

The Disabled People's Network

apasen*



Apasen is an established provider of social and community services in the United Kingdom, having been in existence since 1984.



Provide Home & Community Care Services, Respite, Info and Advice, and Training in Social Care.



Branches in Limehouse, Redbridge, Crydon.



TBTH The Disabled People's Network Lead.



DPN has over 50+ members as part of the network.





Work towards raising awareness around disabilities and building community cohesion.





Growing number of community leaders who bring lived experience of living with a disability.




Feedback from Service Users and their Primary Carers:

-  **Long waits to get an appointment.**
-  **Language issues lead to miscommunications and a sense of feeling misunderstood.**




Feedback from Carers and Care Coordinators:

-  **Long waiting hours to get an appointment works against the carers schedule and does not allow them to fulfill their duty.**
-  **Carers are not regarded as rightful representatives of their clients.**

Findings:

-  **Lack of awareness about reasonable adjustments.**
-  **Inconsistent implementation of reasonable adjustments and minimal extension of auxiliary services.**
-  **The relationship between the carer and the service user is nuanced and can be used to leverage accessibility.**

Proposals:

-  **Communications campaign to raise awareness about reasonable adjustments.**
-  **In-depth research into the implementation of reasonable adjustments in TBTH.**
-  **Supporting and scaling local training programs such as ICM Foundation's Core Projects - led by adults with disabilities to encourage reasonable adjustments in healthcare.**