

LEARNING DISABILITY ACTION PLAN PROGRESS REPORT

ASSESSMENT, CARE MANAGEMENT AND SAFEGUARDING

The Council should address the huge backlog of annual reviews to ensure that service users have their needs appropriately met

The Council should strengthen the Assessment and Care Management service with regard to improving management oversight, processes, practice and recording

- All cases requiring an annual review will complete by December, 2007. An independent social work team have been recruited to ensure this deadline is met.
- Management information improved – monthly lists to teams of forthcoming reviews for allocation.
- The capacity of the Community Team has been analysed and a business case approved to increase the team by an additional 4 qualified Care Managers, an additional Senior Practitioner post and reviewing officers.
- An exemplar, integrated file has been compiled, including risk assessment and consistent quality of recording. An assessment quality audit tool has been identified and is in use by the management team.

The Council, with its partner agencies, should ensure that adult protection arrangements are more effectively managed at both strategic and operational levels

- Review of Adult Protection Committee role, membership and effectiveness; on schedule for September, 2007.
- Training in adult protection confirmed as mandatory for all Social Care staff.
- Weekly update of Adult Protection working cases provided to managers by the Adult Protection Coordinator. Complete compliance with this standard has been achieved, following additional dedicated adult protection administrative capacity in the Community Learning Disability Team
- A training programme is available for staff and providers regarding Adult Protection; this programme is delivered by the Adult Protection Co-ordinator and ensures that all participants are able to identify abuse and to trigger the procedures.
- Work has been completed to develop an enhanced training programme for Care Managers, in recognition of the additional skills they require. Delivery of this programme will be the responsibility of the new Training Officer, scheduled to be in post by end of October 07.
- Adult protection administrator in post.

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- Following the resignation of the current Adult Protection Co-ordinator, post holder recruitment for a replacement is well advanced.

The Council should ensure a co-ordinated, strategic approach to support the development and delivery of person-centred plans to people with learning disabilities.

- As part of the In Control (self directed care and individual budgets) programme formal mechanisms put in place to ensure close working with the Community Team; the priority groups of people for person-centred planning (which mirrors the Community team priorities) have been re-stated and circulated to all key stakeholders. Priority groups are those in transition from Children's Services, those living with older carers, those moving on from residential care and anyone experiencing a major life change.

The Council should ensure that young people with learning disabilities reliably and consistently experience a seamless transition between Children's and Adult Services and that all relevant agencies are fully engaged in the process.

- Business case agreed for additional social worker to lead on transitions into the Learning Disability service; scheduled to be in post end of November 07.

The Council should update the manual of policies and procedures, including the development of written protocols covering interfaces with Children's Services and within Adult Social Care services

- Agreement has been secured to a secondment to lead on a review of the manual. Post holder expected to be in place October 2007.

PLANS AND COMMISSIONING

The Council, with its PCT partner, should continue to improve the economy, efficiency and effectiveness of learning disability services

- Evaluation of In Control pilot completed – Valuing People Partnership Board endorsed mainstreaming this model, following a consultation event.
- Tender for partner organisation to lead on Accommodation and Support development, to identify partner by end September, 2007.
- Process and systems for day opportunities mapped; gaps and improvements identified

The Council should ensure that commissioning and contracting processes are used to improve the quality of services commissioned

- Market Management Executive Group established and work plan agreed.

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- Additional capacity for contract monitoring agreed – recruitment process begun. Contract Review Steering Group established and the risk analysis of contracts to determine relative priorities completed.

The Council, with its partners, should develop a strategy to access resources from outside the adult social care budget.

- Funding has been agreed to recruit to a specialist post to support the Local Authority and its partners to access external funding.
- Social Firms Development Manager: interviews for this post have been held but it was not possible to appoint. Appointment of a consultant to take this work forward has commenced.

The Council should ensure that people with learning disabilities maximise their independence and choice through a broader range of services

The Council, with its PCT partner, should implement robust business planning arrangements for learning disability services.

- A strategic vision and single service plan with full staff and stakeholder involvement, including users and carers, on target for November.

The Council should develop a comprehensive quality assurance strategy to underpin all aspects of learning disability services.

- Work completed on a quality assurance policy. This will be extended to incorporate the expectations of services by people with learning disabilities and their family carers and completed by the end of September, 2007.

The Council should ensure the management capacity to implement, in a timely manner, the actions required in the five work-streams of the Improvement Plan for Adult Social Care Services, in order to improve service delivery.

- Change Manager in post. Single overall improvement plan for adult social care integrated with the plan for *Herefordshire Connects*, to be approved by the Adult and Community Services Transformation Board on 22 August, 2007.

EMPOWERING PEOPLE WITH LEARNING DISABILITIES AND THEIR CARERS

The Council and its partners should ensure that the Valuing People Partnership Board and its sub – groups operate effectively and inclusively to support the delivery of key outcomes for service users and carers.

- Review of Valuing People Partnership Board role finalised – the Board will focus on identified “Big Issues” – meetings will be in the form of consultation events.

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- Agreement to appoint Valuing People Partnership Board Support Officers (one of whom should be an “expert by experience”), to enhance engagement of service users and families.
- Agreement with People’s Union on engagement of users with the Valuing People Partnership Board

The Council should ensure that service users and carers are fully involved in strategic service planning, development and evaluation, to promote their active involvement in the modernisation agenda.

The Council should work with carers to develop a better range of and access to services, to support them in their caring role.

The Council should ensure that comprehensive, accessible information is available to people with learning disabilities about the nature, range and types of services provided and how to access them

- Draft service specification completed to reflect the work currently undertaken to support people with learning disabilities to participate in the Partnership Board and related activities.
- VPPB and carers agreed a “Commitment to Carers”, identifying standards that carers can expect from services.
- Agreed range and format of accessible information with People’s Union readers’ group established; detailed implementation plan being developed in conjunction with users and providers; to be completed by the end of November 07.

The Council should routinely seek feedback from people with learning disability and their carers about the quality of services and act on this information.

- British Institute of Learning Disability engaged to develop quality strategy and action plan to secure routinely effective feedback from people with learning disability and carers.

The Council should continue to promote self-directed support by increasing the take-up of Direct Payments and individualised budgets

- In Control endorsed by VPPB as preferred model to be offered to more people
- Piloting of new operating model for assessment and care management under the *Herefordshire Connects* programme on track for completion by October 07.

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The Council should ensure that the Fair Access to Care Services eligibility criteria are clear to people with learning disabilities and their carers

- The Fair Access to Care Services criteria has been reviewed with the People's Union and they are currently commenting further upon this for us.

The Council should ensure the independent advocacy services are accessible on an individual basis

- Further work to commence from October to discuss with users the development of a new service, which will enable Herefordshire to offer individual advocacy from April '08.

TACKLING INEQUALITIES AND INCREASING OPPORTUNITIES

The Council should ensure that equality and diversity issues are embedded at both strategic and individual levels in learning disability services

The Council should develop a programme of equality impact assessment for learning disability services and implement the changes necessary to address any adverse impact identified.

- Learning disabilities prioritised for equality impact assessments; awareness sessions held with senior managers. CMB approval to Learning Disability as designated cross-cutting objective in the performance improvement cycle and Corporate Plan.

The Council should ensure that all its departments are responsive to the needs of people with learning disabilities and promote their inclusion

- Communication plan agreed to promote positive images of people with learning disability

The Council, with its PCT partner, should tackle the health inequalities experienced by people with learning disabilities and ensure that their health care needs are met.

- Primary Care Trust has appointed lead officer for developing the Learning Disability health agenda. We have also developed a joint protocol between the Mental Health and Learning Disability service for those with dual diagnosis. Protocol currently with Clinicians for their consideration and support.
- 77% of people with learning disabilities registered with a GP have now been Read coded; the remaining 23% will be completed by the end of September.

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The Council should lead by example by actively promoting the recruitment and retention of people with learning disabilities in both its own workforce and the wider community.

- Cabinet agreement that the Council will actively promote the recruitment and retention of people with Learning Disability to its own workforce and the wider community. Herefordshire Council made the first appointment in August. HR post to be created to support employment of people with disability within the Council and partners – appointment scheduled for December 07.
- Funding for the Social and Micro Enterprise projects agreed. An appointment has been made to the Micro Enterprise post. Now considering appointing a consultant to lead on Social Enterprise development.
- “Big Employment Event” held in May, which people with learning disabilities found useful in supporting them to consider employment as an option available to them.

A WORKFORCE TO DELIVER SUCCESS

The Council, with the PCT, should ensure that it has a workforce that is of sufficient size, skill-mix and competency in learning disability services

- Learning and Development Plan for social care staff in place and first quarterly monitoring report produced.
- Multi-agency learning disability workforce development group established, governance arrangements established and key stakeholders engaged.

Background Papers

Herefordshire Council's Action Plan – June 2007.
CSCI Inspection Report – June 2007.
CSCI Recommendations