

The Leicester City Joint Health and Social Care Learning Disability Strategy 2020 - 2023

‘The Big Plan’

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1. Introduction

Foreword by Cllr Sarah Russell:
Deputy Mayor for Social Care and Anti-Poverty



Leicester city is committed to looking at its health and social care services, and wider provision to ensure that people with a learning disability or those people with a dual diagnosis of a learning disability and neuro diverse conditions such as autism, are able to access the range of support they require to maintain their independence, stay safe, and lead what they feel is a good life.

Mencap define a Learning Disability as a *reduced intellectual ability and difficulty with everyday activities – for example household tasks, socialising or managing money – which affects someone for their whole life. People with a learning disability tend to take longer to learn and may need support to develop new skills, understand complicated information and interact with other people.*

This can often require specialist provision and will come in the form of statutory services based on eligibility for health or social care support. It is therefore incumbent on us all to ensure that Leicester City services provide the best possible level of well-informed support based on individual need but also maximises a person's assets and strengths to maintain and develop independence and achieve positive outcomes.

In Leicester city, with our proud history of inclusivity and diversity, it is essential that our non-statutory services including our leisure services, parks and museums, education institutes, community-based services and our employment support organisations are able to adapt and make the right level of adjustments to ensure people with a learning disability have the same chances and have the same rights protected as every other citizen in Leicester.

The following strategy documents (including the easy read versions) have been developed by officers from the Leicester City Council and the Leicestershire Clinical Commissioning Group - the contents were informed by our local leaders from 'We think' 'Talk and Listen' and the 'The Carers Centre', who without their dedication honesty and drive, this document would not have been possible. A public consultation period between February and April was also undertaken to refine our objectives and crystallise our actions.

The strategy now sets out what those objectives and actions are for health, social care, and wider community, education, and employment services in the city. It will provide the blue print to ensure that we are able to provide an equal standard of service delivery and opportunities to the many people in Leicester City who have a Learning Disability, but want to work, learn, stay healthy, have fun, and be close to their family and friends.

2. What are the things we need to achieve?

National policies and Statutory duties

- Valuing People Now (2010)
- The Care Act 2014
- Equality Act 2010
- Care and Support Assessment regulations (2014)
- Children and Families Act 2014

This document has been informed by a number of national legislative and quality developments relevant to the commissioning of care and support; and the provision of social care and health services, for people with learning disabilities. This strategy enables Leicester City to deliver its statutory duties and key responsibilities as outlined in national policy and guidance. Since the writing of our previous strategy The Care Act (2014) received royal assent and now sets out requirements that make clear new national eligibility criteria for adults in need of support as well as their carer's. People with a learning disability are protected under the protected characteristics criteria outlined in The Equality Act (2010) regardless of needs.

This strategy also makes provisions to coordinate our approach to supporting young adults with a learning disability who are transitioning into adult services by making clear how this strategy and delivery plan will link directly into the Leicester City transitions strategy and the Leicester Leicestershire and Rutland Carers Strategy.

National guidelines and industry standards

- Transforming Care Recommendations
- Building the right support
- Think Local Act Personal (TLAP)
- LeDeR / STOMP / NICE Quality Standards and clinical guidance
- NHS 10 year plan

It is important that we are assured in our approach to providing high quality health and social care support for people with a learning disability. To do this our strategic planning will be underpinned by learning from national action plans, industry standards and best practice guidance. We will work in partnership to ensure we maximise our opportunities to learn and share from each other to achieve our aims.

This strategy is clear in its approach to co-production and using the invaluable expertise that people with a learning disability and their carers will bring in helping to overcome the challenges faced by health and social care to provide equal services. We are fully committed to incorporating the Department of Health '*1 statements*' in our strategic approach to embedding person centred practice into care management and support provision. This strategy will also complement the work currently being completed for the Leicestershire Partnership Trusts (LPT) transformation programme.

3. What do we know about how well we are progressing?

Local Achievements

- Leicester City Learning Disability Partnership Board
- Social Care; Learning Disability Team
- Transforming Care Accommodation Strategy
- Health Checks, Health Charter and LeDeR Coordination
- Safe Well and Happy Sessions
- Employment opportunities
- Transitions Strategy
- LLR Carers Strategy

The Learning Disability Partnership Board worked for a number of months to consider what services for people with a learning disability work well; what areas did not work well and need improvements; and what actions to take to improve those areas.

It is also important to recognise the areas of progress in Leicester, and these include Leicester City Council establishing a social work team specifically for people with a learning disability. Leicester City Council and the Clinical Commissioning Groups partners have also been leading on the delivery of a Leicester, Leicestershire, & Rutland transforming care accommodation strategy to meet the housing demands of people with complex support needs. The uptake of annual health checks has also increased to 75% of all people registered with medical centres in Leicester as having a learning Disability. Our health services have also established a safe well and happy group. This is a group of statutory and non-statutory organisations working together to provide free sessions that focus on providing information, guidance, and training so people with a learning disability can understand more about staying safe well and happy. Employment opportunities for people with a learning disability remains a challenge however the department of work and pensions (DWP) are now fully engaged with the partnership board and are committed to delivering on the strategic objectives detailed in this strategy. The strategic direction in the transitions and the carers strategies are all closely aligned to ensuring the needs of people with a learning disability are considered.

The progress made in Leicester City is encouraging, but in developing this strategy the areas identified as needing to be prioritised were; reasonable adjustments and accessible information for people with a learning disability; Better training and awareness for staff to enable equal health and healthy lifestyles for people with a learning disability; The need to Improve employment and college opportunities; and ensuring continuity of care and choice and control around accommodation.

4. What are our priorities for the next 3 years?

Our Five Priorities are to shape and improve service delivery by focusing on the following areas:

- Reasonable Adjustments / Accessible Information
- Workforce Training and Awareness
- Equal Health Healthy Lifestyles
- Where People Live / What services people can choose
- Work, Learning and Development Opportunities

This strategy was developed by services users, carers groups, and other members of the Learning Disability Partnership Board, to identify our priorities for the next three years. There were some recurring themes with clear issues for people accessing statutory and non-statutory health and social care services.

The key issues identified included the lack of easy read and other accessible information formats available in a number of areas including raising a complaint, applying for benefits, or applying for jobs. A lack of effective staff training across a number of services including job centre plus, housing, health and social care was an area which is now a recognised priority action area which should rectify gaps in relation to reasonable adjustments. The shared experiences of people with a learning disability and their carers accessing primary and secondary care in Leicester can be reflected in a number of national awareness campaigns such as Mencap's 'Treat Me Well, STOMP (stopping the over medication of people with learning disability), and the learning disability mortality review (LeDeR). These campaigns have all identified key areas for development to improve health outcomes for people with a learning disability. The success of these campaigns has led to health inequality for people with a learning disability becoming one of the four priority areas that will be addressed in the NHS ten-year plan.

The work to continually improve community-based care for people with complex care needs whilst ensuring people are able to choose to live near family and friends, if desired, will continue. A key priority In Leicester is to maintain and improve on the work of the transforming care accommodation group to make sure we can provide quality support, capable of meeting complex needs, at home rather than in a hospital setting.

The national figure for unemployment rates amongst people with a learning disability and Autism is 95%. Opportunities for people who want to pursue employment, education, or voluntary opportunities need to be improved and a key priority will be to work together to improve the life chances for people with a learning disability.

5. What we will do to achieve our priorities?

Reasonable Adjustments / Accessible Information

- Audit all partners published easy read guidance and identify gaps.
- Co create person centred practice guidance for all professionals to refer to.
- Create an audit tool looking to quality assure person centred approached.

Workforce Training and Awareness

- Audit current LD awareness training offer across all partners.
- Create programme of awareness raising for 2019/20.

Equal Health / Healthy Lifestyles

- Ensure all contracted social care providers are signed up to the health charter.
- Run a number of events to promote staying safe well and happy for people who have a learning disability
- Audit health check uptake and ensure all people accessing our contracted services get an offer.

Where People Live / What services people can choose.

- Maintain closer links to the Transforming Care accommodation strategy group.
- Ensure that people with a Learning Disability using supported living and residential services are regularly consulted.
- We will make it easier for a person to raise concerns about support being cancelled without their agreement. Work, Learning and Development Opportunities
- Create a working group to link in with wider employment strategies.
- Seek regular updates on the success of the disability confident campaign.
- To ensure we deliver on our priorities we will create three working groups that will look at different aspects for each priority areas.

Staff awareness and understanding of the multitude of barriers that people with a learning disability can face when accessing social care and health services was identified as a key challenge. So a working group that will look at learning disability awareness, training, reasonable adjustments and accessible information standards, will develop a plan of activities to improve our ability to respond appropriately.

Health equality and access to appropriate medical and healthy lifestyle advice and guidance was also identified as a core area. The work around LeDeR, STOMP and the LD health charter all clearly identify the need to improve healthily life chances for people with a learning disability. A working group will look at these key areas.

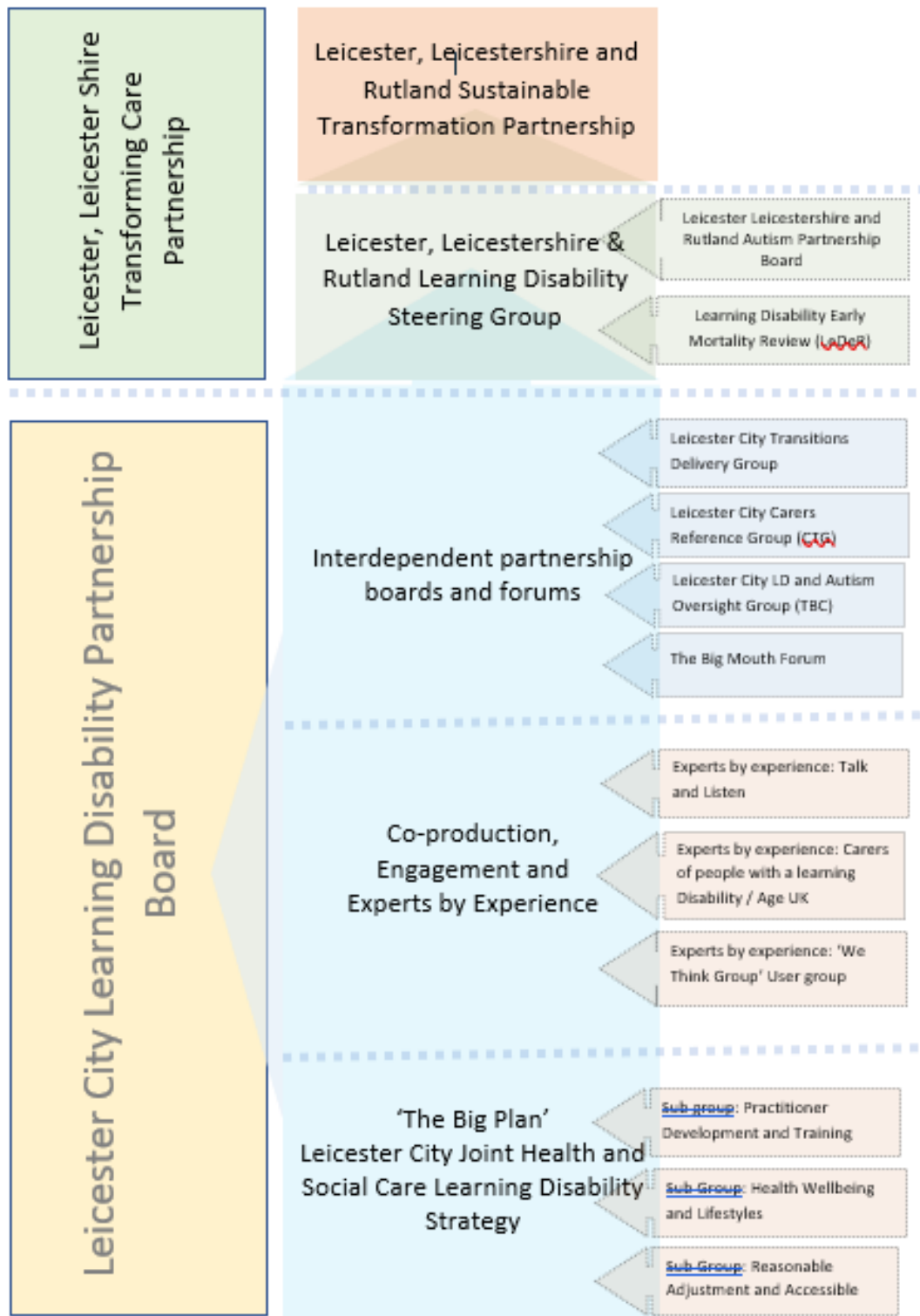
Employment opportunities need to be improved for people with a learning disability. To do this we will connect partners, including the DWP and disability employment advisors, the local authority enablement team and collaborate with the Leicester City Council economic regeneration team, with the shared aim to improve work and volunteering opportunities.

We will create a learning disability assurance framework that will detail the levels of assurances organisations will provide to the learning disability partnership board. This framework is designed

to capture details of how each individual organisation in Leicester are designing their service to ensure they can effectively meet the varying needs of people with a learning disability.

6. Leicester City Learning Disability Partnership Board

Implementation of the strategy will be overseen by the learning disability partnership board. The partnership has local leaders, unpaid familial carers, paid carer providers, health and social care practitioners and commissioning managers. It is co-chaired by one of Leicester City’s local leaders and the Deputy Mayor and lead member for social care and anti-poverty lead



6. What will be different once our priorities have been achieved?

- All people with an LD will have information that is easier to understand
- Person centred practice will be consistent across health and social care services.
- Person centred practices will be at the core of all social care and health support planning.
- LDPB will be able to seek assurances on the embedding and uptake of training and identify gaps and areas that must improve.
- People with a learning disability will be at the heart of awareness raising.
- Health care will be a high priority when quality assessing contracted providers.
- Community venues will be used to provide important health and wellbeing advice
- Health checks updates will increase over the lifetime of this strategy.
- Care providers for people with complex needs will be supported to do this well.
- Wider housing strategies and services will include meeting the varying needs of people with LD
- Complaints procedures will be accessible to people with a learning disability.
- There will be an increase in employment and voluntary opportunities.
- Disability confident employers will offer more opportunities to people with LD

This strategy outlines the commitment of the local authority social care and education department and Leicester City Clinical Commissioning Group, along with all other partners of the Learning Disability Partnership Board.

This section details what will be different once we have embedded the actions within this strategy. Although it is important to stress that the list of outcomes is not the limit of our ambitions. Our plans and desired outcomes will adapt in line with changes to national legislation, key guidance and any national action plans during the lifetime of this strategy.

Underpinning the delivery plan for each area of work will be a Learning Disability Assurance Framework document. This will detail how all organisations will provide data and information to demonstrate effective and proportionate embedding of the strategic action plan, core legislation, and national health priorities.

This data will be collated from single organisations and will be tested against the lived experiences of those who access health and social care services as a user or as a carer, this will include data from the ASCOF returns and NHS digital data around health checks and other related issues.

Each year we will write an annual report detailing our progress Where the Learning Disability Partnership Board seeks assurances around the quality of services for people with a learning disability and is not suitably assured.

7. Action Plan

Priority Area: Social Care

	Action	Subgroup/Workstream	1-6 months	7 -18 months	By end of Strategy
1	Create standardised good person-centred practice guidelines for professionals across health and social care services.	Reasonable Adjustment; Enablement and Coproduction			
2	Share existing resources to ensure social care and education teams understand how and when to make reasonable adjustments for a range of physical, sensory, and intellectual disabilities.	Practitioner Development, Training and Communication			
3	Ensure systems are in place for people to raise concerns or escalate issues when their support provider has cancelled sessions without or consent.	Practitioner Development, Training and Communication			
4	We will work with our partners to ensure that hidden disabilities and emotional wellbeing support needs are understood, assessed and planned.	Health, Wellbeing, and Lifestyles			
5	To look at complaints procedure and ensure that people with learning disability can use this and raise a complaint independently.	Reasonable Adjustment; Enablement and Coproduction			
6	Review accessible information standards compliance in relation to outbound correspondence, care assessments, support plans, or any other communication or support planning documents for people with a Learning Disability, and ensure, where necessary these are available in easy read.	Practitioner Development, Training and Communication			

Priority Area: Housing and Accommodation

7	The voice of people with a learning disability, using residential care, supported living, independent living scheme will be used to help shape housing a accommodation development work.	Reasonable Adjustment; Enablement and Coproduction			
8	Transforming Care Programme will continue to develop and support providers to offer effective services for people with a learning disability and behaviours that can challenge.	Reasonable Adjustment; Enablement and Coproduction TCP Working group			
9	We will report on how good we are at finding people a place to live that is close to family or friends if that is what they want.	Health, Wellbeing, and Lifestyles			

10	We will work with housing teams to make sure they can work in a way that people with a learning disability understand.	Reasonable Adjustment; Enablement and Coproduction			
11	We will ask people to share their experiences of applying for houses on the council's website and report on how hard or how easy this was.	Assurance Framework group			

Priority Area: Equal Health Care

12	We will use lessons from LeDeR reports ((LeDeR looks at why a person with a Learning Disability has died) to help us make services better for people with a learning disability.	Health, Wellbeing, and Lifestyles			
13	We will work together to find out why some people with learning disabilities are missing out on their health checks.	Health, Wellbeing, and Lifestyles			
14	We will ask health partners to provide regular information to show how the NHS ten-year plan for people with learning disabilities is working.	Health, Wellbeing, and Lifestyles			
15	Training will be provided to all staff on: learning disability awareness Reasonable adjustments Equality and diversity	Practitioner Development, Training and Communication			
16	We will monitor the number of services that are signed up to the Health Charter and we will report on our progress.	Reasonable Adjustment; Enablement and Coproduction Assurance Framework			

Priority Area: Healthy Lifestyles

17	We will ask care and support professionals to design an healthy eating and lifestyle plan to be included care assessments or support plans.	Health, Wellbeing, and Lifestyles			
18	We will work with public health to ensure that people with learning disabilities are considered when launching local public health campaigns.	Health, Wellbeing, and Lifestyles			
19	We will raise awareness of flu vaccinations and other public health campaigns through our commissioned services.	Health, Wellbeing, and Lifestyles			
20	Work to support the stop over medication people (STOMP) initiative and provide information and guidance to	Health, Wellbeing, and Lifestyles			
21	We will support the work of the 'Safe Well and Happy Group' to provide free advice,	Reasonable Adjustment;			

	guidance and informal support for people with a learning disability to safeguarding their own wellbeing.	Enablement and Coproduction			
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Priority Area; Access and Inclusion to Leisure, Recreation & Public Transport

22	We will speak to the local bus companies and offer them advise on how to ensure their services are inclusive and support people with a learning disability to access them.	Reasonable Adjustment; Enablement and Coproduction			
23	We find out how the voice of people with a learning disability can be present on steering groups and planning groups in particular public transport and active Leicester planning groups.	Reasonable Adjustment; Enablement and Coproduction			
24	We will support the work of 'accessible places' and provide more support to this project to ensure the work can make a difference.	Health, Wellbeing, and Lifestyles			
25	We will build a network of recreation and leisure services that are able to recognise and provide good services to people with a learning disability	Health, Wellbeing, and Lifestyles			

Priority Area: Work College and Money

26	We will work with job centre plus and other partners to write an action plan to make things better.	Reasonable Adjustment; Enablement and Coproduction			
27	We will continue to offer employment opportunities within Leicester City Council for people with learning distality to access.	Reasonable Adjustment; Enablement and Coproduction Employment group			
28	We will work with Leicester College and other partners to understand how colleges meet the needs of students with learning disabilities.	Reasonable Adjustment; Enablement and Coproduction			
29	We will work to increase the number of companies that register as 'Disability Confident' recruiters and leaders in the city.	Reasonable Adjustment; Enablement and Coproduction Employment Group			
30	We will contact all our 'Disability Confident' care providers and ask for a report on how make this work better	Reasonable Adjustment; Enablement and Coproduction			

Priority Area : Moving into Adulthood: Actions and Updates to be provided by the transitions delivery group

31	We will support the implementation of the Leicester City transitions strategy which will work to achieve the following:				
32	Make sure professionals use the same words to mean the same thing.				
33	List the important things that happen after someone's 14th birthday and work out what need to be made better.				
34	Share information about how young people's lives may change as they become an adult				
35	Make sure professionals talk to each other. This will help staff share information about who needs help getting ready for adulthood.	Joint solutions panel meetings Complex transitions meeting			
36	Write clear plans for preparing all young people for adulthood and make sure different professionals are involved at the right time.				
37	Make sure we have plans to spend money in the best way to help people with special educational needs				

Priority Area: Support for our carers

	We have a shared vision for carers of people with learning disability who will be included into and the wider carers strategy:				
38	There is a carers reference group will update the partnership board on how the carers delivery plan is progressing.	Carer Reference Group (CGT)			
39	Support for carers managing benefits money and accessing counselling and mental health conditions needs to be better.	Carer Support Services			
40	Carers should be listened to and valued more they are often not listened to properly, and their expert knowledge is not used.	Practitioner Development, Training and Communication			
41	Professionals need to get better at giving carers the opportunity to be put on a GP's carers register.	Health, Wellbeing, and Lifestyles			
42	Respite needs for carers of people with complex needs, and profound and multiple learning disability need to be met.	Reasonable Adjustment; Enablement and Coproduction			