


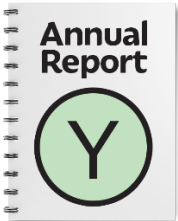






# The Big Plan Report

## 2020 – 2023

	<h2>Introduction</h2>
	<p>The Big Plan started in February 2020.</p>
	<p>The Big Plan was written by:</p> <ul style="list-style-type: none"> <li>• People with learning disabilities</li> <li>• Families and friends of people with learning disabilities</li> <li>• Unpaid carers</li> <li>• Professionals</li> </ul>
	<p>It has been three years since the Big Plan started.</p> <p>This report says what we have done over the last three years in 2020 to 2023.</p>
	<p>This report will explain what we have done to make things better for people with learning disabilities in Leicester.</p>

	<b>Some of the things we wanted to do</b>
	<p>We wanted to make reasonable adjustments so people can access leisure and community services.</p>
	<p>We wanted to make health care services better for people with learning disabilities.</p>
	<p>We wanted to make sure people have the choice and control over where they live and the support they receive.</p>
	<p>We wanted to give training to staff on:</p> <ul style="list-style-type: none"> <li>• Learning Disability</li> <li>• Reasonable adjustments</li> <li>• Equality and Diversity</li> </ul>



We wanted to work to support the stopping over medication of people (**STOMP**) and to give information and guidance to staff.



We wanted to work with public health to make sure that people with learning disabilities are thought about when making public health campaigns in Leicester.



Complain

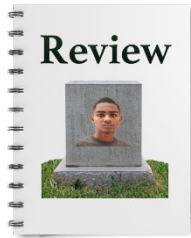
We wanted to look at how people make a complaint to make sure that people with learning disabilities can raise a complaint on their own.



We wanted to carry on with our work on the Learning Disability and Autism Programme to support our care providers to support people well.



We wanted to check that our services are signed up to the Health Charter.



We wanted to work closely with the 'Learning from Lives and Deaths' (**LeDeR**) team.

We wanted to learn lessons from the reviews they write.

We wanted to improve health outcomes for people with learning disabilities.



We wanted to make sure people get good support to go to college or find work.



[You can read The Big Plan on the Leicester City Council website.](#)

	<p><b>How we worked together during COVID-19</b></p>
	<p>We worked in a different way during the lockdowns in England.</p> <p>We had online meetings</p>
	<p>Health and Social Care worked together to try and make sure people could stay safe during COVID-19.</p>
	<p>We kept a register of people with learning disabilities who were most at risk of covid and we made sure they were getting the right support from different teams to stay safe.</p>
	<p>We worked together to make sure that people who needed extra support to make a choice about getting a job could get the right support.</p>



We wrote a letter to government to tell them people with a learning disability need to have quick access to covid jobs.

We had covid jabs for people with learning disabilities in Leicester before the rest of the country.



We started and carried on with our Learning Disability flu and covid vaccine work to make sure people can get the right support to have their jabs in special clinics.

Even people who don't like needles said it was easy to get their jab.



We worked closely with families and GPs to make sure that everyone who needed a covid jab could have one.



We shared information and support about covid with people with learning disabilities, carers and people who work with them.

We had covid bulletins and drop-in sessions



We made sure people could find easy read information about covid on the council website.



We started and carried on work to make sure people with learning disabilities and carers could be involved in meetings online during covid lockdowns, by getting the skills and equipment they needed.


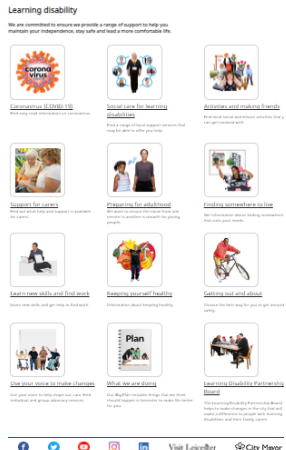



We worked closely with families to keep our council day services safe for people during covid.



Our contracts team worked with providers of learning disability services to make sure they had the right support and could keep people safe during covid.



	<p><b>Work that Social Care did between 2020 and 2023</b></p>
	<p>People who work in social care took part in easy read training.</p> <p>We have been working with the rest of the council to find out which other teams need easy read training.</p> <p>We have created a toolkit to help council staff to write easy read documents.</p>
	<p>The Council website pages for information about learning disabilities is better.</p> <p>The website gives more information about different services and support.</p> <p>The web page is easier to understand.</p>
	<p>We have set up a group at the council called Working with Communities with Additional Access Needs (CWAAN). We work together to make sure that all council departments and services know how to support people with a learning disability.</p>



We have done work to make applying for a home online easier.

Our Housing team has created 'how to' videos to help people to apply for a house.



We have been working with other councils to make sure we are up to date on training that all staff must do if they work with people with learning disabilities.

This is called the **Oliver McGowan mandatory training**.

We have started making sure that everyone who works with people with learning disabilities and autism does the Oliver McGowan Mandatory Training.

We are working with other departments in the council like housing and customer services to make sure all council staff can get the training if they need it.



We have made sure we have easy read information on the council website about important things like COVID-19 and the Cost of Living.



We have updated the Housing Information Pack that tells people all about moving home if you have a learning disability or if you care for or work with someone who does.



Some people with learning disabilities go into hospital for the wrong reasons.

There is a special team that try to stop people going to hospital for the wrong reasons.

They have been working with people in Housing teams to look at what homes we need for people coming out of hospital.

We make sure this happens at our Accommodation Board.












We have been working together to find out how many people with learning disabilities need respite and what type of support they need.


We have been working together to find out how many adults and how many people preparing for adulthood will need respite in the future.



We have been working with public health to make sure that people with learning disabilities are involved in our Active Leicester Plan and our plans to transform the city.

 <p>The image shows a purple folder labeled 'Benefits' with 'Carer's Allowance' written on it. Next to the text are several British pound banknotes. Below the folder, two women are smiling and hugging each other.</p>	<p>The Carers Support Service gives support to carers for managing benefits and money and accessing mental health and wellbeing support.</p> <p>It also supports carers to be involved in the design of social care services and support.</p>
 <p>The image shows a document titled 'Contract' with a picture of two hands shaking. A hand is holding a pen and signing the document.</p>	<p>We have made sure that any new providers we work with must sign up to the health charter when they start working with us.</p> <p>We are doing this work with all providers that already work with us too. We make sure this is in their contract with us.</p>
 <p>The image shows a form titled 'Please fill in this easy read form'. It has sections for 'Your name', 'Address', and 'Phone', each with a small icon and a blank space for input.</p>	<p>We have set up a Forms group to make sure that people can get any social care forms and letters in easy-to-understand formats.</p>
 <p>The image shows a woman in a purple top signing. Below her is the word 'Complain'.</p>	<p>The complaints team wanted to make it easier for people to tell us when things go wrong.</p> <p>The complaints team have made easy read forms for people to make a complaint easily.</p>
 <p>The image shows a group of people sitting around a table, engaged in a meeting or discussion.</p>	<p>We have made sure that carers can take part in our Learning Disability Partnership Board.</p>

	<p>Social care is asking all of its staff to stop using the term service user.</p> <p>We say 'people' or 'person' instead of service user.</p> <p>The term person is more person centred.</p> <p>Being person centred will help improve people's lives and the services they receive.</p>
	<p>We set up our new Supported Employment team.</p> <p>This team supports people with a learning disability to find meaningful work and supports them to stay in work.</p> <p>We also support employers to become disability confident. This includes the council.</p>
 <p>Library</p>	<p>We have grown our Accessible Places work to look at how we can make our community spaces easier for people with learning disabilities to access.</p> <p>We have started by working with our libraries to help them to become more accessible by putting information in easy read.</p>
	<p>We are working more closely with Public Health to look at how we involve people with learning disabilities in important meetings about health and wellbeing.</p>

	<p><b>Work that the NHS did between 2020 and 2023</b></p>
	<p>We have done lots of work to help more people stay well in the community and not need to go into hospital.</p>
	<p>We work more closely together to help people in hospital to get all the support they need so they can leave hospital when they are ready.</p>
	<p>The <b>LeDeR</b> team have been working with GPs to make sure they get proper access to the right kind of weighing scales.</p>
	<p>We have been sharing our learning about lives and deaths with other areas across the country.</p>



We worked hard to make sure that more people are having their annual health checks than the year before.



We are making sure that everyone gets a better Health Action Plan after their Health check.

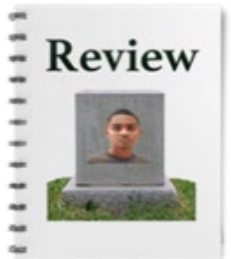


We have carried on with our special vaccine clinics for covid and flu.



Our health inequalities work made sure that people with learning disabilities had good access to covid support and were talking to their GPs when they needed help.

We need to build on this work and make sure GPs stay in touch with people with learning disabilities so they can keep having access to annual health checks and screening.

	<p><b>Work we did together</b></p>
	<p>We have been looking at how we can work in a more joined up way in health and social care to make things better for people with learning disabilities.</p> <p>We have been looking at how we can make sure people with learning disabilities and their carers are involved in important plans for learning disabilities.</p>
	<p>A person with a learning disability co-chaired the LeDeR group. This is the team that has been set up to do work together and make changes to help people with learning disabilities live longer and better lives. Carers are also involved in this work.</p> <p>All of our meeting papers are now in easy read.</p> <p>We have been working together to try and reduce the numbers of people with learning disabilities dying at an early age.</p>
	<p>We have been learning and sharing from lessons we have found in our LeDeR work.</p> <p>We put our learning in action and we have good plans in place for this.</p> <p>We share our learning with GPs and hospitals as part of their training.</p>





We have set up a Health Inequalities Group to make sure we are working together across health and social care to make access better for people with learning disabilities.

We look at things like annual health checks, health action plans and vaccinations.



We worked with the Learning Disability Partnership Board to make sure carers could have information about stopping over medication of people.



We have set up a Quality group where we work together to make sure all of our health and social care services give good quality care and support.

This includes things like making sure people in hospital can work with an advocate that understands how to support them.



We have done work to make sure that carers of people with a learning disability know they can get a Carers Passport when they are supporting their loved one at health appointments.



We now have trained Learning Disability Health Inequalities Champions that work in health and social care.

Champions make sure that all of our services think about how people with learning disabilities will access them.



We have set up an Accommodation Board with partners from Health, Social Care and Housing.

We use these meetings to make sure that we have the right homes available for people with a learning disability, especially when they are being discharged from hospital.



We have been working together to share training about health and wellbeing to our care and support providers like care homes.

We also ask all of our providers to be signed up to the Health Charter.



Finally, we want to say a **big thank you** to our Learning Disability Partnership Board who have helped and supported the work of the Big Plan.

If you want to find out more about board and the work we do, please email us. Our email address is: [Partnership-Board@leicester.gov.uk](mailto:Partnership-Board@leicester.gov.uk)