

It's My Life 2015-2020

Statement of Intent Progress Report



Warwickshire
Learning Disability
Partnership Board

Introduction

This report is about the Joint Adult Learning Disability Statement of Intent '*It's My Life 2015-2020*'. The Learning Disability Partnership Board (LDPB) would like to tell you about the work that has been done since the Statement was launched in July 2015 and how it has made a difference to the lives of people with a learning disability and carers who live in Warwickshire.

A 6 month report was produced in January 2016 to give an update on some of the earlier work that was taking place and a further update was provided to Strategic Commissioning managers in November 2016. This report gives more detail on progress; it shows what we have achieved and what work still needs to be done. The difficult to understand words are explained in a table at the end of the report.

Learning Disability Partnership Board

The Learning Disability Partnership Board meet four times a year to look at the progress being made with the Statement. The Learning Disability Partnership Board is a group of people working in lots of different areas such as Warwickshire County Council, Health, support providers and the police. It also includes the councillor who is responsible for social care, people who have a learning disability and family carers.

We invite speakers to tell us about the work that is being done under each of the five themes and ask them questions about their service area. At each meeting the Board vote on the progress made with the Statement. The Board has its own pages on the Warwickshire County Council website where you can find further details of the meetings and other useful information.

This report has been co-produced with the Learning Disability representatives on the Learning Disability Partnership Board with support from Grapevine. Grapevine support people with learning disabilities to make their own choices and be part of their community. The Learning Disability representatives and Grapevine collected the stories, quotes and photos for this report.

What Do We Spend on Learning Disability Services Now?

Warwickshire County Council spends about £48 million each year on services for people with learning disabilities. We spend £43 million on services we buy from other people (external providers).

Health (the three Clinical Commissioning Groups) spend around £17.6 million on specialist Learning Disability health services in Warwickshire.

Warwickshire County Council, like other local councils, has to make savings. The Council is aiming to save £67 million between 2017 and 2020 with £18 million of this to be saved in Adult Social Care. This will be a challenge to achieve.

It's My Life 2015-2020

The Joint Adult Learning Disability Statement of Intent '***It's My Life 2015-2020***' is about people with learning disabilities having a good quality of life, equal opportunities, making a valued contribution and having a fulfilled life. The Statement is split into five themes:

My Home Life - people with learning disabilities have a home of their own. They have a safe and secure place to live where their needs can be met by skilled support staff when needed. People with learning disabilities want to be more independent.

My Work Life - people with a learning disability want job opportunities and to make a valued contribution to the local workforce either through paid employment, voluntary work or work experience. People with a learning disability want to engage in meaningful day time activities that develop their skills.

My Family Life - providing the right support to carers and make sure they have fulfilled lives.

My Healthy Lifestyle - people with a learning disability to be well and healthy and people with a learning disability to have the same access to health care.

My Social Life - people with a learning disability have told us that they want to make friends and have relationships.



The Delivery Plan supports the Statement of Intent and it includes the actions that need to be taken so that we can achieve our aims. This report shows our main achievements, the work that still needs to be done and how it has made a difference to people with a learning disability and carers. This is covered in the following chapters under each of the five themes.

Glossary or Difficult to Understand Words

Care and Treatment Reviews	A meeting that takes place when a person is at risk of going into a specialist hospital or if they are already in hospital. Everyone talks about what can be done to make the person more independent.
Contract	A written agreement between Warwickshire County Council and a support provider.
CV	Information that tells people about you, for example where you went to school and if you have had any jobs.
Cyber safety	Making sure you are safe when using the internet.
Dementia	When someone becomes unwell they may forget things or have problems thinking and talking.
Direct Payments	Allows a person to choose and buy services they need.
Health screening	A way to find out if you are physically well
Intensive Support Service	A team that has been set up to help people get the right care and support in the local community.
Internship	Work experience that can be paid or not paid.
Apprenticeship	A job where you can have training too.
Learning Difficulties Assessment (LDA)	A plan for people under 25 that are in education that looks at any extra support they might need to help them learn.
Mindfulness	Way of thinking about our body, how we feel and what we are doing to help us feel calm.
Occupational Therapy	Supports people with life skills, work and leisure activities so they can be as independent as possible.

Outcomes	Things that people would like to be able achieve such as cooking some food by themselves.
Personal Assistants	Someone who helps another person with their daily life or jobs such as personal care or cleaning the house.
Personal Health Budgets	An amount of money to support your health and wellbeing needs.
Preparation for Adulthood	Helping children to become ready to be an adult by looking at what they want to learn, what they would like to do and where they would like to live.
Reasonable adjustments	Changes that are made in a place to make things easier for someone whilst they are there.
Respite	A short break to give a carer and the person being cared for a rest.
Roadshows	Tells people about things that are happening from different places.
Service specification	Explains the important things we want services to deliver.
Special Educational Needs (SEND)	Extra support which is given to children at school.
Specialist homes	Homes that have been built for people with disabilities
Assistive Technology	Different types of equipment that can help people to keep safe and independent.
Volunteering	When a person who chooses to do a job without being paid.

Chapter 1 - My Home Life

What We Have Achieved

New Specialist Homes

Our target is to have 174 new **specialist homes** between 2016 and 2020 for people with disabilities (including people with a learning disability). The recent development, Napton House, Warwick, opened in November 2016, providing 15 flats for rent for people with a learning disability. The scheme provides **telecare (assistive technology)** and a care and support team available throughout the day and night.

Coventry, Solihull and Warwickshire Transforming Care Plan

The aim of the Transforming Care Plan is to make sure that people (with a learning disability and/or autism who have a mental health condition or challenging behaviours) can live in the community with the right level of support rather than stay in a secure setting (hospital) for a long time. The Transforming Care Partnership (TCP) has achieved a lot already:

- A new model of care (way of supporting people in the community) has been co-produced with adults with a learning disability and/or autism, carers and other stakeholders.
- Gettalife has produced a DVD showing our new model of care.
- Gosford Ward (a secure ward in hospital) has now closed and the money used to run it is being used to provide community support instead (£1.4 million). The support includes the new **Intensive Support Service** and accommodation used to stop people from going into hospital (at Shirley House and Ashby House).
- The Transforming Care Partnership has worked with NHS England to understand what future community support is needed to help people who are in hospital.
- We have agreed a procedure that will help us to look after younger people who are at risk of going into hospital.

- We want to make sure there is closer working between Health and Social Care teams, including sharing the budget to pay for care needs. We now have a commissioner who works across both Health and Social Care for Coventry and Warwickshire to help with this work.
- We have been working with people with a learning disability and autism who have spent time in hospital and their families to develop specifications for new services. The 'specification' describes the service and what we want it to achieve. For example, we co-produced the **service specification** for a new supported living contract so that people can leave hospital and live in the community. This **contract** will start 1st September 2017.

P is a Learning Disability representative. He showed a great interest in getting involved within the Transforming Care Work. Prior to the meeting, Grapevine met with P and went through what Transforming Care was and why it is important. He was able to explain his understanding of Transforming Care, as he had previously been involved in 'Speaking Up' groups about Transforming Care. P says:

"It was a great meeting with Ali Cole talking about Transforming Care. I felt confident speaking in front of a room of people"

Promoting Personal Health Budgets (PHBs) and Direct Payments

We have been promoting **Personal Health Budgets** and **Direct Payments** through the Council and Clinical Commissioning Group (CCG) websites and the work that the social care team do.

Personal Health Budgets:

At the end of March 2017, 29 people in Warwickshire had a Personal Health Budget. This is all people and not just people with a learning disability.

In April 2016, information on the Personal Health Budgets 'Local Offer' was put on the Clinical Commissioning Group website. The Local Offer describes who can have a Personal Health Budget.

We have developed a policy and procedure to show how we will arrange for people to receive a Personal Health Budget (PHB).

We know when someone has a Personal Health Budget and we keep a record of this called a "tracker".

We held workshops in February 2016 to see how all the different partners could work better together to arrange Personal Health Budgets and agreed actions for the partners to think about in their work.

We have produced Personal Health Budget information leaflets.

Direct Payments:

Around 342 people with a learning disability receive a Direct Payment in Warwickshire and around 30% of learning disability customers in transition receive a Direct Payment. Transition describes the change that happens for a young person and those around them as they move from childhood to adulthood.

In 2015/16, the number of learning disability customers receiving a Direct Payment was slightly higher at 345. In March 2017, we arranged E-Learning training and learning and development workshops for all social care staff. A Direct Payment induction pack is available for new social workers to help them when offering Direct Payments to customers.

Since March 2016 we have new contracts to help support people to manage their Direct Payments if they have their own **personal assistants**; these services are being provided by The Penderels Trust and The Rowan Organisation.

The Council's Independent Living Team provide information, advice, support and training around Direct Payments and help people to use their Direct Payment in a creative way. They also deal with payments to make sure customers get it on time.

Promoting Assistive Technology (AT)

We want more people to use **Assistive Technology** to help them to live more independently. We have set up a new web page on the Council's website to make it easier to obtain information and advice on Assistive Technology and how to get it. The website includes video examples showing how Assistive Technology can help make a difference to people's lives and a tool called 'AskSARA' to help work out what Assistive Technology is available to meet particular needs. You can see what information is available for yourself through the following web link:

<http://www.warwickshire.gov.uk/social-care-and-health/technology-to-help-you>

Supported Living, Domiciliary (Personal Care) and Residential Care

We have new contracts for Supported Living, Domiciliary Care (personal care) and Residential Care

Supported Living:

Supported Living is about people getting support in their own home to help them to live an independent life. The person can own or rent their home and has control over the support they get, who they live with and how they live their lives. The old contract supported people with learning disability and/or autism only but the new contract supports all other customer groups such as people with physical disabilities and sensory impairments and mental health.

We have increased the number of providers that can provide Supported Living services from 43 to 60 so there is a better choice for customers. There are 614 people who receive Supported Living services and of these 511 are people with a learning disability. This

shows that over 100 people from other customer groups are now receiving the service. New learning disability customers are referred to the Supported Living service using a 'personalised commissioning process.' As part of this process the provider has to say how they will support the customer to meet their **outcomes** and goals.

Domiciliary Care:

Domiciliary Care can also be known as home care. It means having support in your own home with tasks such as personal care, cleaning and shopping. Twenty nine providers have a contract to provide the Domiciliary Care service. The new service has fewer providers working in local areas (zones) so the Council can talk to all the providers more easily about the needs of customers and the providers can have better links to their community. Customers also have more choice and control over the services they get so that they can achieve their outcomes. In Warwickshire nearly 3950 adult customers are getting domiciliary care and of these 9% (around 355) are people with a learning disability.

Care and Nursing Homes:

The County Council has worked with North Warwickshire and South Warwickshire Clinical Commissioning Groups to have a new contract in place for Care and Nursing Homes. This means there is a choice of care and nursing homes that can be used across Warwickshire. They are monitored and managed in the same way by the Clinical Commissioning Groups and the County Council. We also have a service specification that focuses on getting better outcomes for customers. There are now 24 providers with care or nursing homes across Warwickshire who can provide accommodation to adults with disabilities who have higher support needs.

There are currently 62 Care or Nursing Homes in Warwickshire for adults with disabilities used by the Council. In Warwickshire nearly 1728 adult customers with a disability are in care or nursing homes for high support needs and of these around 15% (254) are people with a learning disability.

Improving the Quality of Our Services

A new Quality Assurance and Improvement Team was set up in Autumn 2016; they are part of the Council's Strategic Commissioning Team. We want to make sure that good quality services are being provided to customers and that services are meeting their outcomes. The team is working to set up processes to help them to do this.

We have prepared a plan called 'See, Hear and Act.' This describes how we will get information and provide support to improve the quality of care services. A big part of improving the quality of services is talking to people who use the service and family carers. An easy read version of this will be available.

The team is also setting up a 'dashboard' of information on each provider; they are looking at Care Homes, Domiciliary Care and Supported Living services first. The dashboard will display information about services in a meaningful way so that it will be easier to see if they are providing good or bad services. It will include:

- Feedback from people who use the service and their family carers
- Information that we ask care providers to send to us about their service
- Feedback from other people who know about the service like social workers or the Care Quality Commission.

We are working better with care providers, giving them clearer feedback after we visit them. This will help providers to improve the quality of their services.

Work We Need To Do

Improving the Quality of Our Services

So far we have visited Care Homes, Supported Living services and Day Opportunities services. We haven't visited every service yet, but we are continuing our visits to include those we haven't seen yet.

We are developing a Peer Review Programme, which is where people with experience of receiving care help us to understand the quality of a care service from their perspective.



Transforming Care

We need to look at how Shirley House, Solihull and Ashby House, Nuneaton is being used so that we can make sure it meets future needs. They provide short term community accommodation and support facilities so that people can receive treatment and support in the community rather than having to stay in hospital.

Although we are carrying out **Care and Treatment Reviews** we need to develop a policy to make sure we are doing this in the best way and are making the most out of our resources.

We need to develop a new model of care for children and young people. We will be working with young people and their families from May 2017 through the work that is already taking place in relation to **SEND (Special Educational Needs and Disability)**.

We also need to develop community support for people with autism who do not have a learning disability and people with forensic needs (people with a mental health problem which may make them have criminal behaviours).

The County Council and Health are trying to work better together to look at needs, buy services and to combine the money available and have a plan to do this.

As we are not performing as well as we should be on discharging people from hospital, we are developing an action plan to try and reduce the number of people staying in hospital.

Promoting Personal Health Budgets (PHBs) and Direct Payments

NHS England have set a target of 1-2% of all service users (not just people with a Learning Disability) to have a Personal Health Budget by 2020. The Clinical Commissioning Groups are working to achieve this by the time scale. The Clinical Commissioning Groups tell NHS England how we are doing every three months; this is called the 'Markers of Progress.'

We need to have Easy Read information on Personal Health Budgets so more people with a Learning Disability know about Personal Health Budgets.

We will be working with the Wellbeing Hubs and Advocacy Groups so customers and family carers can find out about Personal Health Budgets.

The County Council will be reviewing the Direct Payment rates across both adult and children's services to make sure it is fair and allow customers to buy services to meet their needs.

The County Council are working with Health to make sure that when people transfer from a Direct Payment to Personal Health Budget it takes place without any problems.

New Housing

We will continue with our target to have 174 new specialist homes between 2016 and 2020 for people with disabilities (including people with a learning disability). We are currently working on Alne Grove, Alcester, St James Mews, Stratford and Stour Bank, Shipston and aim for these to be open by September 2017. These services will provide 17 homes for people with a learning and/or physical disability. A further 49 homes are planned for 2018 in Bedworth, Atherstone and Rugby for people with a learning and/or physical disability.

Assistive Technology

We will be working on putting a Frequently Asked Questions section on the website to make the information we provide on Assistive Technology better. This will be co-produced with customers and carers.

We will be working on a communication plan for promoting Assistive Technology and also a training plan for staff so that everyone knows more about it. The Assistive Technology training for health and social care staff will be reviewed so that stories are used to show how Assistive Technology can help the people. Training will be given to all health and social care staff to improve staff knowledge.

We will be working with providers to increase the use and knowledge about assistive technology across Warwickshire.

We want to test how assistive technology products can be used and one of the areas we are looking at is people with learning disabilities

in **transition**. We want to look at how Assistive Technology can be used to increase the independence for young people who are moving from children's services to adult services.

Summary:

Good progress has been made on the 'My Home Life' actions. There is a new action around 'Improving the Quality of Services' as the team was set up after the Statement of Intent launched - the work around this is progressing well.

We know that different Direct Payment rates are paid across children's and adult services. The rates need to be fair so this is part of our future work - it is a large piece of work.

Lots of work is planned in relation to the Transforming Care Plan so that people with challenging behaviours can receive the right support in the community instead of having to go to hospital.

Three new specialist housing services are planned for 2017 which will provide an additional 17 homes for people with a learning or physical disability.

Chapter 2 - My Work Life

In 2015/16 the proportion of people in Warwickshire with a learning disability who had a paid job was 11.9% and it was around the same in 2016/17 (11.7%). This is higher than the England average of 5.8% in 2015/16 and the comparator group average at 5.7% (we don't have the averages for 2016/17 yet). The comparator group are the council areas that are similar to Warwickshire.

What We Have Achieved

WEST (Warwickshire Employment Support Team)

WEST is a countywide service for people with a learning disability who want to find paid work. Due to the savings that the Council has to make we had a public consultation (talked to people) in August 2016 so that we could think about how employment support should be provided to people with a learning disability in the future. Since July 2015 WEST has supported:

- 74 people into paid work
- 23 people into voluntary work
- 10 people to get work experience
- 29 people with employment training

Community Day Opportunities

We now have 25 providers who have a contract with the council to provide Community Day Opportunities (details of the customers supported are included in the My Social Life chapter). The services provide a range of activities to help people prepare for work such as helping with language, numbers, using computers, work related activities and writing CVs and job applications.

Young People with Special Educational Needs (SEND)

We wanted to make sure that all eligible SEND students with a learning disability who are over 16 years old have an Education, Health and Care Plan (EHCP). The EHCP looks at what the young person wants to achieve and can include living independently and having a meaningful job. The County Council worked to convert Learning Difficulty Assessments (LDAs) to EHCPs between September 2014 and March 2017. Eighty six young people had their

LDAs converted to EHCPs (97%) and are able to get additional support for learning at college. In January 2017, the County Council was supporting 796 16-19 year olds with EHCPs (or statements of SEN) and 102 20-25 year olds with EHCPs. Overall, we have seen a 7% increase in the number of learners with SEND staying in education after the age of 16 since 2014.

The Warwickshire Working Together Network was formed in 2017 so that we can listen to what children and young people with SEND have to say. The Network includes young people on special school councils and the Children in Care Council. Recently, young people helped to develop the SEND Local Offer website so that it included more videos, less writing and was more colourful (see www.warwickshire.gov.uk/send). The SEND Local Offer brings together information about education, health and care services for children and young people with special educational needs and disabilities.

We wanted to increase the number of students who are involved in **internships** and **apprenticeships**. At the launch of the Statement of Intent there were 10 students with a learning disability taking part in internships and apprenticeships and this has increased to 13 students (with a learning disability) in 2016/17. There may be a higher number of people taking part in internships and apprenticeships that we don't know about as they may have been organised by providers directly.

Young People in Transition

The Transitions Team Manager, through the local area groups, has been working to ensure that schools and colleges help students get supported internships. When they leave school, the Transitions Team refer them to employment support agencies such as the Progress Scheme (described later).

Young People Represented on the Learning Disability Partnership Board

We now have a young person to be part of the LDPB. The skills that are used at the Learning Disability Partnership Board will help to build confidence and prepare for the workplace.



Connor is a student at Rugby College and a LDPB rep. He has been part of the college's Ready for Employment Group which runs sessions on interview techniques, CV writing etc. He's also a member of the Grapevine outreach group at the college so will be helping to get the views from young people about the quality of local employment support services. What I want from being a rep is to practise speaking up in a group. I do get nervous about speaking and about asking for help. I've already had some practise at introducing myself to the Board and to the other reps. One of the reps gave me advice about taking a deep breath to not be nervous and Grapevine are helping me learn about priorities, like knowing what's important. I'm helping the other reps to learn something because I can do Powerpoint and they can't really so I can help them with that.

Wacky Forum

The action for the young person's representative on the LDPB to be part of the Wacky Forum has been replaced by the Warwickshire Working Together Network as the Wacky Forum doesn't run now.

Working With Support Providers

Support providers and the Wellbeing Hubs can help people with learning disability to get work. Two schemes that started in September 2016 are the Accelerate and Progress work schemes, led by Heart of England Mencap. Both projects will run until December 2018 and are part of the Building Better Opportunities programme. The money for the programme comes from the European Social Fund.

'Accelerate' is a partnership of 25 organisations. Heart of England Mencap specifically provides support to people with a learning disability aged over 25 years old in South Warwickshire to help them to deal with the problems that may stop them from getting work. The programme helps to create CVs, build their skills and self-confidence, find volunteering and work placements, as well as finding friendly employers to provide jobs.

'Progress' is a partnership led by Groundwork UK and again Heart of England Mencap. It helps young people (aged 15 - 24 years) across



South Warwickshire to improve their chances of employment by developing their personal skills and confidence. The work is led by 'Progress Coaches' who have experience in working with young people; they are working closely with local sixth forms and specialist schools.

Since July 2015, Individual Support Solutions (Wellbeing Hub provider in North Warwickshire) supported 8 customers to access **volunteering** opportunities and have helped several others to have support from employment support organisations such as Remploy, Accelerate the Talent Match Programme. Turning Point (Wellbeing Hub provider in South Warwickshire) has supported 4 people into volunteering opportunities and 1 person into paid employment. They have also signposted 6 people to the Accelerate programme and 12 people to the local volunteer centre.

Information About Education and Training

The Individual Support Solutions Wellbeing Hubs have helped to deliver information and training which will help people become work ready. This includes training on computer skills and **cyber safety**. More recently Individual Support Solutions has also worked with Adult and Community Learning to run courses on confidence building, photography and Maths. In total, 42 customers have accessed such courses at the three hubs.

Turning Point Wellbeing Hub has run an employment workshop providing support with building a CV and interview skills. They have also made links with Adult Community Learning and Warwickshire College to share information and to run workshops to develop skills.

What We Need To Do

WEST

WEST is continuing to provide employment support, but we plan to look again at how this support is provided and whether they can give employment support to other vulnerable people. This work is planned for 2017/18.

Building Better Opportunities Programme

For each programme (Accelerate and Progress), the aim across South Warwickshire is to have 40 participants, 8 people supported



into paid work, 8 people being supported into education/training and all people on the scheme being helped to look for work supported by an employment guide.

The aim is to promote the Accelerate and Progress projects to increase the number of people being supported to get work.

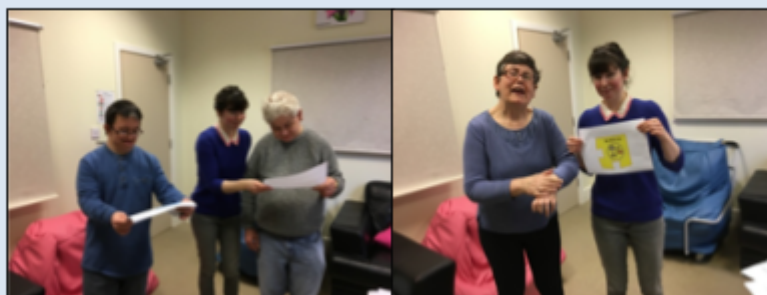
Young People with Special Educational Needs (SEND)

Through the SEND **Preparation for Adulthood** workstream, the County Council is increasing its support for learners with SEND at age 16-25. There are new spaces available to help with this in The Hub (in North Warwickshire and South Leicestershire College) and The White House (Warwickshire College). We are also working with local colleges and special schools to arrange support that is aimed at achieving the four Preparation for Adulthood outcomes (see meanings at the start of the report). We are aiming to increase the number of young people with SEND participating in work experience and supported internships, as well as delivering enhanced support programmes to support independent living. Enhanced support programmes bring together learning, work experience and independent living.

People with high support needs are being supported by a local self-advocacy group to learn about employment. They have learnt about:

- *Employment rights*
- *Reasonable adjustments for people with disabilities*
- *Places where they can get help to find a job*
- *How to share this information with other people with a learning disability*

D says: "Work is for everybody who wants to work. I know about the Job Centre now and Remploy and Accelerate. I could get help or when someone in a wheelchair wanted help then they would have to change things so the person could go to work. I've worked in McDonalds before. I could tell people how to get a job if they want to know"



We also want to focus on developing opportunities for employment in a young person's own community. This area of work is being developed through the SEND Preparation for Adulthood workstream.

Transitions Team

The Transitions Team are developing a tool to track the journey for young people in transition. The tool will help to see how many young people have managed to access voluntary or paid employment once they have left school or college, and are working on developing case studies to help other young people in transition see their options when they leave school or college.

Summary:

Progress is continuing to be made with the 'My Work Life' theme:

Following the consultation on the WEST service, we will be looking again at the support provided by WEST and if they can give employment support to other vulnerable people.

The 'accelerate' and 'Progress' work programmes have been added as new actions to the Delivery Plan. As these programmes cover both Coventry and Warwickshire we need to ensure they help people locally.

The action around the young person representative of the LDPB being part of the Wacky Forum has been removed as the group is no longer running.

The County Council worked to convert Learning Difficulty Assessments (LDAs) to EHCPs between September 2014 and March 2017. Eighty six young people had their LDAs converted to EHCPs (97%).

Chapter 3 - My Family Life

What We Have Achieved

Carers' Strategy

Warwickshire's Joint Adult Carers' Strategy has been agreed by our Health partners (the three Clinical Commissioning Groups). The new strategy for 2017-2020 will be launched in May 2017.

Carers' Support Service

We asked people what they thought of the support provided to carers and then changed the support service we provide for carers. This was done in 2015 through surveys, visits to hospitals and talking to people in groups. The new Carers' Wellbeing Service will start on 1st June 2017. The service will help adult carers who are caring for another adult.

There will be different support available under the new service such as arranging for carers to have an assessment of their own needs, helping carers be healthier and having the right support to help them continue their caring role.

Carers' Assessments

We are continuing to carry out Carers' Assessments as required by the Care Act 2014. All carers are offered an assessment of their own needs to support them in their caring role. The number of carers' assessments that related to LD customers was 86 in 2015/16 and 73 in 2016/17.

Warwickshire's Joint Adult Carers Strategy Delivery Board

We have now set up a new Board to monitor and deliver the Warwickshire Joint Adult Carers Strategy 2017-2020.

Shared Lives

The Shared Lives scheme started in Warwickshire on 1st March 2015 as a pilot scheme. Shared Lives is where someone with a learning disability lives with a family in their home so that they can live as part of that family. The Shared Lives Scheme can provide long or short stay placements or can help to give the family carer a break.



So far the scheme has helped 6 people with a learning disability and 9 people have been trained to become a Shared Lives Carer.

Roadshows and stands at public venues were used to recruit Shared Lives Carers.

Better Information and Advice

As part of all our work, we are continuing to provide information about care and support services which is easy to read and accessible. There are good examples of our work around this which are included below. The link to the Assistive Technology website is:

<http://www.warwickshire.gov.uk/assistivetechology>

Information About Preparing for Adulthood:

Previously there was very little information available about preparing for adulthood. Information has been added to the SEND Local Offer website. The website also provides information on other areas such as transport, health, leisure activities, clubs, short breaks, respite holidays and Education, Health and Care (EHC) assessments. Through our SEND Voice newsletter, we have shown examples of young people in Warwickshire going on college courses and supported internships. The link to the main webpage is:

<http://www.warwickshire.gov.uk/send>

Transforming Care:

The Transforming Care Partnership Communications and Engagement Plan has been developed and includes a website. The website has case studies and summary information about the programme; it is available through the following link:

<http://www.cwstransformingcare.nhs.uk/>

Information & Advice Provided by the Well-being Hubs:

In July 2016 the new contract for the Wellbeing Hubs started.

These services are now provided by Individual Support Solutions and Turning Point. They provide information and advice to support adults with a learning disability by increasing emotional well-being, as well as helping people to live in the community, find work and be healthy.

Respite/Short Breaks

We have a contract to offer residential and community based **respite** services to learning disability customers across Warwickshire. Both overnight and day-time community based respite providers are available so that carers can take a break from caring. During 2016/17 there were around 138 adult learning disability customers funded by the County Council that used residential respite.

Last year a number of providers employed new staff so that we were able to offer customers more choice in the services available.

A number of adult respite providers have said they are interested in working with young people over 16 years. This will help to support young people who are going through the transition process, when they change from being supported by children's support services to adult support. We now have two residential respite providers who can provide this type of support as they are registered with Care Quality Commission (CQC) and other providers are looking into this.

In May 2016, as a result of very low usage, the Council ended the contract for the overnight emergency respite bed at Valley Road, Stratford; however, we know about other emergency support that can be used when people need respite at short notice.

"I look forward to going to respite. I see my friends there. I've been there while my dad has been ill. At respite they taught me how to make dinner so I can help my dad when I go home"

Transitions

The Transitions Team was set up in April 2015. Before this time people were not supported by adult services until they were over 17 years old and were referred directly onto adult services. The team has worked closely with Children's Services, Education and Health to improve the transitions pathway and the referral process so that they start working with the young person sooner. The aim is to work with young people at 16 years of age. The work will help the young

person and their parents/carers develop a plan for the young person once they become an adult at age 18.

Transitions Assessment & Support Plan - We want to ensure all young people have an Adult Social Care Assessment and Support Plan in place by the age of 18. In July 2015, around 30 people had an assessment and support plan in place before aged 18, but due to the way the teams were set up it is difficult to know the exact number. We know that 39 young people will be 18 years old in 2017/18; 8 of these people were 18 years old by mid May 2017 and 5 have an assessment and support plan in place. For all of these young people, the service they receive from children's services will continue until the Adult Social Care Assessment and Support Plan is in place.

Helping Parents with a Learning Disability

We provide parenting programmes to support parents with learning difficulties or SEN (special education needs). The Parenting Development Team includes a 'Diversion from Care Project Worker', who can provide one to one support to vulnerable families that may need more support.

What We Need To Do

Carers' Assessments

We will continue to carry out Carers' Assessments as required by the Care Act 2014 and the new Carers' Wellbeing Service will work with the Council to help with this. The Carers' Assessments will include a well-being assessment and will consider the carer's needs, their family situation and the support they receive.

Warwickshire's Joint Adult Carers Strategy Delivery Board

Between 2017 and 2020 the Board will work with other partners to progress the actions that are in the Carers' Strategy. They will involve carers in this and will look at ways of talking to carers who we don't hear from much and don't know much about (hard to reach carers' groups). Another big part of future work is developing our offer of Personal Budgets and Direct Payments to carers to ensure they have more control over the support they receive.

Shared Lives

Although we looked at how well Shared Lives was doing in July 2016, we felt that the pilot needed to run for longer so that we could get better information. The scheme will now run until the end of August 2017.

We will be looking at how well the scheme has been running. This will help us to decide whether to continue the scheme after August.

Better Information and Advice

We want to continue providing good information and advice that is accessible to people with a learning disability and family carers. Better information and advice is part of many of the actions that have already been covered in the annual report. Other actions that are planned include:

- More work on the local Transforming Care Partnership website so that it includes information on new service developments and new case studies.
- The Clinical Commissioning Groups working to produce easy-read information leaflets to help people to understand Personal Health Budgets. Roadshows will also be held at the Hubs to give information on Personal Health Budgets.

Transitions

In relation to the Transitions Pathway, the aim is to start working with a young person when they turn 16. This will ensure that the young person has a good care plan in place when they are referred on to the Adult's team.

We need to work with partners such as Health and the Hubs to provide better information and support to young people in transition.

We need to have more transitions events for young people and parents/carers so that they know about the support that is available.

We will be carrying out a Joint Strategic Needs Assessment. This is work that will help to understand the needs of young people in transition over the next five years so we can better plan services.

We need to make sure that the young people who turn 18 years old this year receive a Transitions Assessment and have a Support Plan.

Respite/Short Breaks

We will continue to monitor, review and develop the respite services with local providers. We need to make sure we have enough respite beds in the right places across Warwickshire and that services are safe and of a high quality.

Helping Parents with a Learning Disability

We need to work with the child protection team to review the support that is available for parents with a Learning Disability. This is something that was in the Delivery Plan that has not been looked at yet.

Summary:

Progress is continuing to be made with the 'My Family Life' theme:

Although there was a delay in relation to the Warwickshire's Joint Adult Carers' Support Strategy and Carers' Support Service, both work areas are now progressing well. A new Board has been formed to monitor the Strategy.

Better information and advice is also available to help support both customers and carers.

There was an action in the Delivery Plan around working with the child protection to review the support that is available to for parents with a learning disability. There has not been taken forward yet so we need to see if it is still a priority, or whether the action needs to be changed and who can take this forward.

Chapter 4 - My Healthy Lifestyle

What We Have Achieved

Supporting Doctors and People Working in Hospitals

We want to make sure that doctors and people working in hospitals with patients with a learning disability understand their needs. The Acute Liaison Team (nurses) has given training to doctors to help with this. They have helped doctors to understand what other support is available for people with a learning disability so that they can pass on this information and also how doctors can support someone with a learning disability with an Annual Health Check and a Health Action Plan.

Having a health check every year can help find health problems, so people with learning disabilities who are known to family doctors and social care can be given the right help. A Health Action Plan is a personal plan about what a person needs to do to stay healthy.

A lot of work has taken place so that people with a learning disability can get better care and support if they have to go to hospital.

- New hospital staff across Warwickshire get training on understanding the needs of people with a learning disability.
- A toolkit (guide) has been given to all the wards in the hospitals so that staff can better help and support people.
- There are Learning Disability Champions in hospitals in Rugby and South Warwickshire. They wear badges so that other hospital staff know they can go to them for advice on supporting someone with a learning disability. There are 4 Learning Disability Champions in Rugby and 5 in South Warwickshire. In North Warwickshire, the aim is to recruit Vulnerable People Champions instead who can help all vulnerable people, including people with a learning disability.
- All family doctors in Warwickshire have been given a resource pack which provides useful information to help them support people with learning disabilities.

Identifying People With a Learning Disability in Hospital

We wanted to make sure there was a process in place (electronic flagging system) so that hospitals knew if someone with a learning disability was staying there and they could be supported in the best way. The flagging system helps by sending a message to the Acute Liaison Team when a patient with a learning disability is admitted to hospital. This helps hospital staff to provide **reasonable adjustments** for them. For example, easy read information can be attached to the patient records to help the staff care for person in the best way whilst they are in hospital or if they have to go back to hospital.

An electronic flagging system is in place in University Hospital Coventry and Warwickshire and St Cross hospitals. The system is working well. It has not been possible to have this system in the hospitals in North or South Warwickshire due to technical problems. This will not be reviewed as the flagging system will not work with the computers that are in the hospitals.

Communication & Awareness

We are continuing to improve the health information that we provide through different ways. For example, in South Warwickshire education sessions are held every 4-6 weeks at Wellbeing Hubs on topics which include health checks, general **health screening**, men's health checks, sexual health, lumps and bumps.

During March and April 2017, Individual Support Solutions Community Wellbeing Hub in Rugby held 3 education sessions on access to health care, men's health and women's health. The Hubs in Atherstone and Nuneaton jointly held a similar full day workshop in March 2017. In total, 23 people attended these sessions. Everyone was given easy read information to take away. In addition Rugby college students have been given 4 education sessions covering access to health care, keeping safe, relationships and healthy eating.

We think that around 13% of people with a learning disability attend breast screening invitations in Coventry, Solihull and Warwickshire. A Learning Disability representative on the Learning Disability Partnership Board has been helping to promote breast health awareness at some support services. Staff at the services have learnt how to help women with learning disability to check their

breasts. The representative has helped to produce easy read leaflets on breast screening to try and increase the number of women with learning disability who have had breast screening.

J is a learning disability representative on the LDPB. She met the LD Nurse with responsibility for breast screening at a LDPB meeting. J was saddened to learn that so many women with a learning disability do not go for their breast checks. J has been working with the LD Nurse to deliver training to women and their support workers. J says:
"What I do is to talk to women with a learning disability about Breast Awareness and checking for abnormal things and any changes to your breast. It has made a difference and staff have learnt to how to support women with checking the breast, women have got involved in the training and left with information on breast awareness."



A mammogram workshop has been held at George Eliot Hospital, Nuneaton. This helped to reassure women with a learning disability about breast screening as they could see the equipment beforehand and someone having a mammogram.

Health Referrals from Hubs

The Wellbeing Hubs refer people directly to the Community Learning Disability Team if they have a health need and if health staff have decided (diagnosed) they have a learning disability. They have also supported people in other ways such as helping to contact the health service, to prepare for a health appointment and to use public transport. As a result of Individual Support Solutions Hub support, one person living alone received care in the hospital instead of being

discharged (leaving to go home) after day surgery; the **occupational therapy** service looked into whether one person needed an adapted shower room; and one customer was advised to contact the Community Learning Disability team to get support to cope with someone dying.

Staff at the Wellbeing Hubs recently had training on 'Making Every Contact Count (MECC).' This training will help staff to pass on healthy lifestyle messages to people who contact them and help staff to tell people about local services that could provide support. Making Every Contact Count is about improving health by stopping smoking, healthy eating and drinking, being physically active, keeping to a healthy weight and improving mental health and wellbeing.

Students who have health needs

As part of the Education, Health and Care Plan process, the County Council works with health partners to deliver the support that helps students have positive health outcomes. These outcomes are looked at every year as part of the EHC Plan review.

Work We Need To Do

Transforming Care

Continue to deliver the Local Transforming Care Plan.

Continue to develop the Intensive Support Team. This is the team that supports people to live in the community so that they don't have to stay in hospital unless they really need to. We want to make the assessment and treatment service better.

We want to increase the number of Annual Health Checks - this will be looked at as part of the Transforming Care Programme. We will need to look at how we can check progress. ISS Community Wellbeing Hubs also plan to deliver workshops as part of the Mencap "Don't Miss Out" campaign. The campaign is aimed at getting people with a learning disability to check their names are on their doctor's Learning Disability Register so that they receive invitations to Annual Health Checks.

Learning Disability and Vulnerable People Champions

We want to have more Learning Disability Champions in hospitals. The aim is to have a further 5 Learning Disability Champions in South Warwickshire by April 2018. In Rugby, the aim is to have Champions for each area of health at St Cross Hospital. We did not receive any information for this report on the number of Vulnerable People Champions planned for North Warwickshire.

Communication and Awareness

South Warwickshire:

From April 2017 to April 2018, we will be providing 6 health promotion sessions to encourage the take up of health screening for people with learning disabilities within the Turning Point Health and Wellness service. We will also be speaking to family doctors in the health and wellness service to look at health screening and how to encourage more people to have health screens.

From April 2017 to April 2018 we will provide 6 health groups which will encourage people with learning disabilities to improve their physical and mental health, as well as their well-being (this will be offered to people if it meets a particular health outcome). It includes remembering me (for people who are at risk of developing **dementia**), dealing with feelings, a relaxation group and **mindfulness** walking.

Rugby:

As there is a new health worker in Rugby, the aim is for all family doctor practices to be given information about the Acute Liaison service. Training and advice will be given to family doctors if needed.

We did not receive any details for North Warwickshire about their plans.

Breast Screening

We want to increase the number of women with a learning disability attending breast screening appointments annually. This will be done through:

- De- sensitisation sessions to allow women to see the breast screening machines. This will help to reassure them that the screening will not be painful.

- Easy Read breast screening invitations;
- A learning disability representative delivering training to women with a learning disability and their support workers.

Summary:

Progress is continuing to be made with the 'My Healthy Lifestyle' theme but unfortunately we didn't receive much information about the progress and plans for North Warwickshire.

A new Wellbeing Hubs contract is in place and their work is helping to support people to improve their health through referrals to the Community Learning Disability Team and staff training on Making Every Contact Count.

One important area is around increasing the number of Annual Health Checks being carried out. This work will be picked up through the Transforming Care Plan - it has been difficult to get progress information on this in the past.

We have included new actions to improve breast screening rates for women with a learning disability.

Chapter 5 - My Social Life

What We Have Achieved

Safe Places

Safe Places are community places (like a shop or community centre) where people with a learning disability can go to get help if they feel unsafe or at risk when out and about. Shops and businesses taking part in the scheme display the Safe Place badge in their window which means they can provide help and support.

We currently have 50 Safe Places across Warwickshire. Responsibility for Safe Places transferred from the People Group to the Communities Group in February 2016. At the time of the transfer there were around 110 registered Safe Places.

The number of Safe Places was reduced after the scheme was reviewed by the Communities Team. The team needed to reduce the number of Safe Places as it was difficult for them to visit each of them and report on how well they were all running.

Day Opportunities

Since April 2016 we have had a contract, which now includes 25 providers that can deliver Community Day Opportunity Services for people with disabilities across the County. Before this we had individual contracts with providers but this didn't cover some important things like the outcomes we wanted the service to deliver, the expected quality of the service, or how it would be monitored. This is because these contracts were not meant to be in use for a long period as we had a plan to look at the whole service. The new 3 year contract includes a 'service specification' that explains these important things and also focusses on supporting people with disabilities to use services that are available in the community.

The type of support covered by the contract gives people a chance to take part in a range of activities that helps them to socialise and meet friends. These include luncheon clubs, coffee mornings and afternoons, arranged trips, an evening social club, membership with a snooker hall and bingo. It also helps people to develop new skills and

become more independent. There are around 635 people being supported with community day opportunities and there are around 350 people with a learning disability receiving the service.

Complex Needs Services

Warwickshire has four Complex Needs Services for customers with high support needs who have complex needs and/or autism. They are:

- Ramsden Centre, Nuneaton
- Sesame Centre, Rugby
- Fordsfield Centre, Leamington
- Brookbank Centre, Stratford

Although these are based in a building, customers are regularly supported to experience their local community. At the end of March 2017, 61 customers with a learning disability were using these services and were getting care and support to meet their high support needs.

These services have changed a lot since the Statement of Intent was first developed. The services were previously run by Warwickshire County Council and the Council thought that the services needed to improve. Two providers, Brandon Trust and Heart of England Mencap took over the running of the services from September 2015. They had experience of working with customers with high support needs. The Council worked closely with the new providers to make sure the transfer ran smoothly.

Since taking on the services the new providers have made some changes to their staff teams and have been working to develop the services so that they are personalised to meet individual customer's needs. There have been some exciting changes - for example, a new Sensory Place is available at The Fordsfield Centre and Church Street.

J is a learning disability representative on the LDPB who has been supporting a self-advocacy group at Sesame Centre. She has noticed that the way people are supported there makes a big difference to their lives. J says: "Tiger Feet is a movement group taking place at the Centre for people with disabilities and it helps them to keep healthy. People can also go to their local community and access local services like the gym. They also learn new skills like cooking and using money. They have fun and are supported to have a social life and to have relationships."

Wellbeing Hubs

The Wellbeing Hubs provide a range of activities and can provide advice on making friends. For example, Individual Support Solutions are helping people to make friends by setting up a young men's group in Atherstone that meets regularly at the Hub; holding wellbeing mornings at the Rugby Hub to help people to meet others, exercise and learn a skill; and holding a weekly walking group in Nuneaton. Some of the people who attend the walking group and the young men's group now contact each other themselves and arrange to go out.

Individual Support Solutions helped two people to become friends by introducing them to each other and by supporting them with their relationship. They are now able to meet independently without support. Individual Support Solutions have also helped a couple who were in a relationship in Rugby to help them to understand their feelings.

P had the opportunity to visit the Sensory room at Nuneaton Individual Support Solutions Wellbeing Hub. He had the chance to use the OMI system where he was able to choose an interactive display and control what happened on it. P says: "It was great fun choosing and watching other people completing the activities."



Health

Although the Community Learning Disability Nurses were planning to have a walk and talk group in Rugby, this hasn't happened as it was not clear that people wanted this. In South Warwickshire people may be able to join various groups to help improve physical and mental health (described in the My Healthy Lifestyle chapter).

Special Education Needs & Disability (SEND)

Many of our post 16 schools and colleges already have different groups that young people with SEND can go to to socialise. Student Voice and Student Unions are provided in a number of these so that young people with SEND can give their views and opinions.

Work We Need To Do

Safe Places

An annual review of the 50 Safe Places will be carried out by the Community Safety Team in March every year and a review is also planned for September 2017. There will also be 6 weekly and 3

monthly checks on the existing Safe Places.

All this information will show how well the scheme is running, how many people are using the scheme and how it can run better. We should have good information on this by March 2018.

The team will also be sharing information on Safe Places so that more people know about the scheme. For example, they have already given Safe Places information to learning disability providers so that they can tell their customers about the scheme.

Wellbeing Hubs & Day Opportunities

We want to help people with a learning disability who are lonely to help them make friends and have relationships. Before a Safe Mates scheme was being tested by the previous Hubs provider however this service is no longer available.

Although the Safe Mates scheme has ended the new Hubs and Day Opportunity providers will need to continue to find ways of supporting customers to make friends and personal relationships, as well as understand feelings.

Complex Needs Service

The Council is continuing to work with the providers to review the quality of these services. We want to make sure they are the best that they can be and offer a positive experience to people who attend. We will also be working together to look at how the money is spent for these services so that each customer receives a personalised service that matches their individual needs. We want to ensure that customers are supported to be part of their local community and they experience a good range of activities when they are at the centres.

SEND

We are working with our post 16 education providers to make sure that young people with SEND can contribute to their school/college community and are building links to their own communities.

Seldom Heard People

It is important that we are able to talk to everyone who needs our help. This includes people from groups that we don't hear from as much (called seldom heard) such as people from Black and Minority Ethnic groups. We will look at how the Wellbeing Hubs can do this through the information and advice they share with people in the community. We also have a contract with the support provider 'Grapevine' to reach out to seldom heard groups so that they can get involved in how services are delivered.

Summary:

Progress is continuing to be made with the 'My Social Life' theme. Although the number of Safe Places has reduced, work is continuing to review and promote the Safe Places that are available.

Clearer information is required on how the Wellbeing Hubs and Grapevine reach out to seldom heard groups and the impact of their work.

Work is continuing on working with post 16 education providers so that young people with SEND can contribute to their school/college community as well as the community they live in.

Customers will be supported to make friends and have relationships through the Wellbeing Hubs and Community Day Opportunities service.