

Conwy Connect for Learning Disabilities

Annual Report 2021 - 2022





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Conwy Connect for Learning Disabilities is a charity that promotes the rights of people with learning disabilities and or Autism in North Wales. What do we do?

- Offer independent information and advice on learning disability services.
- Provide opportunities for members to meet, exchange information, increase choice through our open meetings, events and newsletters.
- Increase and extend opportunities for active, meaningful involvement through consultation.
- Provide person centred facilitation to enable participation and involvement.
- Provide a voice to raise views and concerns to policy makers.
- Take part in the planning of learning disability services.

Who we work with

Conwy Connect for Learning Disabilities works with a wide range of people including;

People with a learning disability

Parents

Carers

Statutory organisations

Voluntary organisations

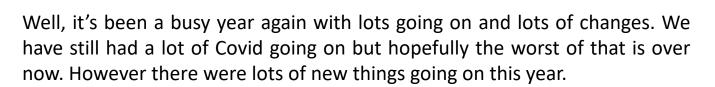
Interested individuals and organisations



Introduction from our Chair

Introduction from our Chairperson

Hello everyone Welcome to our report about Conwy Connect from March 2021 to April 2022.



We couldn't meet in person during Covid because of the risk of catching the disease. So lots of activities had to go online. This has been <u>very</u> successful and proves that this is an excellent way of keeping in contact.

Two other big changes are:

- Welcoming younger members and their families to Conwy Connect and planning to provide a fantastic schedule of activities.
- Moving the Conwy Connect offices to a new home in Llandudno Junction. This will happen in late 2022 and will provide a great space for staff as well as the opportunity to have some activities and gettogethers.

Find out more about both of these changes by getting in contact with Conwy Connect on 01492 536486 or email Cath directly: Catherine Thornton <u>Catherine@conwy-connect.org.uk</u>

And finally, a very big thank you to all our wonderful funders. Without your support we couldn't provide our services. We know these services are very much appreciated by members and their families and carers. We hope you will be amazed at the range of activities described in this report.

Best wishes to you all

Janet Byatt



Our Trustees

Janet Byatt Richard Redmond Roy Hepper Caroline Downie Fran Holmes

Eleri Roberts Ramona Murray Yvonne Davies Jackie Caldwell Clare Williams Alex Fryer Ruth Wyn-Williams



Thank you to our funders







Seamless services for people with Learning Disabilities Gwasanaethau ddi-dor i bobl ag Anableddau Dysgu





Bwrdd Iechyd Prifysgol Betsi Cadwaladr University Health Board





Llywodraeth Cymru Welsh Government **RTR FOUNDATION** The RTR Foundation is a Registered Charity - 285368







CAMBRIAN SAVINGS & LOANS Supporting Communities



Welcome from our Chief Officer



Catherine Thornton Chief Officer

Hello and welcome to Conwy Connect's Annual Report for 2021/2022.

What a year – we still made our way through different rules and regulations around COVID 19 – but this is the year we began to meet again.

Within this financial year we saw a lot of growth – in services and with how many people Conwy Connect employ.

You will see this from our Your Conwy Connect Team page.

2021/2022 is when we started our Children's Activities through Summer of Fun and Winter of Wellbeing funding from the Welsh Government.

I am so proud of everything our members and the team at Conwy Connect are achieving, I look forward to seeing where we are in the next Annual Report.

As ever, a massive thank you to all that supported us.

Cath x



Your Conwy Connect Team



Catherine Thornton Chief Officer



Michele Pipe Engagement Officer



Delyth Lloyd Williams Family Support Officer



Paul Carter Health Improvement Officer



Chris Spree Planning for the Future Officer



Shell Williams MOS Coordinator



Eva Collins Freelance Worker



Non Lederle Deputy/Moving on Solutions Officer



Annemarie Mcnally Family Transition Officer



Helen Kenyon Freelance Worker



Your Conwy Connect Team



Matthew Collier Family Transition Officer



Richard Health Check Champion



Fran Health Check Champion



Sophie Trow Health Check Officer



Geraldine Petrou Health Check Officer



Shayna Health Check Champion



Kamar Health Check Champion



Phillip Health Check Champion



Jane Health Check Champion



Your Conwy Connect Team



Sarah Health Check Champion

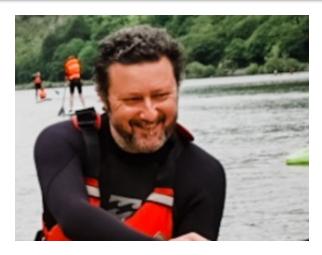


Aiden Health Check Champion



James Health Check Champion





I am Paul Carter.

I am the Health Improvement Officer for Conwy Connect.

My job is about health.

I try to help people with problems about health care.

I try to tell people about how to keep healthy.

I try to tell people about the health support they can get.

I tell people about Annual Health Checks.

What have I been doing?



I have been doing lots of things.

It has been a strange year because of Coronavirus.

Here are some of the things I have been doing :



Doctors and Hospital during Coronavirus

Making sure everyone has the latest Easy Read info about Coronavirus.

I helped Phillip make a film about going to the doctors and going to the hospital.

The film showed how this was different during Coronavirus.

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I did a Zoom meeting for our members every week.

Sometimes we talked about health.

Sometimes we just had a chat.

This was all good for people's mental health during Coronavirus.

I made a photo story.

It was in What Matters Magazine.

It told people about the Health Check Champions.

The Health Check Champions helped me do the photo story.

Sophie and Jez from Conwy Connect helped me do the photo story.

I worked with members Richard and Shell to plan walks.

I made flyers and told people about the walks on the internet.

Richard and Shell did the walks on Saturdays.

Lots of members joined them for the walks.

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I organised a Zoom meeting about Breast Awareness and Screening.

Nia Lederle from Public Health Wales talked to our female members.

Nia told them about checking their breasts.

Nia told them about going to breast screening.

Helen from Conwy Connect helped Nia to talk to our members.



I organised an event with The Welsh Ambulance Service.

The event was on Zoom.

People from Welsh Ambulance Service talked to our members.

Welsh Ambulance service people told members about 'Staying Safe'.

I helped Welsh Ambulance people talk to our members.

12 members were at the event.





How I Keep Fit and Healthy by Matthew

324 views • 1 year ago



I helped 2 members to make films about keeping fit.

Matthew and Lee told people in their films about how they keep fit.

I put the films on Conwy Connect TV.

Conwy Connect TV is our YouTube channel.

I asked our members about a leaflet.

The leaflet was by Public Health Wales.

The leaflet was about Smear Tests.

Our members said what they liked about the leaflet.

Our members said what they didn't like about the leaflet.

I told Public Health Wales what our members had said.

I helped to make some films about health.

The films were for people with learning disabilities.

The films were by people with learning disabilities, TAPE and The Learning Disability Transformation Project.

I went to Zoom meetings to help decide what would be in the films.



Experiencing a Health Check



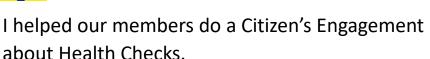


I organised a Men's Health Zoom with Oddballs Foundation.

They told some of our members about checking their balls.

They told our members how to do this.

I helped them talk to our members.



Our members told The Welsh Government what they thought about Health Checks.

Our members said what had happened when they went for health checks.

The Citizen's Engagement was by Betswi Cadwaladr University Health Board, Conwy Council, Denbighshire Council and CVSC.

I helped our members to tell people what they think about Health Checks.

I helped our members get Covid Vaccination Passports for social events.

This was mostly at Christmas time when lots of members wanted to go to social events.

Lots of our members didn't know how to get Vaccination Passports.



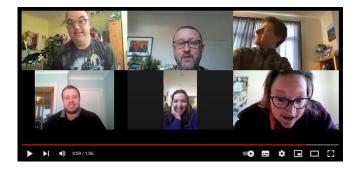
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Health Checks Chat

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I asked our members about a Breast Screening letter for Public Health Wales.

I listened to what our members said about the letter.

I told Public Health Wales what our members thought about the letter.



- I told our members about;
- Annual Health Checks
- Flu Jabs
- Reducing Cholesterol
- Stopping Smoking
- I did this by making in Easy Read leaflets.
- I did this in Wednesday Health Chats.



I helped members with their Abdominal Aortic Aneurysm Screening and Non-**Emergency Hospital Transport.**











Michele Pipe

Eva Collins

Helen Kenyon

In April 2021, Eva and Helen joined the Engagement Service.

We became Conwy Connects Engagement Team and called ourselves the 'E Team'.

Michele had lots of information to share with Eva and Helen about how the Engagement Service works.

Helen moved onto another project shortly after starting this role. We wished Helen well and were sad to see her move on.





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Members of the Forum meet every week for 1 hour on a Monday.

The Forum has remained on zoom throughout the year.



Our members are comfortable on Zoom now they have been using it for a while.

Everyone has worked hard in staying connected.



Members in the Forum are still using the WhatsApp chat daily. It is always very busy.

This is a good way for members to support each other and to keep connected.



Lots of important information is shared on the chat. For example, about meetings or activities.

Members also post pictures of their artwork or meals they have eaten.



What has been happening in the Forum?



The Forum is always a busy meeting. The hour goes very quickly.



Members talk about issues that affect their daily lives. Transport is one of many issues members have talked about.



We have looked at documents from the Welsh Government.



This gives our members a chance to think about what is important to them in their lives.





Carla is the Deputy Representative for the

NWPG



Bethan is the Representative for the NWPG





All Wales People First (AWPF)





Richard is our Conwy Representative for AWPF.

Joanne is our Deputy Representative for AWPF.

Richard and Joanne enjoy working together and supporting each other when they prepare for meetings, at meetings and reporting back to the Conwy Forum

Learning Disability Ministerial Advisory Group (LDMAG)





Shell is the North Wales Representative for the LDMAG

The LDMAG advises the Welsh Government. They give the views of people with LD and their Carers on important issues



Digital Connect



In this financial year, funding was given to Conwy Connect to pilot a new and exciting project. We called the project **Digital Connect.**

This project was needed because in the pandemic people couldn't see their friends as they weren't digitally connected.



We found that lots of our members didn't have the internet or didn't have equipment like tablets or laptops. This project paid for equipment for our members.

Also, our members didn't know how to use the equipment to digitally connect during the pandemic. This project paid for staff time to go to see our members, individually in their homes.



We talked to members to see what equipment they needed and what skills they had already. Then we helped members to get set up. We taught people how to use their equipment to join Conwy Connect sessions on Zoom. We also helped our members to set up Whatsapp groups, introduced people to Insight platform and enabled members to communicate through technology and be digitally included.



Funded by





The aim of the Digital Connect Advocacy project was to empower our members to be digitally included.

Members and their families worked with staff from Conwy Connect to connect digitally through Multi me, enabling them to have control over who was invited to have access, what was stored in their diaries and having access to their views via a secure and safe platform called Multi me.

This was a challenging project as we were helping members to express their views and learn new skills and at the same time encouraging and teaching family members to improve their knowledge, skills and attitudes.

Staff supported our members to use new equipment as well as teaching new skills. This was echoed with family members as they were encouraged to adapt and progress their own technical skills alongside their family member.





My name is Delyth.

I work in Denbighshire.

I work with family carers to plan

for the future.

This report shows what I have been doing this year.



I meet up with family carers and listen to their story.



Sometimes carers are tired.

Sometimes they are sad.



I keep meeting up with carers until we have finished what needs to be done.

Sometimes this in in a Zoom meeting.

Sometimes it is on the phone.

Sometimes it is in a café.

Funded by







Sometimes things are tricky and can take a long time.



Sometimes there is a lot to know.



Carers are experts at being carers.

They don't have time to be an expert at everything. I try to help with this.



One way I help is by signposting.

This means that I tell carers about people who are experts at different things.

Then the carers can get help from these experts.



Sometimes these experts ask me about family carers.

I talk with them and we work together.

This means that everyone works together to help the family.



Sometimes one carer can help another carer.

This happened with two families this year.

The two families shared good ideas.



Funded by:





The carers I have worked with this year have wanted different things.

Some carers have wanted to help someone in their family find a house to live in.



Some carers have wanted to help someone in their family find good support.



Some carers have wanted to help someone in their family make friends.



Whatever the plan is, it works best if everyone works together.

I help to make sure everyone listens to the family.

I help to tell the experts about the family.

It is a very busy job.

Planning for the Future

This report covers April to June 2021

After 6 years the Planning for the Future service came to an end in June 2021.

Lloyds Bank funded the service for those 6 years.

In May 2021 we held a meeting on Zoom. We worked on this with Conwy Local Authority.

Not many people logged on but those that did said it was helpful for them.

Because of Covid we carried on working online.

Zoom meant we could still meet with people.

Covid was still around in June 2021. Because of this Lloyds Bank gave more money.

This was to set up the Back to the Future service.

This service has its own report.



England & Wales

LLOYDS BANK FOUNDATION









Back to the Future

This report covers June 2021 to March 2022

Covid was still here when Planning for the Future came to an end.

Because of this Lloyds Bank gave more money.

This was to set up the Back to the Future service.

Some people felt Covid changed their future. Some even felt it stole their future. We listen to their stories. This can empower them in getting their future back.

Future accommodation is still a big issue for some.

Also, wanting to have things to do. (For some this is social events, for some it is about work)

In many cases there is still some fear. There may also be uncertainty.

Being able to talk about things can be a great help.



Vhat is the

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England & Wales

LLOYDS BANK FOUNDATIO









Denbighshire Connect



Funded by: My name is Delyth.



I used to work in Denbighshire Connect.

I worked there from April 2021 to March 2022.

This report shows what I did during that time.



My work was in Denbighshire.

My work was with family carers who lived in Denbighshire.



During this time lots of places were closed.

This was because of Covid 19.

Everyone found different ways to work.



Because everywhere was closed, I used Zoom meetings and Team meetings

I met carers in Zoom meetings and Team meetings

Sometimes this was in a group and sometimes it was just one person



Denbighshire Connect



Funded by:



Some carers liked Zoom meetings.

Some carers liked to talk on the phone.

I made sure they could choose what was best for them.



For some carers, Covid 19 made things even harder.

Carers work hard anyway.

Some carers needed more help because of Covid 19.



Carers wanted to know who could help them.

Sometimes I could help them.

Sometimes I could tell them who could help them.

Sometimes another carer in the group could help them.



These are some of the things the carers needed help with.



Denbighshire Connect



What activities can my family member do now?





Lots of family members joined in with Conwy Connects online activities.



Will my family member still be able to go to respite?



I helped carers talk to experts.

The experts made it possible for some people to have respite.

Regional Self Advocacy Service

My name is Michelle Williams (Shell).

This report shows you what I have been doing this year on zoom due to coronavirus.

I was so excited to start this role.

It is important to highlight the importance of Self Advocacy.

It gives people with Learning Disabilities including myself a voice.

This voice gives people with a Learning Disability an opportunity to speak out.

It is important to have a say about issues that affect us in our everyday lives.













Eva Collins supported

me in this role.

Regional Self Advocacy Service

I worked on a presentation to share with any Self Advocacy Groups that I met with on zoom.

My presentation explained about my past, and work that I have done up to now. This work helped me get to where I am today.

In my presentation I explained about my new role and how important Self Advocacy is to people with Learning Disabilities.

I met with Self Advocacy groups across North Wales.

I shared my presentation with many Professionals for example, Conwy Council, Learning Disability Ministerial Advisory Group (LDMAG) and Derwen College.

I co facilitated the Mirror Leadership Training alongside Tracey Drew from All Wales People First (AWPF).

I have co produced two events with AWPF to spread the word about myself and my role.





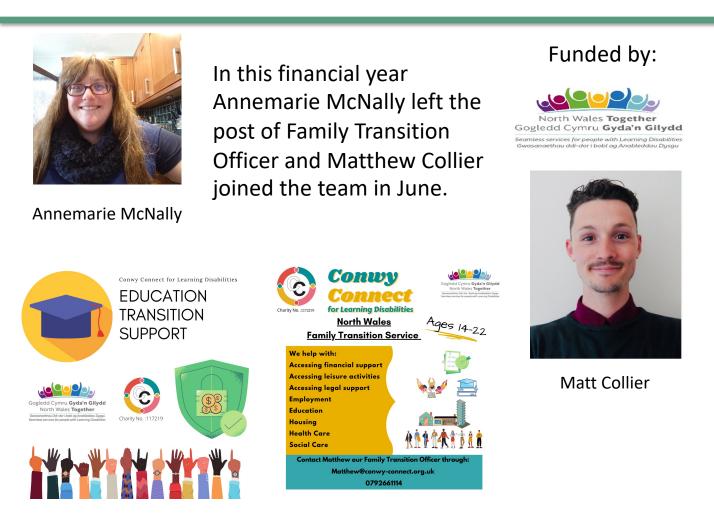








Family Transition Service



Matthew got to work meeting parents across Conwy and Denbighshire and started an information hub for parents to access.



Face to Face youth club started in Colwyn Bay which proved extremely popular with our younger members.





Sophie Trow The project is to:



Geraldine Petrou



Give paid jobs for people with a learning disability.

Tell people about the changes they can ask for to make their health appointment easier to go to and to understand.

In July 2021 the project advertised for the job of Health Check Champion.

We made easy read adverts and a television advert which we put on Facebook.

We made our forms and papers easy read to make it easier for people to apply for a job with Conwy Connect. Gogledd Cymru **Gyda'n Gilydd** North Wales **Together**

Gwasanaethau Ddi-dor i bobl ag Anableddau Dysgu Seamless services for people with Learning Disabilities











We did our interviews through zoom and helped people to do their application forms with them.

13 people got the job as Health Check Champion.



Here is what one of the Champions said about getting the job:

"I think my new job is an amazing opportunity to help others about their choices and give them idea about Health Checks. Its amazing that how of us all can work together as a team and we all have a chance to our experience to everyone. Its good to know other people *like us doing it for them" - Kamar, Gwyned*







Made a workshop film with voice overs from the Champions.



Made a health check quiz to put in the workshop.



Made a 7 minute film about health checks with the Champions.



Made a health check workshop.

The workshop was ready in November 2021.

Questions about what are health checks, and if anyone had been to one. A film with questions and answers all about health checks.

Information about how to book a health check appointment, what to take with you, what you can ask the surgery for.



A film clip from a GP talking about the appointment.

Where to find information. Time to talk about people's stories and their questions.

From December 2021 to March 2022 the Health Check Champions did around 2 workshops a week on zoom,

These were on zoom because of COVID, but in April 2022 we started to do them face to face.

We asked people to come to the workshops who have a learning disability, but also their support. We also asked people like social workers and project workers who worked at local companies

We also had 3 health talks in March 2022 with people from Oddballs, Bowel Cancer UK Awareness and Coppafeel.













We made lots of posters for Facebook advertising our workshops.



We also made films to advertise the workshop .

The Champions also did their own posters to advertise theworkshops





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The Champions have been in a paid job by Conwy Connect for 6 months to March 2022.

They worked around 2 hours per week.

The Champions meet every week.





"I like having a paid job, I want to work in this job for a long time if I can. I enjoy going on zoom and giving advice to people about their health checks. I like working with Sophie because she supports us to do a good job. We have done lots of zoom meetings and told a lot of people about how important it is for people to have health checks. I tell my friends about it and have told them to come to the meetings" - Fran



Leisure Activities Social Worth and Public Benefit

We started face to face activities again for our adults so they could see their friends. Extra funding helped with this.

We also had an owl which connected to a computer so people could join in the groups from home.





Boccia was asked for and enjoyed by many.

MOS Social night had harpist John visit.









It has been amazing to see so many at Picasso.

We also stayed online for lots of groups.















every other friday at 5:45PM

We also did online bingo and some cookery sessions. Friendship walks started again too.

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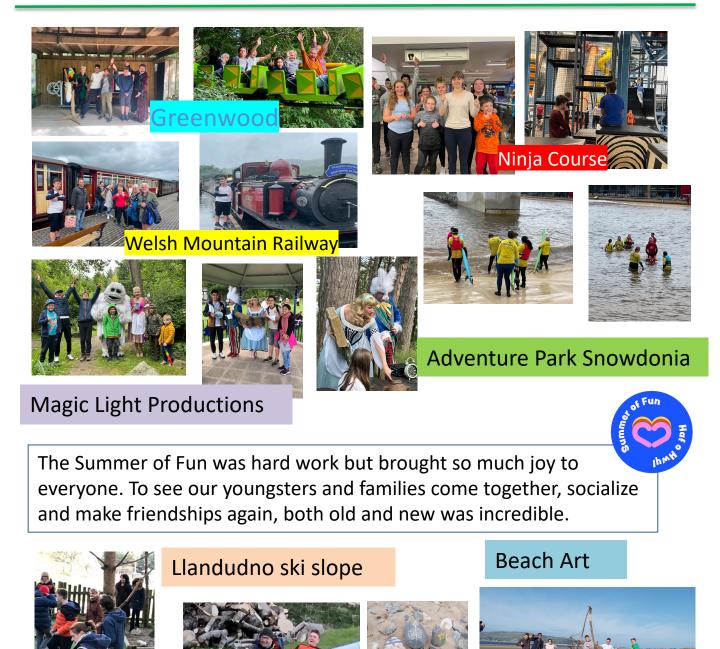




Summer of Fun



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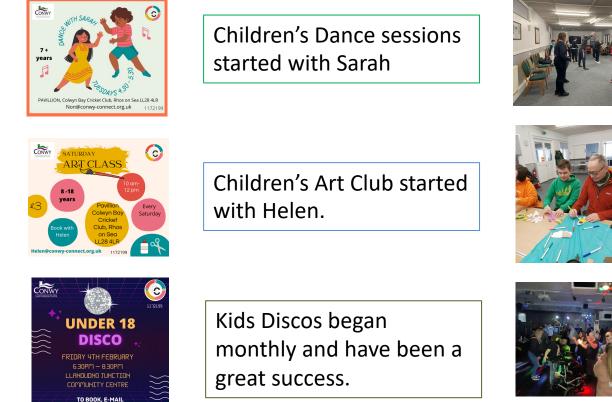
Climbing Wall

²⁰²¹⁻²⁰²² Annual Repo^{rt}Welsh Mountain Zoo





We used funding to start regular sessions for the youngsters.



Cultural Centre in Conwy

-Have invited adults and children to art sessions and special events. Thank you









Makaton choir has continued online and then started face to face



Winter of Wellbeing



" Conwy connect, isn't just a charity. It's a life line!!! It's given me and my family quality time together, where we couldn't do it on our own. To feel safe to just be ourselves, with people around us that don't judge us and are always willing to help. To be a family. Sometimes we only get out of the house a few times because of my son's anxiety, we are starting meds now for him. Lockdown nothing because we been doing for 8 years. We always been welcoming, and never turned away because of behaviour or if we can't get out to some activities. "



Our staff well being has also been important to us.

We've held **weekly** coffee clubs and clwb cinio on zoom or teams.

Did **health challenges** to motivate staff and members which were posted on our social media.

These included:

-an ice bath

-run to 5 k

-walk round the Orme weekly

Digital Connect

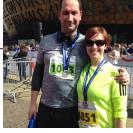
We visited members from a distance and helped them to get online. It made our day to see new people join our groups.

Had a **team day** at Llyn Padarn. Was the first time we met some staff face to face!

Kind people

Talent Show We did an online Talent Show and were amazed by the talent our members delivered.





We also had some fab people that: -Ran a marathon and raised money for us -Christine / Caroline and John who all won awards from the Town Hall for having volunteered with us







Funders for Leisure Activities



Conwy and Denbighshire councils have continued to support a wide variety of projects. Thank you.



Learning Disability Transformation Team funded Makaton Choir and for Non to train as a tutor. Non qualified in September 2021 and celebrated climbing Snowdon with fellow tutors.



Conwy Summer of Fun

Conwy Winter of Wellbeing

Denbighshire Winter of Wellbeing

All courtesy of the Welsh Government







Ariennir gan Lywodraeth Cymru Funded by Welsh Government

Learning Disability & Children with Complex Needs and Carers Integrated Care Fund - Conwy and Denbighshire Thanks to this funding our groups were able to start back face to face and

hybrid

Lloyds Foundation have continued to support a service as well Action Learning Sets.





If you would like to continue to support us into the next financial year join our lottery.



Funders

North Wales Together

Provided funding for cookery sessions which were continued through lockdown with food drops off and recorded instructions.



Integrated Care Fund



Llywodraeth Cymru Welsh Government Provided funding for a range of social activities for youths and adults. This was diversified with permission during lockdown.

Contact us







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