

**‘Real Lives’ - Joint Commissioning Strategy for People with a Learning Disability
DRAFT Implementation Plan 2009/10**

More Choice and Control

We will put people with a learning disability in control of their own services, giving them more choice and a stronger voice.

Adults with a Learning Disability told us:-	Carers of people with a Learning Disability told us:-	ACTION	TIMESCALE	RESPONSIBILITY	COMMENTS
<ul style="list-style-type: none"> We need information about our rights so we can be helped to make our own decisions. Staff in homes/respite care should not tell you what to do, e.g., to go to bed. “Stop clock watching and listen to me!” “There is a lack of information and ignorance about people’s conditions/disabilities.” 	<p>We need to be assured about the capability of care workers who are employed so we can trust them to care for our loved ones.</p>	<p>1. Provide training to staff, focusing on those that provide day to day support and care to individuals, to enable them to better understand the needs and rights of people with learning disabilities.</p>	<p>March 2010</p>	<p>WCC and NHSW workforce development</p>	
<p>You don’t get listened to and while you get support as a child, you don’t get as much as an adult.</p>	<ul style="list-style-type: none"> There should be consistency in transition from childhood to adulthood and Person Centred Planning needs to fit in to this. Children need to be guided at an earlier age to prepare them to make decisions in adulthood. Carers need support to move from making decisions for their children to supporting them as adults to make their own. 	<p>2. Introduce person centred planning for all young people in transition and work with learning disabled people 14+ and their families on choice and control expectations</p>	<p>March 2010</p>	<p>Integrated Disability Service</p>	
<p>"Support should be the things that each person needs and will be different for each person."</p>	<p>We need quality information about what is available tailored to our individuals needs.</p>	<p>3. Map and publicise, in plain English, what support services are available for people with a learning disability in Warwickshire</p>	<p>March 2010</p>	<p>WCC and NHSW in partnership with LD Providers</p>	
<p>That people with a learning disability know what they want to do with their lives, e.g., flying a monoplane, yoga, crazy golf, go the 6 Nations Rugby, visit Mexico, have a boyfriend of girlfriend, etc.</p>	<ul style="list-style-type: none"> Services need to listen to what people with a learning disability and their carers have to say. Person centred plans can build up people’s expectations and then nothing changes as a result. 	<p>4. To develop a person centred approach to assessment, self assessment and care management so that services provided are outcome focused.</p>	<p>March 2010</p>	<p>LD Project Team, Local and Strategic Commissioning and Self Directed Funding Manager</p>	
<p>64% of people did not know what an Individual Budget was.</p>	<p>Only 55% of carers knew what an Individual Budget was and those that did know felt they did not fully understand what Individual Budgets mean for them and the people they care for and how they will enable choice and control</p>	<p>5. To clarify with users and carers and professionals what individual budget are and their implications.</p>	<p>March 2010</p>	<p>Local and Strategic Commissioning and Self Directed Funding Manager</p>	

Adults with a Learning Disability told us:-	Carers of people with a Learning Disability told us:-	ACTION	TIMESCALE	RESPONSIBILITY	COMMENTS
"Direct Payments gave me a purpose in life. I could do what I want to do and look forward to my day, especially swimming".	"Direct Payments has changed my son's life, I am looking forward to Individual Budgets and am hoping to pay someone to support my son to work with animals".	6. To roll out the use of individual budgets for adults with a learning disability in the south of the county.	March 2010	Personalisation Programme Board	
We need to help to manage money but those that help you need to know that is our choice how we spend it.	<ul style="list-style-type: none"> • We need flexible staff with flexible funding. • "People with a learning disability make limited choices due to their limited experience of the world". 	7. Scope the requirements of a brokerage function to support the roll out of Individual Budget's	To begin September 2009	Local Commissioning and Self Directed Funding Manager	
Services should be flexible and give people choices about everything, including all the small things like watching TV.	"Raise awareness about person centred plans, what it means and what people can expect."	8. To offer person centred plans to a number (to be agreed) of adults with a learning disability who are assessed as having complex needs and are part of the PCT transfer.	March 2010	LD Project Team	
No comments were made.	More should be done to engage with, and seek the views of, adults with a learning disability who have more complex needs and have communication difficulties.	10. To establish a focus group of stakeholders to consider how we can meaningfully engage more with people with complex needs in planning, commissioning and service development.	March 2010	WCC, NHSW and LDPB	

A Fulfilled Life

We will commission services that are based around the individual and promote their inclusion into society.

Adults with a Learning Disability told us:-	Carers of people with a Learning Disability told us:-	ACTION	TIMESCALE	RESPONSIBILITY	COMMENTS
35% of people said they did not feel safe in their community.	Carers need housing options for learning disabled people to be safe and secure.	1. Publicise widely the hate crime reporting pack for people with a learning disability.	September 2009	Warwickshire Police and the LDPB	
<ul style="list-style-type: none"> “Carry a book about me ready to take with me when I go to hospital”. 'Stop asking me to keep repeating the same information.' 	Carers want a short log detailing important health and well-being information that can be held by individuals that can be shared when necessary.	2. Develop emergency cards/passports for people with a learning disability to ensure that professionals and services they encounter respond appropriately to their needs.	March 2010	Local Commissioning and LD providers in partnership with the LDPB	
“I want to choose my own friends”.	People with learning disabilities need friends, who are near their own age, who can engage them in social and leisure community activities	3. Develop a buddy system for people with a learning disability in partnership with the third sector	March 2010	WCC and NHSW in partnership with LD Providers	
You don't get listened to and while you get support as a child, you don't get as much as an adult.	Carers feel there should be a key link worker to the family. Carers want support for adults with a learning disability to be as good and as coordinated as it is for children. Children have a named person in services but this is not possible in adult services - why?	4. To pilot the Key worker liaison role as adopted in IDS.	March 2010	AHCS, Local Commissioning and Provider Services, NHSW in partnership with the IDS	
We would like support for groups of people to meet of an evening and weekend to do activities like bowling and going to the pub.	For people with a learning disability to have a fulfilled life they need to have good access to universal services.	5. To engage with mainstream services to encourage them to improve access for people with learning disabilities and their carers.	March 2010	WCC and NHSW Strategic Commissioning	
<ul style="list-style-type: none"> “I would like have support to do things in the day and not go to the day centre”. “I would like to get a job and work on computers.” “I would like support in the day and like to decide what I do with it.” 	<ul style="list-style-type: none"> Adults with a learning disability need someone dedicated to motivate them in to getting and maintaining a balanced and fulfilled life and protect them. Carers need to be assured that people who are supporting are capable and know what they are doing. 	6. Evaluate the use of personal assistants for people with a learning disability to extend opportunities.	March 2010	WCC Strategic Commissioning	
“I am very keen to get a job, but am still trying to learn the rules for work, which is very difficult for me.”	Social enterprises can support the local authority in terms of work ethics. Voluntary agencies are good at supporting people.	7. Identify and develop appropriate social enterprises opportunities in partnership with people with a learning disability and their carers.	March 2010	WCC Local Provider Services and LD Provider Forum	

Adults with a Learning Disability told us:-	Carers of people with a Learning Disability told us:-	ACTION	TIMESCALE	RESPONSIBILITY	COMMENTS
"I would like to see more people being helped to get a job, there is not enough being done."	The local authority and PCT should lead by example by employing people with disabilities - changing support packages, structure, policies where needed. Learn from Sainsbury's.	8. Actively encourage and support statutory agencies and providers of learning disability services to recruit and retain people with a learning disability in paid employment.	March 2010	WCC and NHSW Strategic Commissioning, Local Provider Services and workforce development	
"I am worried that I will lose my benefits if I get a paid job. It would be a worry to me."	96% of carers felt that their benefit entitlement would be affected if the person they cared for got a job.	9. Work with Benefits agencies to ensure that good quality information is made available.	March 2010	LD Project Team, Local Provider Services	
<ul style="list-style-type: none"> • "Having a job makes me feel confident, proud and happy." • "I used to work at Tesco's– but staff kept picking on me and I couldn't cope with it, so I left." 	That they would support the person they care for to get a job if they wanted one.	10. Develop an employment strategy to encourage and enable more learning disabled people to have a job.	March 2010	WCC and NHSW Strategic and Local Commissioning and Provider Services	

Good Health

We will work with mainstream health providers to ensure that people have equal access to quality health services and we will commission specialist health care service to enable people to remain in their home.

Adults with a Learning Disability told us:-	Carers of people with a Learning Disability told us:-	ACTION	TIMESC ALE	RESPONSIBILITY	COMMENTS
<ul style="list-style-type: none"> Don't make us repeat ourselves or talk down to us' "There should be more thought about the right environment for me" 	There is a patchy outreach response and we need equity across the county.	1. Review the Community Learning Disability Teams to assess whether they are working effectively and to develop a crisis response and outreach service.	March 2010	WCC, NHSW and Coventry & Warwick Partnership Trust	
Health need to think more carefully about the use of language – "health checks sound like something to worry about".	77% of carers told us the person they care for did not have an Annual Health Check.	2. Develop a Health Facilitation Team to meet the health needs of individuals and to ensure a seamless transition process.	March 2010	NHSW & Coventry & Warwick Partnership Trust	
<ul style="list-style-type: none"> Have a person (advocate) based in hospital to be able to understand what it is like to have a learning disability.' "Employ Acute Liason Workers in hospitals". 	<ul style="list-style-type: none"> Health professionals don't look holistically at people with learning disabilities. They just focus on the medical condition.' People with learning disabilities need good support when they go in to hospital.' The Professionals don't listen to the experts, i.e., the carers' 	3. Develop an Acute Liaison post in Warwickshire hospitals linked to the health facilitation team and multi-disciplinary teams.	March 2010	NHSW & Coventry & Warwick Partnership Trust	
<ul style="list-style-type: none"> "Stop night nurses being lazy - go back to the days of the matron and nurses who want to nurse and not fill in forms." "Doctors and health visitors to make visits to them a happy experience and not a scary sad one!" Re-train nurses who have been nurses for a long time.' 	Health staff need training to get a better understanding of the needs of people with learning disabilities and they need to be clear about issues of consent to treatment for those with complex needs.	4. Provide training to health professionals regarding how to effectively and legally communicate with people with a learning disability (including the role of the IMCA)	March 2010	WCC and NHSW	
No comments were made.	There is need for better support for adults with a learning disability who are terminally ill, have mental health needs or are cared for by an older carer.	5. To develop an effective joined up discharge policy between the acute hospitals, community learning disability team, providers and commissioners.	March 2010	WCC, NHSW & Coventry & Warwick Partnership Trust	

Adults with a Learning Disability told us:-	Carers of people with a Learning Disability told us:-	ACTION	TIMESCALE	RESPONSIBILITY	COMMENTS
We need more leaflets about how to lose weight in easy read.	Carers need easy read information and an 'On-line' forum	6. To ensure that information regarding health and well-being is accessible to learning disabled people and their carers.	March 2010	NHSW Public Health and WCC PHILLIS	
<ul style="list-style-type: none"> • “You need to choose a doctor you can relate to”. • Doctors need to get to know you better. • “Doctors need to tell you what to eat”. • “Doctors receptionists need to smile more and be willing to speak to you when you ring up for an appointment”. • Appointments should be double ones. • 42% of poeple said they were nervous when they went to visit health services. 	That GP's, dentists, etc had a lack of understanding and confidence to treat people with a learning disability.	7. To actively engage with GP's and other specialist services regarding their input to the delivery of Valuing People Now and the Joint Commissioning Strategy	March 2010	WCC, NHSW & Coventry & Warwick Partnership Trust	

A Place to Live

We will commission a range of accommodation and support to enable people to live as independently as possible.

Adults with a Learning Disability told us:-	Carers of people with a Learning Disability told us:-	ACTION	TIMESC ALE	RESPONSIBILITY	COMMENTS
People with a learning disability want to choose where they live and who they live with.	We want more housing to be made available with greater choice.	1. Undertake a review of accommodation available for people with a learning disability in the housing market and develop partnership arrangements to ensure greater choice.	March 2010	WCC, NHSW, LD Providers and District and Borough Councils	
Information about housing options should be available in all areas.	Carers need better information on housing benefits for the range of housing options.	2. Provide information sessions within localities regarding what is available through creative media	March 2010	WCC, NHSW, LD Providers and District and Borough Councils	
Learning disabled people need someone to support them to access housing of their choice and they want someone to help them to manage their finances.	Carers need flexible support.	3. Pursue the development of an independent brokerage system to help people assess housing options (potential social enterprise).	March 2010	WCC	
<ul style="list-style-type: none"> • “I want to live independently in my own bungalow, with support workers coming in when I want them to, not when they can”. • Make sure support is available to help people keep their accommodation and stay independent. 	<ul style="list-style-type: none"> • Agencies should better understand the needs of people with complex learning disabilities to enable them to live in the community. • We need better partnerships to increase choice of housing. • “Set up shared ownership schemes” 	4. Work with Housing Associations to ensure more choice based lettings and develop partnerships with RSL's to set up specific schemes for people with learning disabilities, including more shared ownership schemes.	March 2010	WCC, NHSW, LD Providers and District and Borough Councils	
No comments were made.	No comments were made.	5. To move 8 adults with a learning disability out of NHS campuses and in to suitable accommodation in the community of their choice.	March 2010	Campus Steering Group	

Support to Family Carers

We will commission services to support family carers in their caring role and increase their empowerment at all levels.

Adults with a Learning Disability told us:-	Carers of people with a Learning Disability told us:-	ACTION	TIMESC ALE	RESPONSIBILITY	COMMENTS
No comments were made.	<ul style="list-style-type: none"> They need short breaks from care, including residential based services, to enable them to take breaks from their caring responsibilities. They want a flexible sitting service with quality trained staff to enable them to take part in other family activities. 	1. Identify the ways in which short breaks from caring are provided in Warwickshire to assess whether current provision meets needs and respond as appropriate.	September 2009	WCC and NHSW in partnership with the LD Providers Forum	
No comments were made.	78% of carers said they felt they would benefit from an Annual Health check	2. Offer annual health checks to carers of people with a learning disability.	March 2010	NHSW and WCC	
No comments were made.	Carers need good support (emotional, financial and information) without having to chase around to get it.	3. To begin work on piloting a 'Book and Go' system for carers to enable them to access breaks from their caring responsibilities to meet their individual needs.	March 2010	WCC and NHSW in partnership with LD Providers and NHS Choices	
No comments were made.	When asked which type of emotional support carers would consider using 42% said they would prefer carer support groups.	4. Develop a network for carers to provide informal support to each other (potential social enterprise).	March 2010	WCC in partnership with LDPB and LD Providers	
No comments were made.	Carers need to be more aware of support services available.	5. Take action to ensure that all carers who make contact with the Customer Service Centre or Local Commissioning teams are automatically directed to the appropriate carer support service.	September 2010	WCC Local and Strategic Commissioning in partnership with LD Providers	
No comments were made.	<ul style="list-style-type: none"> 85% of carers felt they did not get adequate information/advice to help them plan for their future and the future of the person they care for. Carers need quality information about what is available tailored to their individuals needs. It needs to be provided by someone who "knows the system" and must be consistent. 	6. Arrange a market stall event to give all carers the opportunity to have receive information tailored to meet their needs.	March 2010	Learning Disabilities Partnership Board	
No comments were made.	Carers need support to be able to 'let go'.	7. To develop a budding system for carers to help them let go and plan for the future	March 2010	Learning Disabilities Partnership Board	
No comments were made.	Carers need better funding for support to enable them to work	8. Support carers to access employment and volunteering opportunities.	March 2010	WCC	

We will enable people with a learning disability to experience seamless services from health and social care.

Adults with a Learning Disability told us:-	Carers of people with a Learning Disability told us:-	ACTION	TIMESCALE	RESPONSIBILITY	COMMENTS
No comments were made.	There needs to be good information about learning disabled people in Warwickshire and their carers.	1. Develop a robust information system that will provide a comprehensive picture of the needs of Warwickshire's learning disabled population, and their carers, so we can develop an accurate Joint Strategic Needs Assessment.	March 2010	WCC, NHSW and Coventry & Warwick Partnership Trust	
Have just one file for a person instead of lots of people all having one each.	Health and social care services need to compliment each others services and not duplicate them.	2. Develop plans to establish integrated teams for learning disability with the local authority as lead commissioner with a: <ul style="list-style-type: none"> • Single assessment process. • Section 75 pooled budget to meet the health and social care needs of adults with a learning disability. 	March 2010	WCC, NHSW and Coventry & Warwick Partnership Trust	
No comments were made.	They are unclear about eligibility and entitlement for Continuing Health Care	3. Review the process for Continuing Health Care to make it understandable for all parties and effective in making decision.	Sept 2009	NHSW, WCC and Coventry & Warwick Partnership Trust	
28% of people did not know what the Learning Disability Partnership Board was.	39% of carers had not had any involvement with the Learning Disability Partnership Board and 18% did not know what it was.	4. Establish a more effective LDPB by raising awareness to encourage wider involvement (members of the council and PCT Board). Learning from good practice. Re-constitute governance arrangements. Undertake short life projects to deliver change.	March 2010	LDPB	
<ul style="list-style-type: none"> • In day centres you can be told what to do because they are short staffed so choices are limited. • There should be more choice for people about what they want to do in the day. • "I live with other people and we have to eat the same thing". 	<ul style="list-style-type: none"> • "I need to keep living as long as possible because I fear for her safety after I am dead". • Carers want to be confident that the needs of the people they care for are being met by support workers and services. • "With providers and staff must have clear monitoring and evaluation process to control standards of care, training and re-training" 	5. To undertake a programme of service evaluations involving users and carers	March 2010	WCC and NHSW, in partnership with LD Providers	
No comments were made.	<ul style="list-style-type: none"> • Some support services are limited to 2 years due to funding. • There should be a more flexible approach. 	6. To set up an outcome focused commissioner/provider forum to meet quarterly to ensure involvement in strategic planning.	September 2009	WCC and NHSW, in partnership with LD Provider Forum	

Adults with a Learning Disability told us:-	Carers of people with a Learning Disability told us:-	ACTION	TIMESC ALE	RESPONSIBILITY	COMMENTS
Back to the floor - get people to realise what it is really like for someone with a learning disability.	Carers and people with a learning disability need to be listened to.	7. People who manage, develop and commission services to go 'back to the floor' to understand what it is like for people with learning disabilities.	March 2010	WCC and NSW, in partnership with LD Providers	