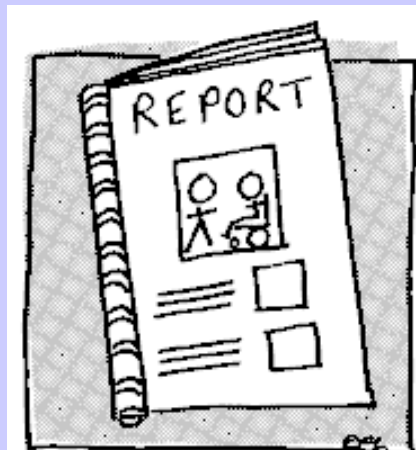


Coventry Learning Disabilities  
Partnership Board






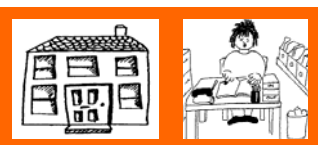



# Our Strategy

Progress Report  
January 2008



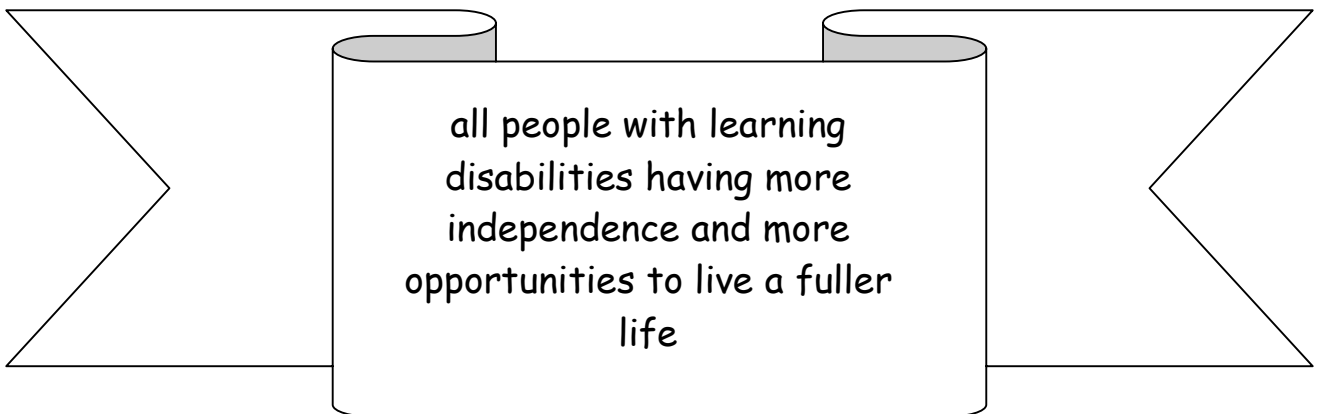
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# Introduction

Coventry Learning Disabilities Partnership Board was established in 2003. In 2004 the Board developed, after a wide consultation involving all partners, a Learning Disabilities Strategy.

The Strategy's vision is that:



This first strategy for 2004 - 2007 had 7 key themes setting out objectives and an action plan with first and next steps to meet the objectives of each theme.

Part of the Partnership Board's role is to check the progress the implementation of Valuing People in Coventry. We checked the progress of the action plan in this first strategy. We involved and listened to people with learning disabilities and their carers and involved the local authority, the Teaching Primary Care Trust and voluntary sector organisations in the City.

We completed a first review of progress in January 2005 and followed this by reviewing in May 2005 and again in May 2006. Copies of these reports are available.

In 2007 we began to review and update our learning disabilities strategy for 2007 - 2010. We have looked at each theme and have written a key outcome of what we would like to have achieved by 2010.

### **How will we know we have made a difference?**

We have set targets so that we will know if people can see a difference in their lives. We need to listen to people and hear what they have to say about whether progress is happening.

We held an event on 18<sup>th</sup> January 2008 to talk and listen to people.

This is the report from that event showing the progress of the targets that the Board have set and the feedback from people who attended.

The report shows each of the 7 key themes of the strategy with targets and a report on progress. The event on the 18<sup>th</sup> January 2008 talked about four of the key themes and views and comments are in these sections:

- Choice and control
- Supporting Family Carers
- Better Health
- Fulfilling Lives



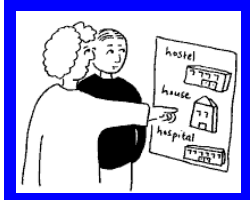
## Key Theme Partnership Working

### We will know we have made a difference if:

- ✓ We are making best use of money that we have
- ✓ People are telling their story once and are not repeating themselves
- ✓ People are living more independently and are included in every aspect of life as a citizen of Coventry

### Progress:

- Each year we work hard to make sure we make best use of the resources we have. At the end of each year we have to report back, both locally and nationally about how we have spent our resources.
- The Partnership Board make recommendations for the spend of the Learning Disabilities Development Fund which is provided to ensure that the Valuing People priorities for change are delivered.
- We are working towards everyone having an outcome focused assessment or review and that when these take place it is about involving everyone who knows and is working with a person. We are hoping to soon be completing joint assessments with health. We have completed 281 outcome focused reviews between April 2007 and January 2008.
- A lot of work has been done to raise the profile of learning disabilities and in Coventry many people do live more independently, have paid work and take part in activities in their local communities. We need to make sure this happens for more people.



## Key Theme More Choice and Control for people with Learning Disabilities

### We will know we have made a difference if:

- ✓ More people are having choices and control through self directed support such as individual budgets and direct payments

#### Target

- More people will be having direct payment or individual budget each year

year	DP/IB
2006/7	45
2007/8	61
2008/9	71
2009/10	81

- ✓ The choices people have made have been put into place (within what is affordable)
- ✓ There is better accessible information available

#### Target

- There is accessible information on the services available
- The accessible Partnership Board web site is kept up to date

## **Progress:**

- Up until the end of November 2007 57 people have a direct payment and 19 have an individual budget.
- Within day opportunities provided by the City Council everyone will have had an outcome focused review by the end of March 2008, which has helped people to decide what it is they would most like to achieve from attending day opportunities. Everyone has had the opportunity to take part in 1 or 2 meaningful activities a week.
- We have produced an accessible pathway for day opportunities. We are preparing new information on learning disability services which will be introduced when we move as a service into our building. We are also working to put better information on learning disability services onto the City Council's web site.
- The Learning Disability Development Fund supports an Information Worker post and the Partnership Board web site is kept up to date and so far has had 97,049 hits since it started in June 2006.

## Comments made at the event on 18<sup>th</sup> January 2008

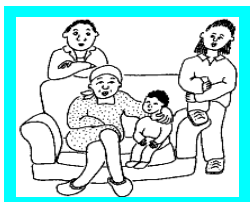
good	not so good	helpful ideas
<ul style="list-style-type: none"> <li>• "Knowing services are checked by quality audit helps people get what they want."</li> <li>• "Outcome focused reviews have enabled people to do new things and choose more opportunities. People have more control if their outcome focused review went well and carers and staff supported the outcome."</li> <li>• "The strategy has provided a commitment to change, which allows choice for carers and service users"</li> <li>• "I choose how I spend my money"</li> <li>• "I do lots of things I never used to do"</li> <li>• "We have choice"</li> </ul>	<ul style="list-style-type: none"> <li>• Not many people with learning disabilities have heard of direct payments or individual budgets</li> <li>• People need to have more support to understand their choices</li> <li>• People who don't meet eligibility criteria still need some support</li> <li>• Finding and choosing support companies when having a direct payment</li> <li>• People with more severe learning disabilities have less choice</li> <li>• Choice can be limited by financial and quality of choice and care</li> <li>• Care staff are not always properly trained</li> </ul>	<ul style="list-style-type: none"> <li>• We need to create provider capacity</li> <li>• Information on services needs to be more available</li> <li>• Staff need empowering through teaching and training</li> <li>• Outcome focused reviews need to take account of person centred plans</li> </ul>

## What people had to say about more choice and control:

People feel more listened to and understood and that people are more involved in planning services. Planning for the future has improved, especially for young people who are having more person centred plans. There is recognition that it is better to have planned futures and not dealing with crisis.

There is more choice with activities and accommodation and people are having wider experiences and opportunities. It is felt that there is less of a "one service fits all" approach to opportunities within day, living and education. People commented that those in supported living are able to take part in everyday activities i.e. doing their own shopping, having friends round, going to church, theatre, looking after their own money and banking.

People felt that there is a changing culture but there is more to be done. However, it is felt that the strategy has provided a commitment to change, which allows choice for carers and service users.



## Key Theme Supporting Carers

### We will know we have made a difference if:

- ✓ Carers know what support they are entitled to and are given the opportunities to meet their needs in the best way for them

#### Target

- More carers are offered a carers assessment and are supported through a flexible carers short break

We will record:	2007/08	2008/09	2009/10
Carer assessment completed:	80	80	80
Carers supported by short breaks:	80	80	80

- ✓ Increase number carers identified and supported, in particular older carers

### Progress:

- 73 carers assessments have been completed between April 2007 and January 2008
- 93 carer short breaks have taken place
- 51 carer's have been provided with multi breaks - these breaks have included: a relaxation/therapy day, theatre trip and other day breaks
- We have been working to identify family parent/carer's and are building a database of information. We have identified that there are 294 family carer's.

## Comments made at the event on 18<sup>th</sup> January 2008:

good	not so good	helpful ideas
<ul style="list-style-type: none"> <li>• Help is out there that is good - need to get the message out</li> <li>• Carers short breaks scheme - supports carer's and is good - but need more</li> <li>• Multi-Breaks for carers- good for networking and information</li> <li>• Carers have more chance to have their say</li> <li>• Carers issues are now more prominent both locally and nationally</li> <li>• Direct Payments for carers</li> <li>• New emergency response service</li> <li>• "Massive improvement in lives of people with learning disabilities in last 20 years. We have moved on a long way".</li> </ul>	<ul style="list-style-type: none"> <li>• Parents need to know where to get help</li> <li>• Choice of respite being narrowed to short breaks</li> <li>• Schools not offering support and advice</li> <li>• Lack of information</li> <li>• Carers struggle to get right information</li> <li>• "How will carers be supported through the personalisation of services?"</li> <li>• Carers need to know more about modernisation plans</li> <li>• Carers need to be listened to so that respite is meaningful to service users and carers</li> <li>• Not enough respite care for high health needs</li> <li>• Need funding to complete all assessments and offer breaks</li> </ul>	<ul style="list-style-type: none"> <li>• Change carers theme from more to all carers offered carers assessment.</li> <li>• More information to improve communication between families and services</li> <li>• More choice for respite including culturally appropriate respite</li> <li>• Carers need training opportunities too</li> <li>• "Carers need to have more confidence in service users views and aspirations and to be less protective"</li> </ul>

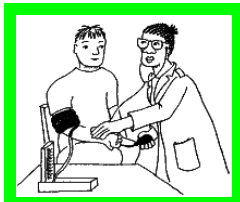
## What people had to say about supporting carers:

The support to family carers has improved and this has been helped by having key posts who work to achieve this:

- Carer Lead Officer
- Short Breaks Co-ordinator
- Carer Support Worker Carer Centre
- Carer's Champions in social work teams

People feel that the issues for carers have a much higher profile, both locally and nationally and that carers have more chance to have their say. Feedback shows that the Short Breaks Scheme provides good support to carers.

However, parent carers need more information about where to get help and also about the modernisation plans. Although the short breaks scheme provides good support it is felt there needs to be more choice for respite, especially culturally appropriate respite and respite for people with high health needs.



## Key Theme Improving Health

### We will know we have made a difference if:

- ✓ People are receiving information about how to keep healthy, and get the support they need to access health services
- ✓ Everyone is offered a health check, and those who want one get one

#### Target

- More people with learning disabilities are offered a health check each year

Each year we will record:	Target:	2007/08	2008/09	2009/10
Number of plans offered	400			

- ✓ People have better access to mainstream primary care health services

Number of people supported to access mainstream:	2007/08	2008/09	2009/10
Breast screening			
Cervical screening			

## **Progress:**

- ✓ **People are receiving information about how to keep healthy, and get the support they need to access health services**

A lot of work has been done by the Health Facilitation Team to show how people are receiving information about how to keep healthy:

- A pilot weight loss group
  - Healthy Lifestyles Session
  - Healthy Lifestyles Training
  - Leaflet - a leaflet is currently being devised for staff / professional 'So your next client / patient has a learning disability'.
  - 'Drop in clinics' are going to be set up at Grapevine and Coventry and Warwickshire Hospital
- ✓ **Everyone is offered a health check, and those who want one get one**
  - Work has continued with GP practices and there are only 3 that have not worked with the health facilitation team. The team are now completing the second round of health checks.
  - 306 health checks have been completed from April 2007 until December 2007
  - 100 more are expected to be completed by the end of March 2008
  - 847 plans have been completed to date with 1172 offered
  - The number of people who refuse a plan or do not turn up for the appointment is falling
- ✓ **People have better access to mainstream primary care health services**
  - 32 women have had information and support about breast screening - 19 went on to have the mammogram
  - 60 women have had information and support about cervical tests - 19 went on to have the test
  - The Health Facilitation Team have provided training to practise nurses and a guide has been done to include an assessment tool and pictorial aids.

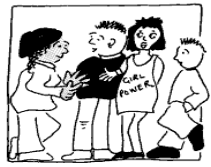
## Comments made at the event 18<sup>th</sup> January 2008:

good	not so good	helpful ideas
<ul style="list-style-type: none"> <li>• Health Facilitation Team, H-team and health buddies</li> <li>• Services have improved</li> <li>• Placements for learning disability nurses are offered in some organisations</li> <li>• " I can go to the doctor when I want to"</li> <li>• "Health Facilitation Team are good at picking up health problems"</li> <li>• "We know health checks are being done"</li> <li>• Where good partnership working with people with learning disabilities, health has got better</li> <li>• More awareness of healthy eating</li> <li>• Accessible leaflets</li> <li>• "Being healthier makes me happier"</li> <li>• Some major improvements in adult health services to people and carers.</li> </ul>	<ul style="list-style-type: none"> <li>• When in hospital lack of knowledge of learning disabilities and not listening to carers who know the person</li> <li>• Communication between hospital specialist and GP not always good</li> <li>• Hospital discharge is sometimes not supportive</li> <li>• Health plans only as good as information put in must be kept up to date and used</li> <li>• Making sure all who haven't had a health check, get one</li> <li>• GP's not listening - need better appointment system</li> </ul>	<ul style="list-style-type: none"> <li>• More information is needed in accessible formats</li> <li>• Improvement needed in children's paediatric hospital services</li> <li>• Need for more interpreters for understanding medical information.</li> </ul>

## What people had to say about better health:

Generally people felt that health services have improved for people with learning disabilities in Coventry. Many people commented on the good work of the Health Facilitation Team, H-team and the health buddies project. The work of these teams has meant that health problems are picked up and that support at hospital admission has greatly improved.

People felt that there could be improvements at GP surgeries and that doctor's still need a better understanding of learning disabilities, especially around appointment systems. Whilst hospital admissions have improved for people with learning disabilities, there are still problems whilst people are in hospital and with discharge from hospital. People also felt that it is important to keep hand held health records up to date.



## Key Theme

### Disabled Children and Young People

#### We will know we have made a difference if:

- ✓ Everyone has had a plan and that their plan began when they were 14 years old

#### Target

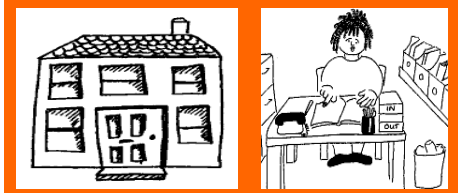
- Check that young people who are 18 have got a plan
- ✓ More young people have self-directed care and have a direct payment or an individual budget

#### Target

- All young people are offered a direct payment or individual budget

#### Progress:

- 21 young people are known to be in transition from children's into adult services during 2007/08
- All of the above young people have had or will have a combination of person centred plan, an outcome focused assessment and support plan
- All of the above young people will have been offered a direct payment or individual budget where this is appropriate to their situation.
- There are currently 4 young people who have an individual budget.



## Key Theme Housing, Fulfilling Lives and Employment

We will know we have made a difference if:

- ✓ More people are living in supported (or their own) accommodation

### Target

- Each year more people will be living in supported living accommodation
- ✓ More people are taking part in activities that they want to do in the community
- ✓ More people are in employment or paid work

### Target

- Increasing number of people each year in paid employment

year	Total Number
2006/7	15
2007/8	30
2008/9	45
2009/10	60

## Progress

- ✓ **More people are living in supported (or their own) accommodation**
- 251 people are supported to live more independently in their own accommodation
- ✓ **More people are taking part in activities that they want to do in the community**
- Grapevine have taken part in a national project led by the Foundation for People with learning disabilities to support people with high support or complex needs to make community connections
- Within social care services every person attending day opportunities will have an outcome focused review and a support plan that enables them to become more independent and to access activities in the community.
- ✓ **More people are in employment or paid work**
- The Employment Support Service currently supports over 40 people with learning disabilities in work.
- 4 more people with learning disabilities are in paid employment since April 2007
- 10 more people have work planned to start before end March 08
- 3 people are looking for work and are being supported to find work
- 3 people have been assisted through the Workstep programme who do not access other services

## Comments made at the event on 18<sup>th</sup> January 2008:

good	not so good	useful ideas
<ul style="list-style-type: none"> <li>• Maintain momentum for supported living</li> <li>• "Change team are really good"</li> <li>• "Having a job and a more fulfilling life has made me feel proud. I used to feel that people saw me as a "disability"..."</li> <li>• Good results in getting people into employment</li> <li>• Two people are planning to get married to each other this year</li> <li>• Some people hold planning days each year</li> </ul>	<ul style="list-style-type: none"> <li>• Assessment and regulators need a new approach to risk</li> <li>• Fulfilling lives means taking risks and need a commitment to that for all people including those thought challenging</li> <li>• "Fulfilling lives are limited by cost - not enough money to pay for it - eligibility criteria"</li> <li>• There is slow progress - knowledge and experiences needed to make choices</li> <li>• Not enough supported living options</li> <li>• Lack of opportunity with profound and complex needs</li> <li>• Fulfilling lives versus respite for carers</li> </ul>	<ul style="list-style-type: none"> <li>• "People who do not want or cannot access employment still need and deserve a fulfilling life"</li> <li>• Need more opportunities for paid employment</li> <li>• Person Centred Planning is the key part of this theme when done properly</li> <li>• Giving people with learning disabilities choice to stay at home and not always be included in an "activity"</li> <li>• "Need to open up knowledge and information about people with learning disabilities and lives to wider community"</li> <li>• "Need forward planning for older parents with people with learning disabilities at home"</li> </ul>

## What people had to say about fulfilling lives:

There is a growing momentum for supported living in Coventry and that a lot of good work has been done by the Change Team. However some people have commented that there are not enough supported living options available. It is acknowledged that people who are in supported living accommodation are living live more fulfilling lives because they can do the things they want to do i.e. go to conferences, get married, have friendships, have jobs and businesses, travel go to the football. It is recognised that good person centred planning is key to people having more fulfilling lives but that with older parents more forward planning needs to be done.

Risk was discussed at quite a lot of tables with the view that fulfilling lives means taking risks. It is felt that both assessors and regulators (people who inspect and check services) need to have a new approach to risk but also that we need to have a commitment to risks for all people including people thought challenging.

It was felt that we have achieved results in getting people with learning disabilities into employment. However, we need to recognise that people who do not want or cannot access employment still need and deserve a fulfilling life.



## Key Theme Quality Services

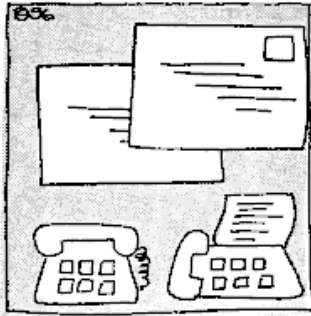
### We will know we have made a difference if:

- ✓ We have set up a Quality Network involving people with learning disabilities and family carers to check out that the standards are being met
- ✓ Everyone is working better together and we have more integrated learning disabilities services between health and social care
- ✓ All staff working in learning disabilities services are receiving the training they need to do their jobs

### Progress:

- Work is taking place to involve people with learning disabilities in monitoring quality. There is a group who have been looking at setting standards for services and we aim to have 2 paid posts - employing people to carry out checks and write up their reports
- We have for many years had an integrated community learning disability team. We are about to move to new offices so that more services that support people will be based in the same building which will improve working together
- We have developed a good training plan for staff working in statutory learning disability services and will be implementing the new LDQ qualification in Coventry. We aim to review our workforce development plan this year.

# Contact



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