

Camphill Village Trust and The Voice of Lived Experience

0:05

Morning everyone and I'm really really pleased to be here in person in at Camp Hill Village Trust live to kick off day 2 of Safeguard and Adults week 2024.

0:17

My name is Stuart Sale, I am the CEO at the Handcraft Trust and as people will hopefully know the Aircraft Trust facilitates this week, however and the theme for safety analysis week this year is working in partnership.

0:31

And so that's why I'm really really pleased to to come in person today with one of our biggest partners that we in the aircraft Trust work with.

0:40

But also, particularly today, people that that that know me will know that one of the things I always say is that our most important partners are the people that we work with fibre that access our services or that we support or access our clubs, whether it be a football club, a squash club or badminton club, whatever that club is or whatever services that we offer, the most important partners that we have, all the people that access those services.

1:08

So I am really, really, really, really happy that we're doing a session today on The Voice of lived experience and Camp Hill Village Trusts are going to talk to us and share with us some of the things that that work for them in in that area.

1:26

I met with the hosts yesterday and I'm not going to, I'm not going to spoil anything, but we had a little chat yesterday and I think you're in for a real treat.

1:36

So I am not going to hold proceedings up any longer.

1:40

What I am going to do before we kind of move on into the main thing is I'm going to get people to just introduce themselves on the panel, if that's all right.

1:47

And so I'm going to start to my ride and I'm going to ask you to pass yourself along and just say a little bit about yourself and who you are, please, if that's all right.

1:53

OK, Well, thank you.

1:54

And it's a pleasure to meet everybody.

1:56

It's a real privilege to be here.

1:57

My name is Anna, and I suppose the way to describe me is a family carer.

2:01

My brother lives in one of the Capital Village Trust communities.

2:04

And.

2:05

And it's just such a pleasure to be here and talk about something that's very close to my heart.

2:09

Thank you.

2:10

Thank you.

2:11

I'm Sally Wolfe.

2:12

I'm director of Supported Living and Green Care here at Camp Hill Village Trust.

2:17

I'm Nikki Freeman.

2:18

And I live in a St.

2:19

Albans community of Camp Hill Village Trust.

2:23

I'm Ed McGee and I live in also live in campus and sort of that I'm a life opportunity reviewer.

2:31

I'm from Bottom village camp of it and I live in Bottom village, Camp village trust.

2:36

Morning everyone there.

2:37

My name is Ian Wilson.

2:38

I'm Co production lead at Bottom community Camp Hill Village Trust.

2:43

Hello everyone.

2:44

My name is Michael Nuts.

2:45

I'm the chair of Camp Village Trust and I have a similar job of similar nature in the NHS in London as well.

2:54

Thank you everyone here.

2:55

What I'm now going to do is I'm going to ask Owen to introduce himself and Owen is also going to read us a poem.

3:05

So I'm going to hand over to you Owen because I'm not going to spoil it anymore for anyone.

3:09

Hi, I am Owen.

3:15

I do live on the the cross of community involved.

3:24

My interests lie in like I in writing poetry, artwork as in design, his history and and in the American Indians and music.

3:47

This is this is poem.

3:54

It's about how I feel and how I feel about living my life.

4:07

So the poem is called I am as good as I am as good as that in improvement, good as recognised as independent.

4:33

I am as good as having responsibilities in a family commitment.

4:42

I am as good as who who serve the customer, being on the tail or being out front.

4:56

I am as good as being awarded merit to what I can do Thank you.

5:12

I'm also an opportunity reviewer and so behind me we can see seventy faces in the whole at Darrow and just getting ready to host the 70th Jubilee of Camp Hill Village Trust.

5:39

This is a Co produced project and the history of the trust for some wonderful people telling their stories.

5:46

Part of my story is along with Ed, I'm employed by the Trust as Lack Opportunity Reviewer,

which means I visit different locations and use my experience to help ensure people have a life opportunity.

6:01

In Camp Hill, we believe that everyone is as good as everyone else.

6:05

We all have a role to play.

6:07

This includes making sure everyone is safe.

6:11

Throughout this webinar we're going to share how we in Camp Hill Their Trust do this.

6:16

Hi, part of our role is to look at how people work together to keep safe and be in control of what happens in their lives.

6:26

We do this in lots of different ways.

6:28

One way is by making short films to help people get the information they need.

6:34

We would like to show you a short film about making Safeguarding personal.

6:40

The awareness and importance of making Safeguarding personal Think nothing about me without me.

6:55

Campbell Village Trust is a charity that supports people with learning disabilities to help them.

7:05

Making self grading personal should be part of your everyday work is everyone's business, but making it but making it difficult and personal is my business.

7:16

We agree with this and to do this we think it might take you a bit more time.

7:28

Making safeguarding personal isn't just something that is dealt with behind closed doors by social services and staff.

7:36

Is there be a problem?

7:38

We talk about it openly and help people understand their rights.

7:44

Making safeguarding personal is for everyone, like people living in our communities, living in a care and people with learning disabilities, difficulties or autism and mental health.

7:59

We are not just seen as people at risk.

8:03

That can be convictions of the peace you want to raise awareness and support others.

8:17

Please sympathise to our freedom.

8:22

Listen and recognise I have choices, understand and respect my culture, choices and hobbies and religions and that we are all different.

8:34

Give me more time, talk through and work with me.

8:38

It's about seeing me as the expert in my own life and working alongside me most ever.

8:47

We all must remember that we correct promises.

8:56

Two key secrets.

8:59

Confidentiality only goes so far and we must report our concerns to the relevant relevant person.

9:13

Do not make assumptions and judge me.

9:27

I am the most important person, so I must be involved.

9:34

Ask me first and do not decide things without my permission.

9:42

Don't do anything without me knowing as to the good reason that you cannot tell me.

9:48

Never organise meetings at a time that I cannot attend.

10:06

Hi, morning everybody, myself and Adam.

10:09

Now we're going to tell you a little bit about a personal experience of yours to do with catfishing.

10:16

And the slide here shows Adam very clearly with his fishing rod and you've got your bait ready, the mouse.

10:24

No, that's not catfishing.

10:27

Someone tend to be someone else to get all your money and hide and find a mask.

10:33

So we've now moved on to the next slide then.

10:36

So.

10:36

So this is what this is showing here is it?

10:39

Can you just explain a bit more about that then, please?

10:41

Of course, there's someone hiding behind a computer and messaging you from computer and they're not real.

10:47

They're just hiding behind a mask.

10:49

It's a very serious business, isn't it?

10:51

OK so and something like this happened to you today.

10:54

Yeah.

10:55

Someone, someone who I know from The Big Bang Theory was try and I clicked on the picture and tried to get my old me.

11:05

She got money out of my bank accounts, right?

11:08

So you were online were you?

11:10

And then what happened?

11:12

She got hold of my detail bank details.

11:14

Was it?

11:15

Was it a pop up that came up and someone was someone pretending to be an actress, right?

11:22

And then what?

11:23

What did that pop up say?

11:24

Give me \$50.00 gift.

11:26

I'm Apple gift cards and then kept going up to 25 and then 100 and in the end, how much money did you pay to pay £100 and did you ever get that back right?

11:39

And that was actually for the lovely Kelly Kelly cuckoo.

11:43

Was it that kid that came up on strip?

11:44

But just to stress it wasn't actually her.

11:47

Was it somebody an imposter trying to be her right.

11:51

So if if anybody has any experiences like that in the future, what would you recommend Contact they do National Fraud Helpline or parents or adults, right?

12:02

So is that action fraud?

12:04

Is it Action fraud?

12:05

Just while we're speaking, I've just got coming up on my phone.

12:15

I've got someone here saying that they're from Dancing With the Stars.

12:19

They're saying that they can make me irresistible to women for 200 lbs Block.

12:23

And then what do I do?

12:25

Report to Action Fraud.

12:27

Brilliance.

12:28

Yeah.

12:30

Thank you for sharing your story.

12:32

It's important that people work together to stop abuse from happening.

12:37

We'll show you review some of the ways we do this in Camp Hill.

12:42

So apologies again everyone.

12:44

The technical issues are we tested all this yesterday and as always is always the way.

12:49

So what I'm being told is that if you can sync to presenter, which is important at the bottom of your screen, things should catch back up and you should be back up to speed and be able to see what we're seeing.

13:02

You OK?

13:04

Thank you.

13:08

We've already shown a film that you haven't been able to feel that we helped make.

13:12

We also tell you about other ways we work together to help keep people safe.

13:20

Let's look at what's happened in this Norman's community in the past few months.

13:29

Being supported to having choices and making decisions is so important to us.

13:35

A film ran them into capacity.

13:37

ACT was Co produced in partnership with Sir John Law's school.

13:41

We had a student called Aryan Work Experience Placement with us and he supported us.

13:47

To help create a film where people express their views on making decisions for themselves, we created this Power View booklet.

13:57

It will be used by all of us, by star and by people supported page after page you'll find in this and information on how to live healthfully by cooking healthfully, be active and be happy.

14:18

We have women's and men's groups where we can openly talk about topics that aren't often talked about in the public.

14:26

Things like diabetes, menopause, contraception, our bodies and something else I want to discuss.

14:34

These are safe places where we can share with our friends and we sometimes have healthy breakfast that we create together.

14:41

And we also have to learn disability nurses who can help us with all the medical stuff that we don't know about.

14:49

Involve me as a group of people from each campaign of community around the country.

14:55

They meet on teams weekly and work on topics that are relevant to deposit them.

15:01

At the moment they focus on creating keeping safe resources.

15:06

They work together to create this collection of posters around scams as well to label their design stay on logo.

15:15

You'll see that on the screen.

15:21

We do this as well as a day job.

15:23

As Nikki mentioned earlier, we are life of opportunity reviewers employed by Capability Shots.

15:31

Part of our Wells reviews is to visit campus communities around the country.

15:35

We meet and listen to people.

15:38

We observe their environment.

15:41

We talk to staff, to managers and families.

15:45

This helps us to build a report which includes some recommendations to improve the life of the people we've supported.

15:52

We do this by focusing on the ice statement which is over there and then a few months later we go back to communities to see if the changes that we've recommended to have been actioned or not.

16:08

You understand it's important to share good practises as widely as possible.

16:12

So the viewers like me and Ed are going to give updates to the board of trustees and the leaders of capable of this trust.

16:19

We can show what is going well and where we have observed positive practise also as well where changes need to happen.

16:36

I would now like to ask Michael to share some thoughts about why it's important that we all work together.

16:43

Thank you.

16:43

Hello, my name is Michael, I'm the chair of Capital College Trust.

16:47

So a couple of my personal reflections about safeguarding and how we work together.

16:52

When I think about our communities, I've been characterising thinking as really quite beautiful places, not just the natural environment, but also how they are, but also what they represent, which is trying to help people live these wonderful, active, extraordinary lives where they can flourish and and do as many things as they can possibly do.

17:14

So there's a real depth to that beauty.

17:17

But of course, as we all know in our lives, living actively can at times encourage elements to risk and that's the thing which we as individuals manage for ourselves every day.

17:28

It's also something when you're working in a complex organisation or community and you're working with other people can become very difficult.

17:35

So mistakes can happen and we learn from mistakes and things like safety.

17:40

We learn best, I think when we work together, when we work, if you like, with Co production.

17:44

We've just heard some really great thoughts about how that can work.

17:51

When we think about Co production.

17:53

For us it is very important, I suppose probably more important for safeguarding than many other issues, that we think about communication.

18:01

Communication is not just and only about giving people a voice.

18:05

It is that, but it's also most important about listening, about giving people the space to talk, making sure that their thoughts are heard, giving everyone time to reflect, and then of course, making those reflections become actions.

18:20

So when our great lived experience experts come to us with thoughts, which they do to our meetings and our committees, and they tell us what they've seen and they've witnessed, they're not just giving us a lived experience, they're also giving us tremendous insight and tremendous value that we wouldn't otherwise get.

18:40

So I suppose my messages about safeguarding are really the importance of partnership.

18:44

Partnership is not just working with people like Handcraft Trust, it's that too or commissioners about safeguarding and regulatory needs and those sorts of things.

18:53

But most importantly it's about the people that we support, about the staff that work for us and about the families and making sure that we give everyone the time to be heard.

19:04

So thank you, thank you Michael.

19:07

I would like to ask Sally to tell you about her job and explain some of the ways that people work together.

19:15

So at the Trust we not only value the communities that people live in but also the amazing natural environment all around us.

19:24

And Michael alluded to that.

19:25

Didn't mean what you just said.

19:27

We know that Co production is essential when we're working in partnership within any social care organisation.

19:36

You've heard some great insights from my Co presenters already today and in particular I'd like to thank Adam for his sharing his story so openly.

19:46

It's obvious from that story how the power of effective storytelling can be the basis for recognising that the diverse life experiences that we all bring, and how this forms the expertise that we all hold.

20:02

Making Safeguarding Personal is not only about how we work with people when they do not feel safe, but it's also about how organisations put people and their experiences at the centre of developing the very strategies that keep people safe in the 1st place.

20:20

This can be done in many ways, but it includes working with people to Co develop accessible information and Ed talks about the Power of You booklet that they've recently produced.

20:29

But we've also been doing a lot of work around our policies and documents and particularly around things such as our personal evacuation and escape plans.

20:40

You've also heard how the review teams that Ed and Nikki have really talked about enthusiastically report directly to the executive and our board, to our committees.

20:53

This helps ensure that the recommendations that they they bring that are trust wide, have a trust wide impact and the good practise that they see is shared by those who experience it and write across the organisation.

21:08

Every year we undertake an annual My Life survey and this year we're really proud that 72% of people we support completed that survey.

21:17

The completion of that survey is really amazing, the rate at which people did respond.

21:21

But what is really, really fundamental important are the actions and conversations that follow that survey and the things that we have the most profound impact.

21:34

We use all of that information that we gather to Co produce the trust safeguarding strategies.

21:41

All of the partnership work that you've heard about today helps ensure that everyone is actively engaged and everyone has a part to play.

21:49

This is why this year not only are we celebrating the last 70 years of Camp Hillbillies Trust, but we're also looking forward with massive enthusiasm to the brilliant futures that we can all build together.

22:02

I'm going to pass over to Anna now who's going to provide some insight into families perspective.

22:07

Thank you.

22:08

So my brother was in his late 50s when he moved into one of the Capital Village Trust communities.

22:16

And it was a huge change for all of us because you move from a situation where somebody essentially has lived with their mum and dad has never made their own decisions.

22:27

And it's a little bit overwhelming for everyone.

22:30

And as a family member, I was the driving force between finding somewhere different to enable him to be independent to reach his potential, and to have a life where he's able to make the choices anyone else wants to make in terms of what he eats, what he wears, what he does, who he makes friends with, his hobbies and his experiences.

22:53

But the process of going from being in a situation where everything is essentially decided for you into a place where you have the right to make your own decisions is scary for everybody involved.

23:06

It's scary for us because we don't stop loving and caring and worrying for that person.

23:12

It's scary for them because they are, in a sense, in a space where everything seems possible, but yet somehow you don't know how to navigate where you're going or what you're doing or the decisions that you're making.

23:25

And when we talk about safeguarding, for me that means knowing that my brother is physically safe, he is psychologically safe, and actually that he's a safe with his money.

23:37

Which is why I was so interested to hear these conversations about understanding how to go on the Internet safely and how to manage what's going on.

23:46

Because actually I could tell him until I'm blue in the face not to do something.

23:51

But what makes a difference is him really understanding it and understanding why.

23:56

And just because it takes him a bit longer to understand it than it would me, it doesn't mean I have the right to say no, you can't do it.

24:04

So that piece of safeguarding is important.

24:07

But equally, the trust I have in the team who support him is crucial because I, that's what makes me sleep at night.

24:16

That's what enables me to be happy for him.

24:19

Every time I see him, he's more confident, he's more able to make his own decisions.

24:23

He talks to me about his friends and the life he has.

24:27

And truly, you know, we're five or six years in.

24:30

It is a life of opportunity and it has made a big difference.

24:34

But it is everybody who has been involved in it, not me saying I don't think he should do that.

24:40

It's him saying I'd like to do this and everybody supporting him to do that in a way which is safe.

24:47

So this, and I'm not saying it's all perfect because believe you me, there are things which go wrong.

24:52

But what makes the difference is an openness and a collaborative spirit to say this hasn't worked the way that we would like it to work and then to all work together to fix it.

25:04

And that's why I say it's such a privilege to be here because to listen to the work that you guys are doing and the initiatives which are being put in place, they are really driven by the people who live and work in these communities because it's not up to me to make those decisions.

25:20

And I think a lot of family members find that quite a difficult transition to make.

25:25

And so knowing information is power.

25:27

That's the power of communication.

25:29

Knowing that all of this goes on makes my shoulders go down just a little bit more.

25:33

So thank you very much for sharing that.

25:43

Yeah.

25:45

Thank you all so much.

25:46

So that's the end of our kind of formal kind of presentation, if you like.

25:52

And I have already learned so much and, and, and the, the, some of the initiatives and sort of innovative ways that Camper Willies trust work are, are Absolutely Fabulous.

26:03

And I hope that that's given you some insight and some something to think about in your own organisation, whatever that might be.

26:11

There's loads of stuff on Campbell's Village Trust's website around some of the work they do.

26:16

And also there's loads of stuff on the on the Internet term around Co production.

26:20

So if you're just starting your Co production journey and just starting to think about, well, how can we work with people in different ways and actually make them true partners of the work we do, then please do do have a have a look on the Internet and and find some stuff.

26:35

So we have now got some time leftover for any questions that anyone might have of the panel.

26:46

I'm just about life opportunity reviewers.

26:50

Is it difficult to get feedback?

26:51

Sorry.

26:52

So we have a question from thank you from from Lisa in the chat there.

26:56

So Lisa's question is life of opportunity reviewers.

26:59

So it's for you guys.

27:01

Is it difficult to get feedback from staff?

27:03

I don't review quite easy to because obviously we have our reviews and then we have, we meet the like the managers and the staff in the place we just reviewed.

27:14

And then like we have like maybe like a team's meeting with them.

27:17

And we also have like a massive meetings of like the trustees.

27:21

So we can also feedback them as well.

27:23

That's quite easy.

27:25

How do the managers respond when you give the feedback?

27:30

Usually quite Well, there's nothing like, Oh my God, you've ruined my life.

27:39

If they can kind of see that things aren't that great, then they're just happy.

27:43

I could have it confirmed that we can see as well.

27:46

They also give us feedback of what they've done.

27:48

So whether it's no what what could be done may have already been done, but could be done again.

27:56

That's because you can then see the progress, can't you?

27:58

Yeah, yeah.

28:04

And we've got another question from someone who wants to know from Emma.

28:09

Thanks, Emma.

28:10

More about the reviewers.

28:12

Are there any good examples to share of where a change has been made?

28:16

So you've just touched on that, you've started that conversation.

28:19

So Ed, Vicki, can you share a bit more about where you've found something and then there's been a change that's happened as a result of that?

28:26

Ask questions after recent viewer about what whether any of their adjustments have been made and they give us real good feedback on that.

28:39

So there was one place that I went to with my review park partner and then there were things that we kind of didn't like and forced to be changed.

28:51

And then I think Ed then went to that place next and they changed some things that we didn't want to changed.

28:58

So that was a good example of the changes happening because of the different review partner could see the changes that we discussed.

29:04

Yeah, absolutely excellent.

29:06

So you can definitely see that there's, there's changes made and you, you have an impact.

29:10

It's not, it's not just something that's done by, by the trust to say, oh, look at we're, we're great.

29:16

We do this actually, they listen and they do put things into.

29:19

Yeah, it's not just box ticking.

29:21

No.

29:21

Excellent.

29:23

And it's a piece of work that we've recently been doing around transport.

29:27

And have you have you fed into that?

29:28

So we've been doing there's been a Co produced piece of work.

29:31

Hasn't they're looking at Trump or have you been involved in that?

29:34

Yeah.

29:35

What did you contribute?

29:38

Can you remember we were like in the like the meetings about like the transport difficulties in different communities, like the more rural communities who couldn't have as easy transport to get out of their communities to get like shocking places.

29:56

They wanted more help with transport.

30:00

So that was part of Adam's also been involved in that.

30:02

Have you been involved in that as well?

30:03

So what happened?

30:05

What happened there?

30:08

We've been to so many meetings with directors, with yourself and other people, and actually we came up with solutions or six months contract with cars where they were on a six months contract just to see if we like them.

30:20

And we've moved on, We're getting new cars every time to make sure that the transport that we've got works.

30:29

Yeah, yeah.

30:30

And also looking at what else we might be able to do.

30:32

Some really good suggestions came out of that work around an alternative other than vehicles.

30:38

Yeah.

30:39

Other than that, how we might be able to, it's just wider community transport and what the difficult local buses.

30:45

Yeah, came out of that piece, yeah.

30:48

Could I ask a question?

30:49

I mean, it's probably a very basic question, so forgive me.

30:52

When you go into a community to find out how it's all going, how do you meet with people?

30:58

Do you have a round table where everybody talks together or do you talk to people individually?

31:05

Do you go in with maybe a set of questions you want answers to?

31:09

We do set questions and go to individual houses to tell about how to ask about how their life has been.

31:17

OK And do you find it difficult to get people to actually say, do you have to be extra charming to get them to tell you what's happening?

31:26

Yeah, I have to ask open questions, not those questions.

31:30

OK.

31:32

Thank you.

31:32

That's helpful.

31:33

Yes, we usually focus on our statement and then we can kind of like make our questions around that statement like the woman answered.

31:43

Yeah, well, that's great.

31:44

Yeah.

31:46

So there's a theme, isn't there to each, to each we have a question we want and then go around the I statement.

31:53

Yeah, OK.

31:57

Oh, thank you.

31:58

Are there any more any more questions for the panel whilst we've whilst we've got their expertise here to learn about what it's like to to truly get the voice of people with experience and and think about Co production and some of the people that have been involved with that.

32:18

No more questions.

32:22

No.

32:23

Any anything anyone else wants to say or share?

32:28

No.

32:29

OK.

32:30

Well, thank you all very, very much for joining us.

32:33

I hope you found it as insightful as me.

32:36

I think just just listening to people talk with so much excitement and pride in the work that we do and how much involvement people get to have.

32:46

And it's really, it's really helpful to hopefully if you've ever had any doubts about thinking actually, and someone said it in the video, actually, if you've not a chance to listen to the video yet and please do watch it.

32:59

Someone talked about it will take, it might take a little bit longer, but actually the value and the benefit that you get from it is absolutely worth it.

33:09

So not a question.

33:11

Oh, it's gone.

33:12

Oh, lots of thank yous.

33:13

Oh, brilliant.

33:13

We're getting lots and lots of oh, you're getting lots and lots of thank yous.

33:16

Excellent.

33:17

That's what we like here.

33:19

And just to let you know, and I don't know if Phil's put it in the chat already, but the presentation, the videos, and I did speak to Owen yesterday and ask his permission.

33:27

So Owen's poem, amazing poem will be shared as well.

33:31

So people will get to, to, to read that in the, in the comfort of their own home or wherever it is that you are.

33:37

So thank you all very much for joining us.

33:39

And please do continue to to check out our social media and sharing things around safeguarding adults week.

33:46

As the week goes on, we've got loads more stuff going on.

33:49

So as the slide appears perfectly just in time, the the hashtag safeguarding adults week, which doesn't mean very much to me, but I'm sure it means lots to to you guys in terms of the hashtag world of social media.

34:02

So thank you all very much for joining us and have a good rest of the day.

34:06

You too.

34:07

Thank you.

34:08

Bye, bye.

34:11

Thank you.

34:11

Thanks.

34:15

Thank you.

34:23

So.