of advocacy with people with profound and multiple learning disabilities**

**You said**

"Peer advocacy" "Citizen advocacy" "Circle of support"

"Speak up group" "Management committee"

Peer advocacy (Ian M) supports people with profound and multiple learning disabilities"

Peer advocates need to know others well

Citizen advocacy is a good way to support people to 'have a voice' in their own life because the advocate has time to get to know the person and can work with others , perhaps paid advocacy workers, to tackle difficult issues/complaints

**Idea five:**



**We should make sure everybody with profound and multiple learning disabilities has a complaints buddy**

**You said**

"Find somebody who could be complaints buddy?"

"Circle of support chooses a complaints buddy"

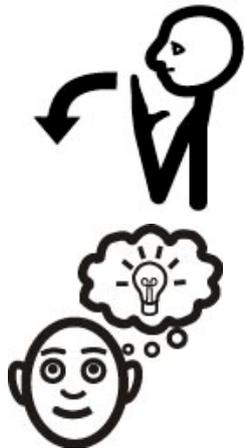
It's a good idea but hard to think how it will work for everyone



**Any more ideas from you?**

"Regular refresher training for staff and managers by services users"

"Training for the public"



Thank you for all your hard work. Your ideas will help me in the work I am doing with **bild** to help people with profound and multiple learning disabilities who find it really difficult to complain.

If you have any more ideas please let me know!

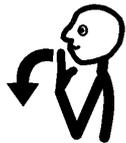


I am looking forward to seeing some of you in Kidderminster on 29<sup>th</sup> October at **Build for the Future**.



I would like to come to see you again at your meeting in Taunton in early 2009 to tell you more about this work if that is OK.

**Thank you for your help!**



**Sue**