

Appendix 4 - Examples of EDI provision within Adult Social Care

Queens cross network

Deaf support Team offer services in a 'co-produced' environment. Queens cross has played host to a Deaf community 'sign café'. The sign café is attended by large numbers of people from the deaf community. Attended by profoundly deaf people and some with varying degrees of hearing loss. A wide range of activities take place that include Guest speakers on topics of interest ranging from 'Winter warmth' to 'West Midlands Police'. Lunch is provided by the kitchen team from the charity 'Disability in action'. From the Sign café the 'Dudley Deaf Focus group' was formed. Health watch Dudley and DMBC deaf support team have supported members of Dudley's deaf community to meet as 'Deaf focus group'. The group designed and launched the 'I am deaf' card a couple of years ago, which is affectively an 'emergency card' for someone to carry on their person, so that if they are involved in an emergency incident, someone trying to support them would know they are deaf. The card initiative was shortlisted for an award by 'Signature' the awarding body for British sign language skills. Deaf support services launched online support for deaf people some years ago via 'skype'. This has been taken further during the covid pandemic when all consultations with deaf community members have gone online via the Watts app platform. Creating a seamless service during covid which has been uninterrupted by the pandemic "lockdown" arrangements.

Disability in action (DIA)

Disability in action a charity which works in partnership with the local authority to run Queens cross. The DMBC management team of Queens cross work closely with the DIA management on all aspects of centre life, and the development of services. Many local peer support groups and charitable organisations run support cafes (like sign café, MS society, Dudley Deaf Youth Club and many others) so that people who have similar sorts of disabilities can come together to gain support from each other, as well as share common interests and aspirations. Most recently the centre has payed host to a Direct payments café/ support group, which is now called "Talking Direct". The group has been involved in key consultations around the Dudley community information directory (DCID). During the covid pandemic, Disability in action has played a pivotal role in ensuring people who have physical and sensory disabilities can still meet together online, in a virtual way. Disability in action have applied for and been awarded funding to buy in tutors for online activities in various different interests and pastimes. From gentle dance to craft-based activities.

Dementia gateway service and dementia advisor service

The council run dementia gateway service and dementia advisor service recognises and promotes the individuals identity and supports via an holistic and "wrap around" approach to care and incorporate the '6Cs' principles into all aspects of care and support: care, compassion, competence, communication, courage, commitment. On a daily basis the management and staff team address diversity, equality and inclusion in dementia care by the use of inclusive language ("the person lives with dementia not suffers from") the use of preferred method(s) of communication; preferred names and titles; Activities offered to



individuals build on their current abilities and they match the use of language to current abilities of individuals. Adaptation of resources and environments to enable active participation. The Crystal Gateway and Brett Young are both nationally recognised as dementia friendly designed buildings and are furnished with familiar artefacts in the environment with provision of adapted resources to enable independent personal care.

Staff have been trained in the principles of dementia care mapping so they are able to identify an individual's uniqueness, trained to observe an individual to note characteristics, reactions, responses, differences in personality. Unpaid carers and family members are encouraged to provide information when forming plans for support and care

Assistive technology is used (RITA – Reminiscence Interactive Therapy and Activities which helps to calm, stimulate and reduce agitation whilst engaging the person with memory and thinking based on life experience use of music, use of familiar sounds to promote reassurance, use of personal histories in individual profiles. provision of familiar activities at an appropriate level.

Dudley was the first authority in the UK to recognise the value and benefit of Playlist for Life - a music and dementia charity founded in 2013 that saw a unique, personal playlist of music that has meaning for an individual.

As part of the Dudley Dementia Friendly Communities activity during 2018 and 2019 Play List Help Points were introduced into Halesowen and Stourbridge where trained individuals can assist carers and the person living with dementia to design their playlist on their preferred device.

The Dudley Dementia Action Alliance, which is made up of representatives from voluntary, statutory, retail, commercial, medical services to name a few is working to maintain the Dudley Borough Dementia Friendly Communities Status it gained in 2018 where people with dementia are understood, respected and supported within their local communities. Maintaining this national award from Alzheimer's Society is achieved by delivering Dementia Friends Awareness sessions to interested local groups, clubs, churches, GP surgeries and working with the local community to make small changes that makes their business/venue/organisation more "dementia friendly", at the start of the COVID-19 pandemic the Chief Officer signed a letter headed "Hidden disability, being dementia friendly during coronavirus" reminding local shop managers, whilst observing safe distancing requirements that dementia is a condition that is not always seen, the impact their decision may have on carers being able to obtain essential shopping and the benefits to the carer and person with dementia to be able to continue to shop.

The Me, myself and I group formed as a result of an education programme linked to the “Who looks after me” sessions provided by Public Health Colleagues and hosted by the dementia gateway services. This group offers their views and opinions on how the Integrated Dudley Dementia Strategy is developed and influences how it prioritises its work providing real lived experiences, based on them being “experts by experience” and supports national research activity into dementia. The group is also used as a reference group / focus group when looking to remodel current council dementia services.

Lye Community Project

Lye Community Project (LCP) was established in 1992 as a service with a particular focus on improving access for the BAME communities. It has evolved into a generic access, prevention and information point for the whole community and sits within the wider Access and Prevention Social Work Team. Whilst the service essentially provides a social care service, its design is based on the assumption that the service supports people with complex interrelated issues and needs. The LCP and wider Access Team have been successful in establishing a bank of skills and knowledge to offer a range of advice and guidance across a number of domains, such as; housing, immigration, domestic violence advice, safeguarding, welfare and benefits and general health and wellbeing advice. Furthermore, LCP and the broader Access Team act as the main screening centre for all initial No Recourse to Public Funds (NRPF) cases. Extensive work has also been completed to encourage and develop partnerships with different organisations and professionals; including those from faith-based organisations and community groups, including the Asian Elders Group and the Afro-Caribbean Group. LCP and the wider Access Team ensure services are inclusive and work to serve all parts of the Dudley community by ensuring culturally appropriate engagement and community development approaches.

Furthermore, following the success pilot of the Integrated Community Team’s, the model has been rolled out across the borough and is a key element to the LCP and wider Access Team’s offering. The Integrated Community Team meetings are run weekly and are attended by multi-disciplinary professionals, including: GP’s, Nurses, Therapists and our Adult Social Care employees. The purpose of the meetings are to discuss any adults of concern within the community, with the aim of:

- Preventing and delaying the need for care and support
- Enabling early intervention with health social care needs
- Reducing any unnecessary hospital admissions



The service has continued to operate throughout the COVID-19 pandemic and support the local communities. Additionally, the LCP has been supporting the local governments response to COVID-19 and has worked closely with Public Health and the Track and Trace system and local testing sites.

Lye Community Cohesion Health and Engagement Group that meet frequently bringing together a range of key partners is supported by the LCP and Access Team Managers playing an active part to find solutions to issues that have an impact on the communities of Lye and its surrounding areas.