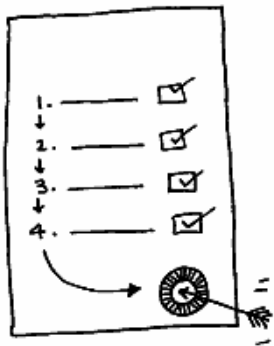


# PROGRESS REPORT AUGUST 2007

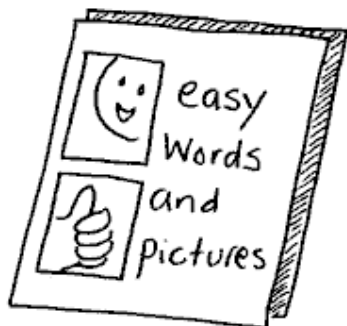
## LEARNING DISABILITY PARTNERSHIP BOARD

This report is about progress with plans



It mostly covers progress on the areas that the Inspection said needed improving. There is a section about all the parts of Valuing People.

- Transition into adult life
- Enabling people to have more control over their own lives
- Supporting carers
- Good health
- Housing
- Fulfilling lives
- Moving into employment
- Quality
- Workforce training and planning
- Partnership working







## TRANSITION INTO ADULT LIFE

Most new referrals are from Children's Services for a transition service. We are improving how this is dealt with through a revised protocol.

Young people and their families have made it clear that they want transition to be a better experience for people in the future. This protocol and the new transition groups is about what services need to do to improve how we go about supporting young people in transition. There are new ways of working as a result.



The plan is about improving transitions for young people who require support. In particular young people who are likely to continue needing support from specialist support services past the age of 18. This means offering them more support than they would ordinarily get through school and the Connexions service. This will make it easier for them to plan for, and make a positive start to their adult lives.





It will include joint working within Children's Services, with Connexions, Schools and Adult Social Services. The Connexions service is responsible for offering information, guidance and advice to young people about next steps after school. They link into all schools and colleges.

The protocol will also cover how Wirral Primary Care Trust, Wirral Hospital Trust and Cheshire and Wirral Partnership Trust buy transition services.



## SUPPORTING CARERS



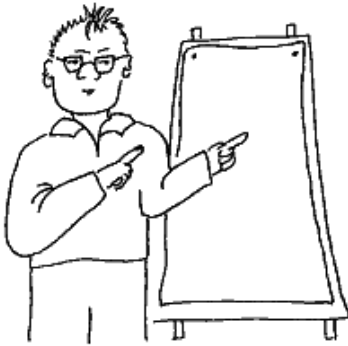
### Short Break Services

The respite review group continues to meet

A voucher scheme is being tried out. Mapleholme started it in April 2007. This is a six month pilot which will be rolled out if successful.



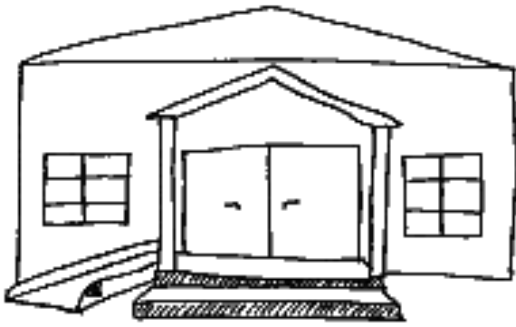
### Involving family carers



The involvement training for staff has been looked at and changed. People with a learning disability were involved in the change. The new programme is in October 07 and February 08.

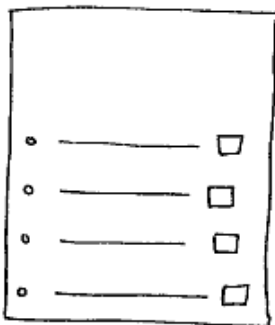
Many carers attended 'The Road Ahead' conference in July 07. The ideas raised there will drive changes to services.





The Advisory Groups are actively seeking two small community based sites as part of the 5 year business plan for day services.

Carers were involved in the planning of events in Learning Disabilities Awareness Week. This included the working group for the gala day.



A new carer's assessment form has been successfully piloted in Learning Disability Services. We will change the form for use in self-assessment. It will then be rolled out across all service areas.

The Carers Development Committee is going to carry out a survey with local carers about what they need to support them in their caring role. The results will be used to plan services in a co-ordinated way.



120 new carers signed up to join the Carers Register during Carers week.

## MORE CHOICE AND CONTROL



### Developing Person Centred Planning

The Person Centred Planning Group continues to meet. It is trying to make sure that everyone has a personal support plan. The plan will aim to use local community services near to where people live. The group is working towards making these plans more widely available across all services.



A Learning Disabilities Team Manager will be joining the group with the aim of developing person centred approaches in assessment and care management.

There are two dedicated “facilitators” who work with people who use services and their carers to design their own, unique, easy to read support plan.

Links are being made with transition processes and Children’s Services are also undertaking work. An awareness session was held in July. A further day is planned to tie in with Inclusion Week in October aimed at Schools, Education Service Staff and parents. The transition process aims to ensure Year 9 reviews are conducted in a more person centred manner



We will review training for person centred planning.

## Employment

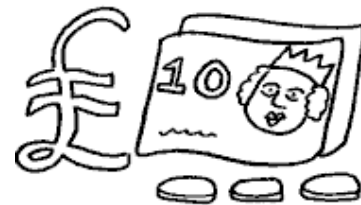
The Working Life Project leads on employment projects for people with a learning disability. This includes the 'Steps to Employment' programme.



The 'Steps to Employment' programme started in September 2006. It found 30 work placements for people with a learning disability. It also provided support and training for the people concerned. So far 14 people have been successful in taking up permanent jobs instead of going to a Day Centre.

## Promoting advocacy

The Learning Disabilities Development Fund has paid £15,000 to Disability Consultancy Services to involve people with a learning disability in consultancy and recruitment. In autumn 2007 this service will produce the Partnership Board Newsletter in Easy Read format



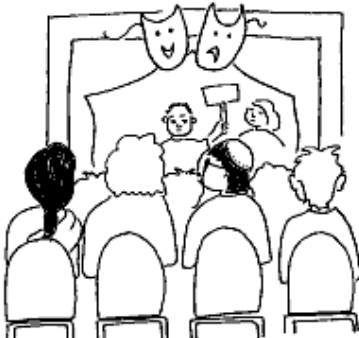
We are still negotiating the individual advocacy service. It is expected that this will be in place by autumn 2007.

## Involving people who use our services



Two people with a learning disability were involved in our involvement training for staff. The training was in March 07. It was evaluated in June 07. The improved programme will now be in October 07 and February 08.

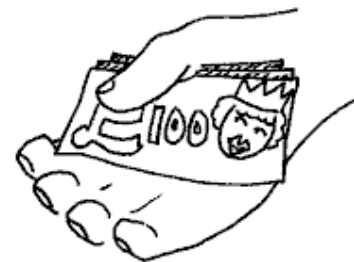
People using services took part in 'The Road Ahead' conference in July 07. Ideas from the conference will be used to change services.



People with a learning disability helped to plan events in Learning Disabilities awareness week. This included the gala day. 3 people with learning disabilities opened the gala day. A consultant with learning disabilities managed this event.

## Self directed support

We are developing a project for self directed support.





## GOOD HEALTH

A new health action plan has been written. It is making sure people with learning disabilities get what they need from the NHS that can help them be healthy. This is a summary of the plan.



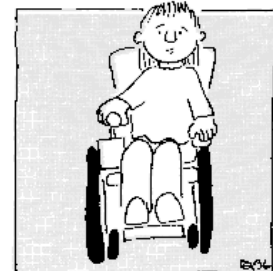
Find out the health needs of people with learning disabilities:

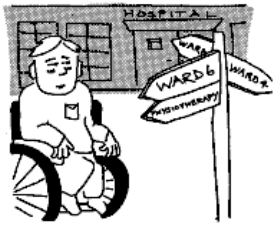
Improve obesity, poor diet, exercise and sexual health



Improve services to young people with complex needs in transition from children's to adult services

Improve the care of people with complex needs in day and residential services





Improve supported living services and assessment and treatment units run by health

Improve health screening for people with learning disabilities – particularly people with complex needs



Improve people with learning disabilities' mouth health in care settings

Make it easier for people with learning disabilities to see a specialist dentist.



Improve people's mouth health and diet

Improve support for people with learning disabilities who have epilepsy





## HOUSING

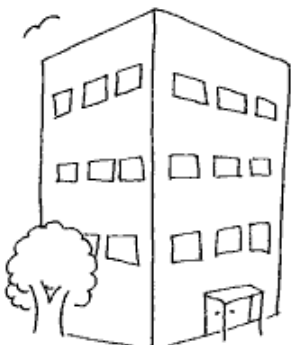
### How many people with learning disabilities will need housing in the future?

The Housing Corporation is looking at how much new housing councils will need over the next 15 years. We have tried to predict the number of people with learning disabilities who will need housing in this time. This has been based on research from the Valuing People Support Team. Older people are living longer now and this includes people with learning disabilities. More children with complex needs are surviving too. This means that more houses will be needed for them to live in.



There are now 28 providers in the Supported Living Accreditation Scheme. This will help us buy supported living in a better way.

11 people with complex needs will move into the units built by Wirral Methodist Housing Association later in the autumn. 3 more people with complex needs will also move into a bungalow in the autumn.

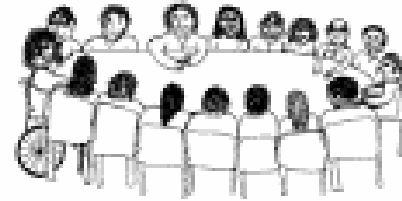


7 people currently living in residential care will be moving into newly decorated and improved self-contained flats.



## FULFILLING LIVES

The Enabling Fulfilling Lives group continues to meet every three months.



Day services are trying to develop services for people where they live. Transport is linking into this.

Transport is investing in travel training.





## QUALITY

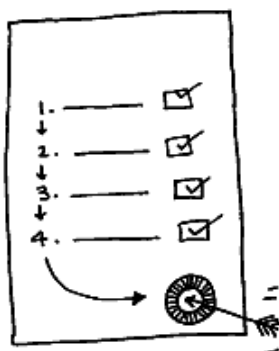
### Buying our services in a better way

In Spring 07 we counted the number of people receiving services and the sort of services provided. We also looked at how much money we spent. This told us we needed to change our arrangements. We looked again at buying services in a better way (Commissioning Strategy) in August 2007.



A range of joint commissioning groups have been set up. This will develop work with our partners. It will make sure that any new ways of working will be done across the groups.

'The Road Ahead' conference was in July 07. The aim was to see how Wirral needs to change to enable people with a learning disability to lead their lives as they wish. The points made were very helpful and will shape future plans.



We are working on a common contract with providers across the Northwest. We want to buy similar services in the same way.

## Providing services for everybody



The 'Valuing All People' task group is to be restarted in autumn 2007. Improving ethnic monitoring will part of the work for this team.

## Exploring pooled budgets

Health is changing their contracts with some providers. This is likely to mean Adult Social Services will lead this work from 2008. A transfer of money or a pooled budget will make this happen.



## Finding out what each service costs



Using brokerage for supported living services helps us know the costs of services we are buying.

We are looking at how high cost placements are priced by providers. We plan to use a cost tool to help with the costs of residential and supported living placements. This builds on the work done by the Northwest Centre of Excellence

## Making ways into service simple

An Access Team for all services will start on 3<sup>rd</sup> September 07. The few referrals for people completely unknown to services will come through this team. There is an agreed pathway into the relevant Multi-Disciplinary Team for allocation to the appropriate professional.



## Making information about services better

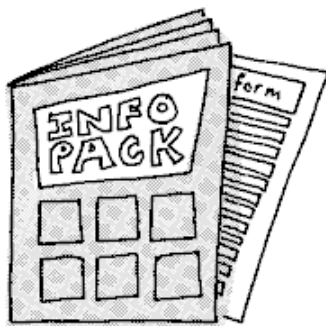
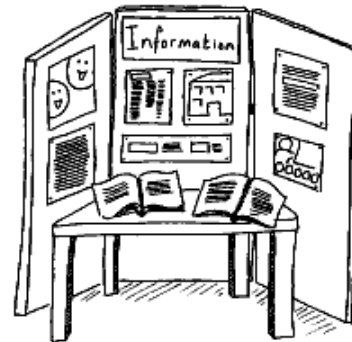


Wirral Council has redesigned its website. All the Adult Social Services information has been reviewed. We are discussing how to make web based information for people who use our learning disabilities services more accessible.

Plain English leaflets have been developed on

- charging,
- continuing health care,
- how to get help from Adult Social Services,
- complaints, and
- Fair Access to Care Services.

These are now available at One-Stop-shops, locality offices and Ashton House.



New information brochures on Wirral Council supported living schemes and residential care homes for people with learning disabilities have been written.

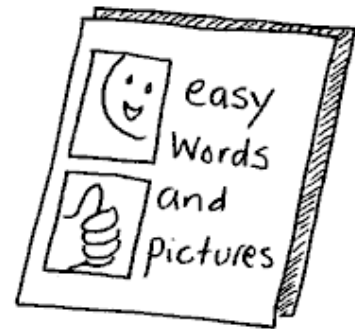
Team Managers at Ashton House will develop an information pack for people who use our services and their families.

Further work on making leaflets accessible is being undertaken with the advice and support of people who use our services and their families.



In August we produced our first Partnership Board newsletter. In future this will be produced by Disability Consultancy Services in EasyRead.

Images CDs have been purchased that would enable documents to be made accessible in EasyRead.



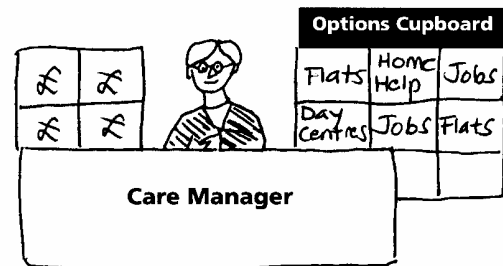
We will discuss EasyRead pages on the Wirral Council website in September 07. The Enabling Fulfilling Lives Group will be involved in the redesign.

## Improving care management



A principal manager for specialist services has been appointed. He will make sure changes in care management happen.

The social work teams are now fully staffed. There are now 2 Team Managers, 13 Social Workers and 2 Reviewing Officers. The teams are steadily working through the backlog of work.



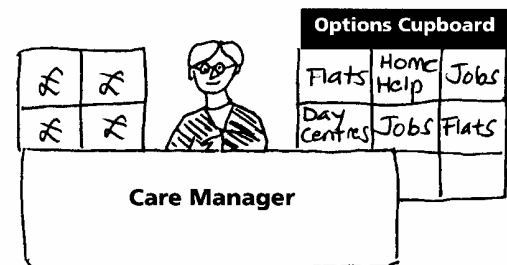
## Reviews



The 2 new Reviewing Officers are working through the priority list. The 2 Community Development Workers are doing likewise.

The teams have reviewed people receiving short break services. They have identified some resources to work with Day Centres to do the same.

Adult Social Services set up a Reviewing Team to undertake the 12 month reviews for all people who use services but who do not need social work support. This will include Learning Disabilities Services when all outstanding re-assessments have been completed

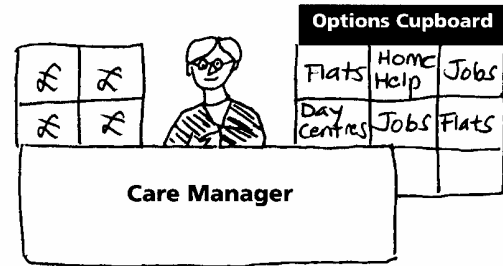




## WORKFORCE PLANNING

### Care Managers

All 14 Assessment Care Managers at Ashton House hold DipSW or equivalent. This means they are all qualified.



### Care workers in Adult Social Services Learning Disabilities Services



#### In Disability Day Services

- 61% of staff are qualified to NVQ level 2;
- 56% to NVQ level 3;
- 29% to NVQ level 4.

#### In Disability Residential Services

- 38% of staff are qualified to NVQ level 2;
- 40% to NVQ level 3;



## Care Services' Registered Manager



There are 20 staff who can hold the Registered Manager's Award in Wirral Department of Adult Social Services. 9 Learning Disabilities residential managers could take it. 6 (67%) of these have it and another 2 will complete the course very soon.

## Working with the Independent Sector Services

The Workforce Development and Planning Officer also attends Mental Health and Learning Disability Provider Forum. This is helping Adult Social Services build a clearer picture of what is happening in Wirral. It means that we can work together better.





### **Making sure social workers and nurses assess in the same way**



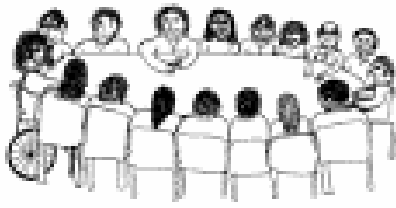
The Service Managers for both health and social care are doing a plan to make sure social workers and nurses work in the same way. This is based on a model working in Adult Mental Health. This will start in April 2008.

Some health staff based in Ashton House have started reporting to social care team managers.

### **Making the services work together and plan together**

New ways of working make sure that decisions about money do not delay providing a service. The new National Framework for Continuing HealthCare is the reason for this. There are now shared decision making panels for Continuing Health Care and Joint Funding arrangements.



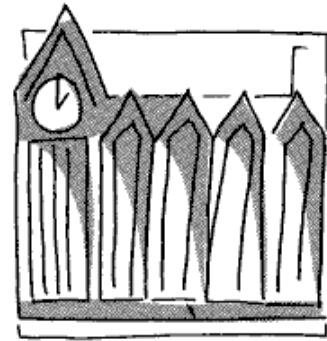


## Changing the way the Partnership Board works

A full review of the Partnership Board has begun. Some changes have been implemented such as

- flash cards,
- minutes and agenda in EasyRead
- Discussions in small groups
- Limiting the items on the agenda
- Sending out papers a fortnight in advance

Jean is visiting other beacon councils in England looking at Learning Disability Parliaments.



We are looking at improving how task groups report in to the Partnership Board.

We are talking to council partners and independent providers to find out how we can work better together.

