

Herefordshire Learning Disability Inspection Action Plan final report

1. Assessment, care management and safeguarding.

CSCI Recommendation/Objective:

- ❖ 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.
- ❖ The Council, with its partner agencies, should ensure that adult protection arrangements are more effectively managed at both strategic and operational levels.
- ❖ The Council should ensure a co-ordinated, strategic approach to support the development and delivery of person-centred plans to people with learning disabilities.
- ❖ 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.
- ❖ 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.

Progress:

All service users have a review of their support and care needs within a twelve month period. Routine management information reports provide managers with information to plan upcoming reviews. A quality audit system is in place to ensure continuous improvement.

The learning disabilities community team structure, capacity and staff roles have been reviewed. Processes and procedures confirmed to provide self directed support and individual budgets as mainstream response. Self assessment process in place, RAS (resources allocation scheme) confirmed and local centre for independent living offering independent brokerage. PCP integral to the process – completed either to support the self assessment or to assist the support brokerage process.

An initial contact team will provide a timely response to referrals and emergencies including adult protection response. Additional staff appointed to provide sufficient capacity to provide a named worker for all service users. Full implementation April 08.

Adult Protection Committee's role, membership and function reviewed and renamed Adult Safeguarding Board to reflect new Terms of Reference and strategic role. The Director of Adult and Community services will chair the committee and the Executive. Sub groups, training and development; audit and policies) will deliver the committee's annual business plan.

Training in safeguarding mandatory for all staff. Recruitment of dedicated training officer will extend the scope of safeguarding training and awareness.

Team manager supported by dedicated administrator. Monthly reporting on safeguarding cases shows significant improvement on actions on individual safeguarding plans.

Multi-agency protocol to support the successful transition of young people into adult services agreed and being piloted. VPPB to be engaged in reviewing the outcome of pilot.

All young people are offered self directed support as first service response.

Lead social worker role recruited to co-ordinate the transition of all young people. Multi-agency tracking system in place.

2. Plans and commissioning.

CSCI Recommendation/Objective:

- ❖ **The Council, with its PCT partner, should continue to improve the economy, efficiency and effectiveness of learning disability services.**
- ❖ **The Council should ensure that commissioning and contracting processes are used to improve the quality of services commissioned.**
- ❖ **The Council, with its partners, should develop a strategy to access resources from outside the adult social care budget.**
- ❖ **The Council should ensure that people with learning disabilities maximise their independence and choice through a broader range of services.**
- ❖ **The Council should develop a comprehensive quality assurance strategy to underpin all aspects of learning disability services.**
- ❖ **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.**
- ❖ **The Council, with its PCT partner, should implement robust business planning arrangements for learning disability services.**

Progress;

An overarching strategic plan has been agreed by stakeholders which sets out the priorities for the coming year, specific actions, accountabilities and success criteria. The plan has been informed by the Herefordshire partnership and Corporate Council and PCT priorities. The VPPB will monitor the implementation of the plan.

The modernisation programme, to bring a wider range of services, is managed through a single service plan underpinning the wider strategic plan. This service plan will use a balanced scorecard approach to monitor its implementation and is integral to the overall adult social care service plan.

Following consultation with service users and carers, the VPPB endorsed In Control (self directed support) as the preferred initial service response.

A partner organisation has been identified to support adults with learning disabilities to live more independently. Cabinet will be asked to agree the final contract arrangements in February 2008 following an all members seminar. The partnership will support a move from registered care for at least thirty people in the first year and develop a range of support services.

The modernisation of day opportunities will reduce reliance on traditional building based services and increase in community settings. Targets have been set for supporting people into paid employment, self employment and community activities.

New partnership framework has been agreed with PCT to manage the pooled budgets, including learning disabilities. The agreement commits the partners to joint service objectives and agreement of the resources needed to deliver them.

A "Shaping the Market" group has been formed to improve planning with the independent sector. Providers are responding positively to the Councils commissioning intentions. Additional contract monitoring capacity has been created but recruitment difficulties are hampering progress.

A new charging policy has been agreed.

Micro-enterprise development will support 10 individuals to develop their own employment through micro enterprise. (30 people by 2011)

The adult improvement across social care is being managed by a single improvement programme of which ICT is a part. The appointment of an interim Head of Adult Services and Change Manager has strengthened management capacity.

The British Institute for Learning Disabilities (BILD) is engaged with Herefordshire on a quality network to inform developments. Service users are part of the review team and an action plan will be integrated into the service plan.

A single Quality Assurance framework is being developed for adult social care.

3. Empowering people with learning disabilities and their carers

CSCI recommendation/objective:

- ❖ **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.**
- ❖ **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 routinely seek feedback from people with learning disability and their carers about the quality of services, and act on this information.**
- ❖ **The Council should continue to promote self-directed support by increasing the take-up of Direct Payments and individualised budgets.**
- ❖ **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.**
- ❖ **The Council should ensure that the Fair Access to Care Services eligibility criteria are clear to people with learning disabilities and their carers.**
- ❖ **The Council should ensure the independent advocacy services are accessible on an individual basis.**

Progress:

The review of the VPPB is complete. The Board will have a more strategic role; concentrating on the “big issues”, judge progress on the strategic plan and engage widely. A partnership officer and an assistant (who will be an expert by experience) have been appointed, to support the Boards engagement with stakeholders.

The Board will host quarterly consultation events on the “big issues”. The first in Dec 07, entitled “Better Lives, heard the experiences of those involved in the In Control pilot, – the speakers include Rob Greg (VP national lead), In Control national lead, local service users and carers.

The Councils “commitment to carers” has been agreed with the local carer’s network. The commitment describes the expectations of the relationship. Similar commitments to service users and providers are being developed. Additional resources have been provided to the network for facilitation support to enable carers to fully engage with planning services.

A “Promise to service users” has been agreed with the local self advocacy group and will be widely promoted by the VPPB.

The eligibility criteria for the service have been reviewed and no longer rely on functional IQ as a basis for meeting needs. A series of easy read information leaflets have been published following proof reading by the self advocacy group.

Everyone experiencing a life changing situation will have access to an advocate.

4. Tackling inequalities and increasing opportunities

CSCI Recommendation/Objective:

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

Progress:

The VPPB partnership officer, supported by an expert by experience, will be based in the Councils Diversity team to improve links with the wider Councils work on social inclusion.

A group of people with a learning disability have supported the services Equality Impact assessment this year - their views will influence the resulting action plan.

The Council's Human Resources department have nominated an officer to lead on increasing the opportunities for employment of people with disabilities. Activities include creating a register of people with learning disabilities who want paid employment, easy read recruitment documentation, support to complete application forms and with interview skills.

All people with learning disabilities are registered with GPs which will enable identification of those requiring routine health screening. GPs have been supported to offer improved health screening for people with learning disabilities. The PCT's LDP has identified two key priorities for action; infrastructure to support increased numbers of health action plans and interventions for people with challenging behaviour.

All external council contracts are being reviewed to ensure opportunities are created for employment of people with disabilities.

A travel trainer will support people with disabilities to maximise use of the free bus passes for people with disabilities.

5. A workforce to deliver.

CSCI Recommendation/Objective:

- ❖ **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**

Progress:

A learning and development plan for social care staff including targeted plan for each team manager to achieve learning and qualifications targets is in place.

A multi-agency learning disabilities workforce development group has established the key priorities each with action plans.

A programme of staff development events, "Actions into Excellence" are being lead by the Change manager – focusing on outcomes for individuals managing risks, and implications of "personalisation".

A comprehensive staff development programme to support the modernisation process has been shared with CSIP and the regional VPPB who are supporting its implementation.

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