

**ADULT CARE AND WELL BEING
OVERVIEW AND SCRUTINY PANEL
18 MAY 2018****LEARNING DISABILITY SERVICES:**

- **OVERVIEW OF SERVICES**
 - **INITIAL FEEDBACK FROM PRE-CONSULTATION
ENGAGEMENT ON DAY SERVICES AND
REPLACEMENT CARE (RESPIRE) SERVICES**
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Summary

1. The Panel is to receive an overview of Learning Disability Services for adults.
2. The overview will also provide feedback so far from the pre-consultation engagement with services users, carers, staff and stakeholders on options for future provision of two aspects of Learning Disability care for adults (Replacement Care and Day Services).
3. The Council's Strategic Commissioner of Adult Services and the Cabinet Member with Responsibility for Adult Social Care have been invited to this meeting, as well as Speakeasy N.O.W, a self-advocacy charity for people with learning disabilities, and Worcestershire Association of Carers.

Background to scrutiny

4. Following Cabinet's approval of pre-consultation engagement plans for Replacement Care and for Day Services, the Panel has been briefed on plans at its two previous meetings 21 March regarding engagement on Replacement Care and on 22 January for Day Services. The reports and minutes of the Panel's discussions with Council officers and some stakeholder representatives on 22 January and 21 March are available [here](#)
5. Whilst supporting the Directorate's open approach to engagement the Panel asked to be kept informed about emerging feedback from the engagement exercises and also requested a broader session on the direction of overall Learning Disability Services, to provide the wider context, especially for newer Panel members.
6. At the Panel's recommendation, all councillors have been made aware of the informal engagement meetings planned, and invited to attend.

Learning Disability Services

7. The Council's 2018/19 net budget for services for adults with learning disabilities is £52 million. The majority of the budget funds packages of care for adults who have been assessed as having eligible needs under the Care Act 2014. People's packages of care can include funded accommodation and support, for example in

Residential or Nursing Care, Supported Living or Shared Lives. Funding is also provided for services such as Domiciliary (Home) Care, Day Opportunities, Transport and Replacement Care (also known as respite or short breaks). Some people choose to receive funding through a Direct Payment which enables them to purchase their own care and support.

8. As at 31 March 2018, around 1,400 people with a Learning Disability were receiving a package of care funded by the Council. Around 300 people were living in a Residential or Nursing Care home; over 350 people were living in Supported Living, just over 90 people in Shared Lives and around 150 people living in their own accommodation or with others (not with family). Over 500 people were living with and being supported by their own families.

9. Packages of care range from £25 per week to £4,700 per week for the most complex needs. The average weekly cost of a package of care is around £790, although there is significant variation in cost as services are assessed and provided based on individual need. The costs at the higher end are often funding 24/7 care, with 1-1 staffing or in some cases of very high need 2-1 or 3-1 staffing for an individual for certain parts of the day and night.

10. Worcestershire's Adult Learning Disability Strategy 2016-2018 "Better outcomes for people with a Learning Disability and their families" underpins how services are commissioned and provided in Worcestershire. The Strategy sets out the commitment to improve outcomes for people with a Learning Disability, enabling people to have choice and control over their care, support and health needs, and working together as partners to improve lives and make sure services are accessible.

11. The Council also has a Supported Living Strategy which is looking to increase the availability of Supported Living options in Worcestershire for people with learning disabilities for whom this type of accommodation would be appropriate. Supported Living enables individuals to have their own tenancies (or become home owners in some circumstances), with the flexibility to move house, or remain in the same house but change their support provider if they wish to.

Feedback from Pre-Consultation Engagement on Day Services

12. Pre-consultation engagement on the Council's Learning Disability Day Services commenced on 29 January 2018 and continued to the end of April 2018. In total, 27 meetings have been held attended by approximately 92 carers and 142 staff. Speakeasy NOW have worked with the Council to engage with people using services, and have spoken to over 200 adults with learning disabilities. Individual conversations have also been held with carers, staff and service users where required. Wider stakeholders have been engaged at representative groups, through 1-1 meetings and through a survey on the Connect Short-term Service, which received 28 responses from professionals who refer in to the service.

13. Pre-consultation engagement focussed on the following messages about why we need to look at the services:

- We need to get the best value for money from the Council's budget

- The in-house services currently cost more than if we bought day services for individuals externally through our existing contract with external providers
- There is a growing and varied external market of small, local day service providers
- What people want and expect from their services is changing

14. We asked carers and staff the following questions to stimulate our discussions:

- What do the services do well/ what do you like about what the services offer?
- Are there things you don't like or that could be done differently?
- What is unique about these services compared to the wider day service market?
- How can the services generate more income to make them financially sustainable?
- How can the services be more efficient in the way they run and the services they offer?
- Why do we think numbers of people using these services are dropping and do we need to promote the services differently?

15. Some of the key points raised by carers in relation to Resource Centres were that they provide a quality service, with the experience and quality of the staff in the services being highly valued by carers. There is a relationship of trust, and carers feel that everyone is well looked after in a very positive way. The services enable people to engage with their peer group and they are "one big family". The stability of the service, including the continuity of staff is highly valued. Structure and routine are particularly important to the client group using the Resource Centres. The services offer a wide variety of activities, although some carers felt that activities could be developed even further with the addition of new types of activities.

16. In relation to Connect Learning Disability Day Services, carers feel that staff are providing a high quality, stable and reliable service. Carers feel that their family members are safe in the services and have a high degree of trust for the staff. The variety of activities and amount of individual choice on a day-to-day basis are valued by carers. Carers feel that the Connects services successfully increase people's independence, for example through independent travel training and voluntary work opportunities.

17. It was widely felt that the Resource Centres and Connects Day Services need to be marketed and publicised more effectively, including making better links with schools, colleges and local communities, using social media more effectively and using Your Life Your Choice. It was particularly felt that the services should be promoted to younger people transitioning to adulthood and staff wanted the service offer to be better understood by professionals and the public.

18. The pre-consultation engagement work has also generated a significant number of ideas and options for increasing usage, generating income and reducing costs to enable more efficient operation of the services, for example better marketing of services, making better use of the buildings, facilities and staff expertise and experience. However, there was also discussion and recognition that there is a large gap between the cost of some of the services and the equivalent cost of purchasing services externally, which could mean that long-term sustainability is harder to achieve.

19. Feedback from people using services, collected by Speakeasy NOW, was very positive. People enjoy the variety of activities on offer, are encouraged to be independent and like the opportunity to meet up with their friends.

20. The feedback from the engagement on Learning Disability Day services is being used to inform a report which will be presented to the meeting of Cabinet on 14 June 2018.

Feedback from Pre-Consultation Engagement on Replacement Care

21. Pre-consultation engagement commenced on 27 March 2018 and continued to the end of April 2018. In total, 10 meetings have been held attended by approximately 82 carers and 44 staff. Speakeasy NOW have worked with the Council to engage with people using services, and have spoken to 18 adults with learning disabilities. Individual conversations have also been held with carers, staff and service users where required. Wider stakeholders have been engaged at representative groups and through 1-1 meetings.

22. Pre-consultation engagement focussed on the following messages about why we need to look at the services:

- We need to get the best value for money from the Council's budget
- Overall, the current evidence shows that there are more beds purchased than are used; although there is also growing evidence of unmet need in some areas
- We need to make sure people are receiving the most appropriate service for their needs
- We need to plan for changing needs and expectations for replacement care over time

23. We asked carers and staff the following questions to stimulate our discussions

- Why is replacement care important for you?
- What do the current services do well?
- Are there things that could be done better or differently?
- Do you have any ideas for how replacement care services across Worcestershire could be organised more efficiently/effectively?
- Are there other ways that replacement care could be provided?
- How do we increase occupancy/ maximise usage/ ensure we use the skills and facilities in each unit to their full?
- Do you think people get enough choice about how their replacement care is offered?
- Does the service you use work for you geographically?

24. The main messages from carers and staff were that replacement care is a vital service for carers; without it their caring role would be at serious risk and they would not be able to carry on providing care.

25. The services currently provided give carers peace of mind that their family members are being well looked after. Carers trust the staff and the services. Services are very responsive and adaptable and try to accommodate changes in need wherever they can.

26. Carers and staff noted that services are equally important for the people with learning disabilities using them; it is a break for them too, an opportunity to spend time with their friends and can help with transitions to more independent living situations.

27. There needs to be a range of quality services which are flexible to meet the range of needs. The mix and compatibility of people using the services at any one time needs to be right, for example some types of needs are not compatible with each other. We need to take into account, when planning services now and for the future, the fact that people with learning disabilities are living longer and have more complex needs. The need to future proof services to take account of changing demand and need was a key theme and the need to ensure a range of services which are flexible enough to meet all needs and that the buildings they are provided from are fit for purpose.

28. Feedback from people using services, collected by Speakeasy NOW, focussed on the fact that many people have been attending the same services for a long time and therefore knew other people attending and staff very well. This gives people a stability which is very important to them. People also like the opportunity to do a variety of activities, either in the centres or out in the community, and like the choice they have to do what they want to.

29. The feedback from the engagement on Learning Disability Replacement Care services is being used to inform a report which will be presented to the meeting of Cabinet on 14 June 2018.

Purpose of the Meeting

30. Panel Members are asked to:

- determine whether any further information or scrutiny is required at this time;
- agree any comments to highlight to the Cabinet Member regarding:
 - the overall direction of Learning Disability Services
 - feedback from pre-consultation engagement on Learning Disability Day Services
 - feedback from pre-consultation engagement on Learning Disability Replacement Care Services.

31. In doing so, Panel members may look to consider:

- feedback from engagement so far with service users, carers and stakeholders and how this will be incorporated into next steps;
- the potential accumulated impact of any changes to service provision and how this will be managed.

Supporting Information

- Appendix 1 – Presentation slides on Learning Disability Services

Contact Points

County Council Contact Points

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Specific Contact Points for this Report

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Background Papers

In the opinion of the proper officer (in this case the Head of Legal and Democratic Services) the following are the background papers relating to the subject matter of this report:

- Agenda and Minutes of Cabinet on 8 February 2018 (Agenda item 5: Future Provision of Replacement Care for Adults with a Learning Disability) – available on the Council's website [here](#)
- Agenda and Minutes of the Adult Care and Well Being Overview and Scrutiny Panel on 21 March and 22 January 2018, 16 March 2017 and 23 May 2016 – available [here](#)
- Agenda and Minutes of the Overview and Scrutiny Performance Board on 6 December 2017 – available [here](#)