

Title:	Update on progress following the “Getting a life, Not just a Service” public consultation		
Report to:	Health Scrutiny Board		
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Directorate/Department: Director responsible	Commissioning		
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Update on progress following the “Getting a life, Not just a Service” public consultation

The above strategy was approved shortly after the Overview and Scrutiny Committee had feedback from the consultation. Approval was given by both Torbay Council and Torbay Care Trust.

Following this, amendments were made and the document was printed as a firm copy, along with the easy read version and also the actual comments and evidence as to how these had been amalgamated into key themes that then influenced the recommendation.

Structures to support change

Naturally, the “making it happen” chapter was the first to be considered in developing the correct structures to deliver the strategy.

The final strategy had a number of “We will” statements, broken down over thirteen topic areas. These were then assigned to a sub group of the Learning Disability Partnership Board as actions .(See appendix 1)

The Learning Disability Partnership Board was improved and now has a Co-Chair,- a person with a learning disability, sitting alongside the elected Council member who holds the portfolio for Health and Social Care.

Terms of reference were re-drafted for both the Sub Groups and the Partnership Board to reflect the changed activity and focus in line with the Strategy. We also employed a person with a learning disability to administratively support the LDPB and sub groups by ensuring all minutes were accessible and understood by all.

Public Briefings

A series of small briefing events have taken place in the summer for carers and staff and also linking with Trade Unions and management, in order to brief people on the findings. These will continue in the Autumn to engage people in the community in developing the revised specifications for the

services that we will be involved in developing in line with the strategy.

Contextual changes.

Since the beginning of the Consultation in the Summer of last year a number of things have happened nationally that impact on the Strategy.

Firstly, the Credit Crunch created significant instability in public funding following announcements from the Treasury. Whilst we hoped that we could deliver the Strategy without any cost reductions we may have to face the fact that reductions may be required in all areas, including learning disability services.

Secondly, the Department of Health introduced “Transforming Community Services” this allows staff to have a right to request to bid for providing any service when it is changing or is being re-provided.

Staff would have protected terms and conditions for the duration of any contract award, and be free to bid for other provision under the new social enterprise that they form.

Naturally, as a Care Trust this impacts on our staff and needs some careful consideration as to how this might affect our Strategy. The Care Trust Board was alerted to this possibility in July 2009 and they have requested that staff be asked whether they intend to exercise their right to request and to ascertain the risks and benefits of the options available to us in delivering that part of the Strategy which immediately affects Care Trust in-house services.

This will not immediately impinge on those people we provide residential care for, or the Community Learning Disability Team, who have an assessment and treatment function.

Whilst these changes impact on our context of operation, they should not bar the implementation of the Strategy.

Market development

In addition to developing specifications for new services, we have worked hard to develop support for providers, particularly in moving away from residential care services towards a model of supported living.

One provider has a new partner housing association and we are looking at how we can change the physical re-design of residential care homes across Devon and Torbay into smaller units. This organisation has merged with a national group called Thera, and now forms Thera South West.

In addition we are piloting a new approach of any willing provider in procuring services. This enables us to use the new specifications to attract new providers and establish existing providers through a new standard accreditation process. Once this list has been approved it will be available publicly for those with individual budgets to access so it could support effective decision making about “Which provider should I choose, when I spend my individual budget”

Providers have access to training and information in our Service Provider Forum which is increasingly well attended.

Local possibilities

In terms of looking at alternative provision we are looking at the space available in the new Paignton Library development in terms of offering day opportunities, which already has an integrated “Changing place” in its plans. (This is a prone changing facility for severely disabled adults that can be accessed by anyone in our community including visitors to Torbay.)

The plans for this will rely on the affordability of this plan and a way of releasing funds in the existing buildings in order to lease space in the new provision, and the “Fit” between the specifications for the service, currently being developed in conjunction with our stakeholders.

As a Care Trust we are also considering how we tender some of our contracts, to see whether these could be offered under article 19 of the European tendering regulations. Specifically, cleaning and catering are attractive and possible options. This would enable some people who have a learning disability to set up as a social enterprise and earn wages instead of being in day care.

Addressing Health inequalities

We have introduced a designated enhanced service with GP practices so we can offer people who have a learning disability an annual health check.

We have 100% compliance now with the target that all people who have a learning disability should be registered with a GP, and the correct identification codes are now utilised for this population.

GP’s and their staff have been trained this year in how to conduct the health check by people who have a learning disability. They have also received an explanatory booklet written by staff on our community learning disability team

Already we are seeing some benefits in this approach with GP’s picking up previously unidentified health needs.

This year we have also increased support for women who have a learning disability in having their breast and cervical screening.

Person Centred planning





This is ongoing but particularly relevant for young people leaving Children’s Services, and for those moving home and changing their futures. We have trained staff in person centred reviews for those in transition and have jointly funded a transitions project worker between children’s and adult services.

At Occombe House we have developed a method of multi- media profiling supported by staff and family members. This has given us a valuable insight into people’s need and the things that they would enjoy in the future. The current view of parents and carers is that people need to live in this location, but not necessarily in the existing building, which is not fit for purpose. Therefore we need to work to develop homes built around individuals own needs in this locality. A date is being arranged to see how this can be progressed.






Appendix 1

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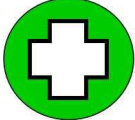



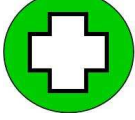
Appendix 1 to Report 183/2009 **LEARNING DISABILITY PARTNERSHIP BOARD ACTIONS**

Sub Group checking	Target
	1.1 Develop Person Centred Approaches as part of overall approach to Personalisation
	1.2 Develop the overall care pathway to respond to Person Centred Plans and 'In Control'
	1.3 Ensure that all people are offered an individual budget by the end of 2009
	1.5 Increase the number of people on Direct Payments and Individual Budgets







LEARNING DISABILITY PARTNERSHIP BOARD ACTIONS

	1.6 Develop support through local brokerage for people to manage their budget and get the support they need
	1.7 Develop information and advice services on the provision of services for people seeking to use and individual budget.
	1.8 Ensure that organisations commissioned to provide services take account of the communication needs of the individuals they support.
	2.3 Ensure that more people are spending time doing what they choose during the day rather than receiving traditional day services and using individual budgets and direct payments to do this. Person centred approaches will be key to do this.
	4.5 Increase the number of people on direct payments and Individual Budgets to give people more control over their housing through the In Control Programme






LEARNING DISABILITY PARTNERSHIP BOARD ACTIONS

<p>Health</p> 	<p>3.7 Improve the experience for people being discharged from hospital</p>
<p>Health</p> 	<p>3.8 Develop the role of Community Nurses to improve liason with primary care services including the development of a new post</p>
<p>Health</p> 	<p>3.9 Maximise the joint working between Mental Health Services and Learning Disability Services, by developing a joint protocol, and improved training in early diagnosis and treatment particularly Dementia</p>
<p>Health</p> 	<p>3.1 Ensure that everyone with a learning disability has a GP</p>
<p>Health</p> 	<p>3.2 Ensure that more people have an annual health check</p>






LEARNING DISABILITY PARTNERSHIP BOARD ACTIONS

<p>Health</p> 	3.3 Ensure more people have Health Action Plans
<p>Health</p> 	3.4 Develop a register to ensure that we have better information and we can monitor health services better
<p>Health</p> 	3.5 Improve access to mainstream health screening programmes
<p>Health</p> 	3.6 Improve the experience for people going into hospital
<p>Work & Learning</p> 	2.1 Ensure that more people are in real paid jobs by developing our employment plan with key stakeholders
<p>Work & Learning</p> 	2.2a Promote the employment of people with learning disabilities In public sector employment






LEARNING DISABILITY PARTNERSHIP BOARD ACTIONS

<p>Work & Learning</p> 	<p>2.2b Promote partnership with Job Centre Plus to ensure that more people presently on Incapacity Benefit move into real jobs</p>
<p>Work & Learning</p> 	<p>2.2c Develop the Social Enterprise model in Torbay, in line with the proposals in the Health and Social Care Bill 2007</p>
<p>Work & Learning</p> 	<p>2.2d Help to provide people with accredited skills that suit their interests and provide them with a better chance of employment, including self employment initiatives</p>
<p>Transition</p> 	<p>4.1e all partnership boards to ensure that by 2012 all young people with statements of Special educational need who have learning disabilities have person centred reviews from age 14 to 19 that actively involve the young person and their family.</p>
<p>Transition</p> 	<p>9.1 Establish a transition social worker who will ensure that the correct links are in place between children's and adult services that deliver positive outcomes</p>







LEARNING DISABILITY PARTNERSHIP BOARD ACTIONS

<p>Transition</p> 	<p>9.2 Ensure that people in transition are offered person centred planning that gives people the opportunity to move into mainstream services</p>
<p>Transition</p> 	<p>9.4 Develop a protocol for care managers on the transition arrangements between learning disability and older persons services</p>
<p>Transition</p> 	<p>9.5 Map the provision available to young people and offer information about how their decision will effect the funding available to them, in association with other information services funded by DWP and LSC</p>
<p>Transition</p> 	<p>9.6 Explore the need to have a similar project to the older carers initiative around the specific needs in Transition.</p>
<p>Home</p> 	<p>4.1 Ensure more people live in mainstream housing by</p> <p>a. Developing more independent living in which people have their own front door.</p>







LEARNING DISABILITY PARTNERSHIP BOARD ACTIONS

<p>Home</p> 	4.1b Supporting people living at home with older carers
<p>Home</p> 	4.1d Developing a new post of housing link worker that will sit in the Community Learning Disabilities Team. This will help people who want to move into supported living
<p>Home</p> 	4.1g Develop the use of assistive technology services for people with a learning disability
<p>Home</p> 	4.1h Work with supporting people to provide a joined up approach to people's housing option, to explore all option for people including shared ownership and the private sector market
<p>Home</p> 	4.2 Ensure that the housing needs of people are included in the Housing Departments plans







LEARNING DISABILITY PARTNERSHIP BOARD ACTIONS

<p>Home</p> 	<p>4.3 Ensure peoples rights as tenants are respected by: ensuring that landlords and care providers are aware of and implement REACH Standards and Supporting People quality standards</p>
<p>Home</p> 	<p>4.10 Develop with Supporting People a pilot of personalisation following the 'in control' model</p>
<p>Community</p> 	<p>Review our transport arrangements to make sure that people who can use ordinary transport are supported to do so.</p>
<p>Community</p> 	<p>Consider better ways of supporting people with complex needs to travel.</p>
<p>Community</p> 	<p>8.2 Work with transport planners to ensure that transport plans respond to people with a learning disability.</p>
<p>Community</p> 	<p>8.3 Ensure that community services respond to and develop people's social and personal lives.</p>







LEARNING DISABILITY PARTNERSHIP BOARD ACTIONS

<p>Community</p> 	<p>8.1 Ensure that the Partnership Board works through the Safeguarding Adults Board to monitor hate crime against people with a learning disability</p>
<p>Community</p> 	<p>8.1 Ensure relevant plans are in place to minimise hate crime and possibly eradicate it.</p>
<p>Community</p> 	<p>8.6 Provide every person with a learning disability in Torbay information on how to keep safe.</p>
<p>Quality</p> 	<p>2.4 Develop systems to report satisfaction and engagement of services a. Ensuring data is available to prospective service users on existing users satisfaction of services</p>
<p>Quality</p> 	<p>2.4 b Ensure data is collected to report against national indicators and other performance measures</p>
<p>Quality</p> 	<p>2.7 Develop peer review processes to ensure quality.</p>







LEARNING DISABILITY PARTNERSHIP BOARD ACTIONS

<p>Quality</p> 	5.6 Explore the National Standards for advocacy
<p>Training & Information</p> 	3.10 Ensure that training is available for health service staff to support the work they do with people with learning disabilities
<p>Training & Information</p> 	6.2 Provide clear information for families about their rights and services available through local information services by mapping local provision across different funding sources
<p>Training & Information</p> 	7.2 Develop Person Centred Approaches for people with complex needs including autism and Aspergers syndrome in a range of services
<p>Training & Information</p> 	7.4 Improve training around Autistic Spectrum with staff in a range of services
<p>Training & Information</p> 	8.4 Work across agencies to implement guidance disseminated by CSIP (Care Services Improvement Partnership)






LEARNING DISABILITY PARTNERSHIP BOARD ACTIONS

	8.7 Support the community, parents, carers and staff to understand the needs of parents and families with learning disabilities
	9.3 Communicate effectively between organisations, departments and with young people with a learning disability and their carers
	10.1 Involve service users in the delivery of training programmes and pay them for the job they do
	10.2 People with a learning disability will be working as trainers on the PCP workshops and paid for the job they do
	10.3 Develop staff to respond to Personalisation, by offering modular training based on five core areas of support
	10.4 Training will be offered to personal assistants of people who have an individual budget to pay for care, and other staff in the community





LEARNING DISABILITY PARTNERSHIP BOARD ACTIONS

	10.5 Training will focus on positive values reinforcement and the development of skills
	10.6 A specific training programme will be developed and implemented to support the Community Learning Disability Team in order to meet the needs of people in the future
	10.7 Community bases will provide an environment to share good practice and practical resources to support people within the community and support businesses to engage with people with a learning disability
	10.8 Parents and carers will be offered training available to personal assistants if this is linked to the support of a persons care plan
	7.7 Engage and support people from diverse and minority groups to overcome stigma and barriers including sexuality and background
	8.5 Ensure that parenting initiatives are inclusive of parents with a learning disability






LEARNING DISABILITY PARTNERSHIP BOARD ACTIONS

	1.4 Develop the care market to respond to individual needs
	2.3b Work with the voluntary sector to make the best use of existing local services and develop new ones where needed
	2.4c Provide opportunities for people to trial a new service before making a commitment
	4.1c Work with providers to develop the domiciliary care market, with special regard to people with high support needs and autistic spectrum disorders
	7.3 Respond to the Mental Capacity Act and the Deprivation of Liberty Safeguard (DoLS)






LEARNING DISABILITY PARTNERSHIP BOARD ACTIONS

	<p>6.6 Ensure that family carers are represented and heard at the Partnership Board and in the existing sub groups</p>
	<p>6.8 Maintain specialist support like the Older Families project, explore the need to expand this to other areas like supporting families during the transition between children's and adult services</p>
	<p>5.2 Support people to have their voice heard at regional and national level</p>
	<p>5.5 Ensure that we utilise effective communication methods to include everyone in decision making in a meaningful way</p>





LEARNING DISABILITY PARTNERSHIP BOARD ACTIONS

	<p>4.9 Ensure that support systems are clear identified for people, especially during changes in lifestyles, like a move to independent living</p>
	<p>6.3 Deliver effective carers assessments.</p>
	<p>6.5 Support people with a learning disability who are caring for others.</p>
	<p>7.1 Develop good data about who has Asperger syndrome in Torbay, working closely with other health colleagues</p>
	<p>7.5 Ensure the Community Learning Disability Team identify people from black and ethnic minority groups who may need additional support.</p>





LEARNING DISABILITY PARTNERSHIP BOARD ACTIONS

	7.6 Engage and support people from black and ethnic minority groups in using services and meeting their differing needs
	7.8 Support peoples needs around the criminal justice system or if returning to the area from a custodial sentence.
	2.4 Develop systems to report satisfaction and engagement of services b. Ensure data is collected to report against national indicators and other performance measures
	4.1 Ensure that more people move into mainstream housing or supported living by; f. Establish Service Level Agreements for any in-house residential care for respite, short-stay, emergency and transition.
	4.4 Ensuring that landlords and care providers are aware of, and implement REACH standards and Supporting People quality standards QAF (quality assessment framework). Using peer review to monitor services. Developing more independent living in which people have their own flats with care and support. Ensure that tenancy agreements are accessible and meaningful





LEARNING DISABILITY PARTNERSHIP BOARD ACTIONS

	<p>5.1 Develop a Torbay wide approach to advocacy that maximises existing expertise and promotes user-led self-advocacy, for individuals and groups of people with learning disabilities</p>
	<p>5.3 Help SPOT to increase their independence.</p>
	<p>5.4 Purchase individual, specific pieces of work from advocacy services.</p>
	<p>6.1 Develop forward planning and service provision for people living with older carers.</p>






LEARNING DISABILITY PARTNERSHIP BOARD ACTIONS

	<p>6.4 Deliver short-term breaks that are developmental for their family member.</p>
	<p>6.7 Ensure there is adequate provision of services still available during traditional holiday periods, like Christmas or summer breaks</p>
	<p>12.1 Work hard to reduce the length of stay in assessment beds with discharge planning starting earlier.</p>
	<p>12.2 Ensure that value-for-money is delivered through use of the fairer pricing tool.</p>







LEARNING DISABILITY PARTNERSHIP BOARD ACTIONS

	<p>12.3 Ensure that young people in transition are offered care and support close to their home if that is their choice.</p>
	<p>12.4 Ensure that people presently in out-of-bay placements are offered the opportunity to move closer to their home.</p>
	<p>12.5 Strengthen Community Learning Disability Team liaison with all in patient units to develop effective discharge plans.</p>
	<p>12.6 Development of outcomes based contracts for all commissioned services.</p>



LEARNING DISABILITY PARTNERSHIP BOARD ACTIONS

	<p>13.1 Develop a multi-agency register to inform forward planning and ensure that the Strategic Needs Assessment includes robust information on people with a learning disability.</p>
	<p>13.4 Ensure that data is collected by understanding the individual needs of people expressed in their Person Centred Plans, and using this to inform strategic planning.</p>
	<p>11.1 Review the Partnership Board membership and reporting mechanisms.</p>
	<p>11.2 Establish clear reporting mechanisms on progress against performance targets, including national indicators through the Sub Groups</p>
	<p>11.3 Ensure that the sub Groups and Partnership Board are effectively linked in to other inter-agency groups such as the Local Strategic Partnership's and the Local Area Agreement.</p>

LEARNING DISABILITY PARTNERSHIP BOARD ACTIONS

	<p>11.4 Implement the Learning Disability Plan through the Partnership Board.</p>
	<p>11.5 Spend LDDF money on local and national priorities</p>
	<p>13.2 Set clear local targets for change that will be implemented and monitored by the Partnership Board and the sub groups.</p>
	<p>13.3 Actively improve performance against the new national targets for housing and employment.</p>
	<p>2.3 Ensure that more people are spending more time doing what they choose during the day, rather than receiving traditional Day Services and using Individualised Budgets and Direct Payments to do this. Person-Centred approaches will be key to all service development. In particular, we will:</p>
	<p>a. Remodel Day Services to meet the needs of people with severe and multiple disabilities in a way that is both responsive and integrated</p>

LEARNING DISABILITY PARTNERSHIP BOARD ACTIONS

	<p>2.3d Develop community bases as places of expertise, information and support for service users and carers. Work with providers of community services to ensure that their services are Disability Discrimination Act compliant. Also we would want to increase the availability of prone changing facilities in Torbay.</p>
	<p>4.8 Review existing In House services.</p>