

HEALTH AND WELL-BEING BOARD
13 SEPTEMBER 2016**Learning Disability Strategy Progress Report**

Board Sponsor

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Priorities

| | |
|-------------------------------------|-----|
| Older people & long term conditions | No |
| Mental health & well-being | Yes |
| Obesity | No |
| Alcohol | No |
| Other (specify below) | |

Groups of particular interest

| | | |
|--|-----|------|
| Children & young people | Yes | / NO |
| Communities & groups with poor health outcomes | Yes | |
| People with learning disabilities | Yes | |

Item for Decision, Consideration or Information

Consideration

Recommendation

- 1. The Health and Well-being Board is asked to note progress made on the Learning Disability Strategy.**

Background

2. The Worcestershire's Adult Learning Disability Strategy launched in 2014 sets out the direction of travel for the next three years. The Strategy outlines Social Care, Health, the Police and other key partners' commitment to improving outcomes for all people with a learning disability in Worcestershire; whilst improving their quality of life through its 6 Big Aim's:

Action Plan

| Priority | | | |
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| <p>Staying Healthy</p> <p>The Staying Healthy Sub-Group has developed 'My Worcestershire Health Plan' which sets out better health outcomes for people with learning disabilities (see Appendix 5)</p> <p>All the targets outlined in the LD Strategy are addressed within the 'My Worcestershire Health Plan'.</p> <p>The Health Aim leads have updated the plan for 2016 and the Lead Commissioner for Complex Needs, Caroline Kirby, and the Adult Strategic Commissioner, Richard Keble are now reviewing the revised targets.</p> <p>The new plan will be discussed at the next Staying Healthy Sub-Group to ensure that the 'My Worcestershire Health Plan' is in line with the Worcestershire's Adult Learning Disability Strategy timelines.</p> | | | |
| Priority | We said we would | We have done | We will do next |
| 1. | Living Well | Make sure people know where to go for help and what to expect | <ul style="list-style-type: none"> We have given feedback on the Your Life Your Choice website and leaflet We have given ideas for the official launch of Your Life Your Choice. Speakeasy Now have done a mystery shopping exercise for the access centre |
| 2. | Living Well | Provide help for people to understand their needs assessment and support plan | <ul style="list-style-type: none"> We want to be involved in the Your Life Your Choice Official Launch. We will publish a report and action plan about access to information following the Speakeasy Now Mystery Shopper exercise. |
| | | <p>We have got agreement that there will be an easy read version of the Needs Assessment and Support plan documents.</p> <p>We requested a document to show people the procedure for needs assessment and support planning. This has been produced and we have commented upon it.</p> | <p>We will input to and review the easy read needs assessment and support documents.</p> <p>We will make films showing people what good support/support plans look like.</p> |

| Priority | We said we would | We have done | We will do next |
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| 3. Living Well | Explore how people can find out what support is available so that their care and support plan meets their needs. | We have commented on the content of the Your Life Your Choice Website. Speakeasies Now have done a Mystery Shopper exercise on the information provided by the Access Centre. | We will continue to work to ensure that information is available to people with learning disabilities. Commissioners will do an audit to find out where providers get referrals from. Commissioners will do an audit of reviews to see how needs are being met |
| 4. Living Well | Explore information for people to understand what direct payments are and can take personal budgets as a direct payment if they want to. | We have reviewed the current process and made sure that we have the right direct payment information to give to people. | Speakeasy Now will review the easy read versions of the Direct Payment information. Operational Teams will check that information is routinely given. We will look at the information that comes out of the Choice Checkers reviews of people with a Direct Payment. |
| 5. Living Well | Explore how we can try to ensure that people can get good quality support | We have looked at how the County Council monitors services and asked for there to be a guidance document to explain this. We have started to look at standards for day services. | The Quality Assurance Team will produce guidance for Your Life Your Choice on how services are monitored. Commissioners will set up a framework for day services with a set of standards and outcomes. |
| 6. Living Well | Explore how we can try to ensure that people have the chance to learn new skills that may help get a job if they want to | We have made links with the volunteer bureaux. We have collected examples of people who have achieved success through volunteering | Commissioners will map what opportunities are available |

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| 7. | Living Well | Ensure the conditions are right for to people feel safe from abuse, neglect and hate crime but if someone hurts them or treats them badly, they can get help. | The group has done the hate crime training and ensured that this is available to providers. | Safeguarding Team will monitor the number on incidents |
| 8. | Living Well | Explore how we can try to ensure that people can use public transport/community transport as much as they are able | We have planned a transport workshop Speakeasy have collected people's transport experiences | There will be a transport workshop in November |
| 9. | Living Well | Explore how we can try to ensure that people can use the local facilities and services, like cinemas and leisure centres, that I wish to | We have planned a meeting about how people access their community | We will devise a questionnaire to find out people's experiences in accessing their local communities. |
| 10. | Living Well | Explore how we can try to ensure that people are supported to claim any benefits that they are entitled to | Work due in October | We will work with the Care Contributions Team and partner agencies to find out how many people are claiming benefits and what information/support is provided |
| 11. | Living Well | Explore how we can try to ensure that people have the support of someone else to speak up for me when need it (advocate), where appropriate | Advocacy procurement is underway | We will review the performance of the Advocacy contract |
| 12. | Living Well | Explore how we can try to ensure that people can feel confident to speak up for themselves | Annual highlight report requested from Self-advocacy group | Group to report in the spring |
| 1. | Having a Place to Live | To develop a range of housing options for people with learning disabilities including: <ul style="list-style-type: none"> • Clusters of self-contained flats • Access to extra care housing • Shared housing (where required) • Self-contained housing • Family led housing | People with learning disability have increased access to appropriate housing and support. Four developments of cluster flats have been built in Worcester, Redditch and Kidderminster. | Three more cluster flat developments are being built in Evesham, Stourport and Bromsgrove. We are looking at land the Council owns to build supported housing on, including accommodation for people with complex needs. |

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| | <ul style="list-style-type: none"> Specialist housing for people with complex needs | | Several potential sites and business cases in development for two of them. |
| 2. | <p>Having a Place to Live</p> <p>To re-commission the Shared Lives Service and widen the scope of the service including increasing spaces for:</p> <ul style="list-style-type: none"> Long term provision Support for people in transition Support for people moving on from residential care / supported housing Replacement care (respite) especially for people living with elderly carers | More people with different kinds of needs accessing Shared Lives | <p>New draft service level agreement presented to Market Transformation Board on 11 July and signed off.</p> <p>Full implementation by Autumn 2016</p> |
| 3. | <p>Having a Place to Live</p> <p>To support families who want to find housing options and solutions directly for their family member</p> | Families empowered to source their own housing solutions | Working with the carer's unit on ways to share information about housing, especially with older carers |
| 4. | <p>Having a Place to Live</p> <p>To ensure people with a learning disability can make informed choices about their housing through:</p> <ul style="list-style-type: none"> A regularly updated housing guide Range of options available Good quality matching process for people who share | People with a learning disability able to make informed choices (based on understanding that choice about housing is limited for everyone) | A housing options guide has been developed which is being reviewed. Options for developing alternatives to the housing matching service are being explored. Positive Living Options Team in place to support the process. |
| 5. | <p>Having a Place to Live</p> <p>To reduce the amount of people with a learning disability inappropriately placed in residential care through:</p> <ul style="list-style-type: none"> Range of housing options Assessments inclusive of appropriate housing de-registration of schemes where appropriate | <p>More people with learning disabilities within appropriate housing for their needs</p> <p>8 care homes have deregistered so far. 49 people have moved from residential care.</p> | Deregistering care homes where it is appropriate to do so, Expect 7 – 10 more in 2016.17. People in residential care are being supported to move to supported living where it is in their best interests |
| 6. | <p>Having a Place to Live</p> <p>Developing a growing older approach for people with learning disabilities</p> | Appropriate support for people as they grow older including dementia support | Options to develop ground floor accommodation are being explored |

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| 1. | Having a Job | Delivery of Having a Job Plan for people with a learning disability | An increase in the number of people in paid employment with a learning disability | The WCC Supported Employment Service is working to place new candidates into employment and provide in work support to maximise job sustainability for existing employed candidates. |
| 2. | Having a Job | Work with partners and Job Centre Plus to recommend and implement reasonable adjustments for all people with a learning disability | Improved access to mainstream employment services for all people with a learning disability | The Employment Partnerships Officer is liaising with key Job Centre Plus Advisors to engage them in activity within the Having A Job Employment focused "Task and Finish" group. Recent JCP staff changes should be finalised in Sept 2016 and a new representative will be invited to work within the group. |
| 3. | Having a Job | Work with the Local enterprise Partnership, Economic Development and partners to make sure that funding for "social inclusion – moving people closer to the labour market" considers the needs of people with a learning disability | People with a learning disability will have access to an enhanced employment pathway alongside other members of the public who are defined as being furthest from the labour market in Worcestershire | The Employment Partnerships Office (EPO) is engaging with the LEP, Chamber of Commerce, and local Worcestershire Business Forums to market the service and promote employment pathways and opportunities for people with learning disabilities. The EPO is also engaging with the LEP and Economic Development partners to seek inclusion in funding tenders that could include LD employment pathways alongside other economically inactive and socially excluded groups. |

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| 4. Having a Job | Tender of a Supported Employment Service that is focused on outcome measures | Increased independence and confident of people with a learning disability as they gain employment | <p>Two new posts have been successfully commissioned within Worcestershire County Council and are delivering a Supported Employment Service (SES) for people that have a learning disability.</p> <p>These posts are: Employment Partnerships Officer and Employment Partnerships Support. The new service is focused on people that have a learning disability and are eligible for Adult Social Care and will be partly measured via national framework outcome returns, monitoring referral numbers, counting employment sustainment achievements and recording delivery episodes of positive signposting information.</p> |
| 5. Having a Job | Social media campaign to promote employment | A greater number of people with a learning disability and carers will see that employment can be a realistic option and has real benefits. | The SES is developing marketing and positive publicity regarding the benefits of meaningful employment for people that have a learning disability and social and economic business motivators for more inclusive recruitment. These activities include: creation and posting on social media sites, marketing on established business bulletins and websites, electronic and traditional mailshots, attending and speaking at events, influencing and motivating local government, carer and support sites such as Your Life our Choice. |

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| 6. | Having a Job | The recruitment of an Employment Development Officer to help deliver Worcestershire's "Having a Job Plan" and work with young people, family carers and education to promote employment. | Increase the number of young people with a learning disability coming through transitions gaining employment. | The two posts with the new SES have been meeting and working alongside the Young Adults Team and receiving referrals that are in Transitions. These referrals are being contacted at present to agree appropriate training or employment goals, working in synergy with family, carers, education and support workers to develop employment pathways for young people. |
| 1. | The Right Support for Carers | Review of replacement care (short breaks services) to include consultation with family carers and people with a learning disability. | Review and recommendations of replacement care (short breaks) completed. | This work is currently being undertaken for both internal WCC and externally purchased replacement care, including for those Learning Disability service users who are identified as being in receipt of Continuing Health Care. |
| 2. | The Right Support for Carers | Design and deliver replacement care (short breaks) model for family carers | An equitable and integrated replacement care (short breaks) commissioned across Worcestershire | An interim report with recommendations has been discussed the Market Transformation Board and further work will be ongoing. Replacement care will continue to be Care Act compliant and will be available to all Learning Disability service users as per their assessed eligible need. Work has been undertaken to identify Learning Disability service users who are in receipt of Continuing Health Care and a report will be presented to ICEOG in September 2016 to recommend that these costs are recharged back to Worcestershire Health & Care Trust. |

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| 3. | The Right Support for Carers | Review and consult with family carers about their support needs for the future (this should take place as part of the discussions about the Carers Strategy) | Review and recommendations of carer support model for the future | The Carers Strategy will be discussed at the Carers Partnership in September 2016 along with the proposal to adopt the Memorandum of Understanding in the NHS Toolkit title "Integrated approach to identifying and assessing Carer Health & Wellbeing". |
| 4. | The Right Support for Carers | Design and deliver carer support model for family carers | Accessible and effective carer support commissioned across Worcestershire | The Worcestershire Integrated Carers Hub and Provision of a countywide stroke, family carer support and communication support service have been commissioned, with both new services commencing on 1 st July 2016. |
| 5. | The Right Support for Carers | Support for information and advice to engage and involve carers in strategic and operational work, including scrutiny, monitoring and evaluation | The Carers Strategy and new services to be co-produced with family carers and people with a learning disability. | The Carers Strategy was co-produced and an update was presented to the Health & Wellbeing Board in May 2016. Accessible and effective carer support has been commissioned across Worcestershire via the two new services described above. |
| 1. | Staying Safe Confirm & Challenge | Up to date reviewing of people with complex needs in Worcestershire involving family carers and advocates | People are appropriately placed in a safe environment as close to their local community as possible in the least restrictive environment. | Continued development in giving opportunities to service users to live independently in a safe environment and in close proximity to relatives and carers |
| 2. | Staying Safe Confirm & Challenge | Regular contract management and quality assurance checks to be maintained for all settings involving people with a learning disability, family carers and advocates. | Quality checks are completed for all locked hospital placements and appropriate quality assurance is in place for all settings to ensure peoples safety. | Quality Assurance systems are in place to ensure that safety is paramount within hospital and care settings. These continue to be monitored as the Transforming Care agenda is rolled out. |

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| 3. | Staying Safe Confirm & Challenge | Work with the Police and advocates to ensure the rollout of the Safe Places Scheme, reporting centres to tackle hate crime across Worcestershire | People with a learning disability feel and are safe throughout Worcestershire. | The group has overseen the completion of all districts now having a Safe Places bank of facilities and continues to monitor their effectiveness. |
| 4. | Staying Safe Confirm & Challenge | Care Quality Team to support provider activity and expand work to cover supported living service providers | Providers supported to improve quality of service provision | The Staying Safe sub-group has worked with Having a Place to Live sub-group to ensure safeguarding within supported accommodation. |
| 5. | Staying Safe Confirm & Challenge | Continued development of quality standards by the Contracts & Quality Assurance Team. | All contracts monitored for compliance and quality | All contracts now have safeguarding compliance within them and are spot checked on a regular basis. |
| 6. | Staying Safe Confirm & Challenge | We will work with the Police to tackle hate crime on public transport | There will be a reduction in the number of hate crime incidents on public transport | The Staying Safe sub-group works closely with West Mercia Police in receiving regular updates on LD Hate Crime incidents. There has been an increase in reporting of such cases which is seen as a positive. The group continues to work with the Police to look at ways of minimising incidents in the future. Recently, there appears to be an increase in Hate Crime where the victim was on the Autistic Spectrum and the group is now working with the Autism Strategic Partnership Group to address this increase through education and training. |
| 7. | Staying Safe Confirm & Challenge | We will work with transport providers to improve quality and maximise independence of people with a learning disability. | An improvement in customer satisfaction and safety of the learning disability population when using transport | The group is working with the Living Well sub-group and People's Parliament to host a debate on LD Transport in November 2016. We will be inviting all the transport companies to participate in discussions to answer specific questions that Expert |

| Priority | We said we would | We have done | We will do next |
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| | | | Members have raised with personal safety when using public transport in Worcestershire. |

3. This report illustrates progress made since the Strategy was launched and highlights how we have fulfilled commitments as partners to:
 - Work with providers to make sure appropriate services are available to purchase that meet people's needs
 - Develop an e-market place to highlight options available to people both mainstream and specialist services
 - Work with the voluntary sector to ensure support is available to access information and community activities
 - Work with mainstream services to make sure reasonable adjustments are made so that more options are available and are safe for people with a Learning Disability
4. We have worked closely with Children's Services to make sure the strategy links to and supports young people in preparation for adulthood through the work of the Confirm and Challenge Group. The Preparing for Adulthood Confirm and Challenge group has met with all the Strategy Sub-Groups to ensure that they are instigating procedures that ensure as smooth a transfer as possible from Children to Adult services addressing specific issues as they arise.

Positive Partnership / Co-production with SpeakEasy

Peoples Parliament Update

5. Since the launch of the Worcestershire's Adult Learning Disability Strategy in 2015 the role of the Expert Member within the work of the Learning Disability Strategic Partnership Board has had a major impact. This is illustrated in the work of People's Parliament and Health Checkers which is shown in Appendices 4-6.
6. The positiveness of this process is illustrated throughout this update report and shows the total involvement of service users with a learning disability in putting into practice the aims of the strategy.

Measuring Progress – Learning Disability SAF

Background

7. The Learning Disability Health Self-Assessment Framework (LDSAF) has been used in England since 2007/08. It has become an important guide for the NHS and Local Authorities, by helping them to recognise the overall needs, experiences and wishes of young people and adults with learning disabilities and their carers'. This has made it easier to bring these perspectives into the tasks of determining local commissioning priorities and monitoring of services.
8. The Framework has helped to improve services for people with learning disability in many parts of the country by raising awareness of their health needs, driving increases in health and local authority resources and improving inter-agency co-

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ordination. However, the events at Winterbourne View and subsequent investigations have demonstrated that there is still much to be done. As a result of this, the signatories to the Winterbourne View Concordat agreed to implement a joint health and social care self-assessment framework.

9. The aim of the Framework is to provide a single, consistent way of identifying the challenges in caring for the needs of people with learning disabilities, and documenting the extent to which the shared goals of providing care are met. Locally, this will help the Learning Disability Partnership Board, Health & Wellbeing Board, Clinical Commissioning Groups and the Council to identify the priorities, levers and opportunities to improve care and tackle health and social care inequalities. It should also provide a sound evidence base against which to monitor progress. The last LDSAF was submitted in late 2014.

Update

10. During the autumn of 2015, the Council was informed that an official update of the LDSAF would not be required. However, it was felt that it would be pertinent to undertake an internal progress check.
11. A workshop was held on 18 April 2016 which was well attended by expert members with a learning disability (with appropriate support), representatives from Speakeasy Now and officers of the Council who are actively involved with the various sub-groups of the Learning Disability Partnership Board.
12. A comparison between the LDSAF returns submitted in 2013 and 2014 was made available in an easy read version prior to the workshop to assist our expert members and is attached as Appendix 1 to this report.
13. The LDSAF has 27 questions, 2 of which are rated externally by Improving Health & Lives (IHAL, part of Public Health England). The ratings for these questions (A3 and A5) are not yet available but are expected shortly.
14. Attached as Appendix 2 is the progress update as agreed at the workshop. Of the remaining 25 questions, it was felt that 8 of the subject areas had improved positively. 17 of the areas had not changed but progress was noted and only one area had slipped slightly from a green to an amber/green, rating with regard to young people in transition and the national economic situation which is impacting the Council's work.
15. Some examples of good progress being made:
 - A1 – following work undertaken by Speakeasy Now, significant improvements have been made with regard to GP registers and GP databases being expanded and updated,
 - A7 – The number of LD Champions on acute wards has risen, and LD Liaison Nurses attend the LD Acute Steering Group. There is a more information and signage in easy read formats available in acute settings.

Conclusion

16. Although progress is being made with regard to the Learning Disability agenda, there is still some way to go. It is the intention of the Lead Commissioner for Learning Disabilities that the LDSAF will be reviewed yearly regardless of national requirements. ICEOG held on 4 July 2016 noted that the LD Strategy continues to be implemented and robust monitoring is in place via the LD Partnership and its sub-groups. (please refer to Appendices 1 & 2)

Legal, Financial and HR Implications

All actions are within existing budgets. All legal implications are based on the Care Act 2014.

Privacy Impact Assessment

Not applicable.

Equality and Diversity Implications**Supporting Information**

- Appendix 1 – My Worcestershire Health Plan – (Available on-line)
- Appendix 2 - Comparison SAF 13 to 14 Internal Update (Available on-line)
- Appendix 3 – Comparison SAF 13 to 14 Easy Read (Available on-line)
- Appendix 4 – Celebration of Expert Members Achievements (illustrating how Expert Members have grown since the launch of the Strategy)
- Appendix 5 – People's Parliament – Traffic Light Report & Annual Report
- Appendix 6 – Health Checkers End of Year Report