

The Pan Dorset Big Plan A Joint Health and Social Care Commissioning Strategy for People with Learning Disabilities

2017- 2020

Bournemouth and Poole Section Draft

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Introduction

This document forms part 2 of the Big Plan Extra Information for the Bournemouth and Poole areas. It contains detail of the current financial position across Health and Social Care. In addition, it provides detail on what work Bournemouth and Poole have carried out to date and what both areas aim to achieve under each of the 7 key Aims described in the Big Plan 2017-2020.

For detailed information regarding the Dorset County Council areas please refer to the Pan Dorset Big Plan Extra Information – Dorset only document.

Financial Position

The following three tables provide a financial overview in respect to services for people with learning disabilities across the two authorities in regards to social care funding and across the county as a whole in terms of NHS Dorset Clinical Commissioning Group funding.

Table A

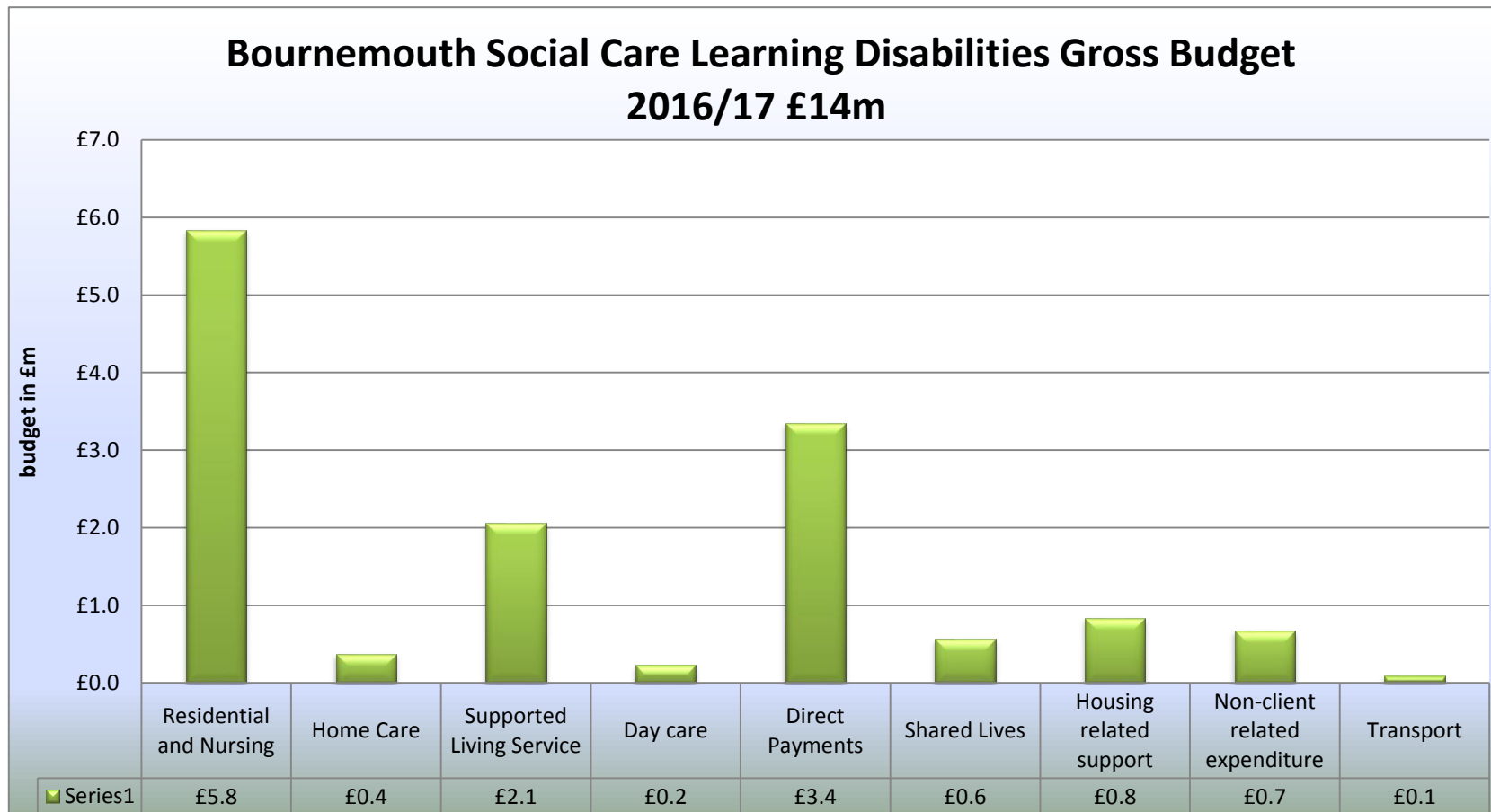


Table B

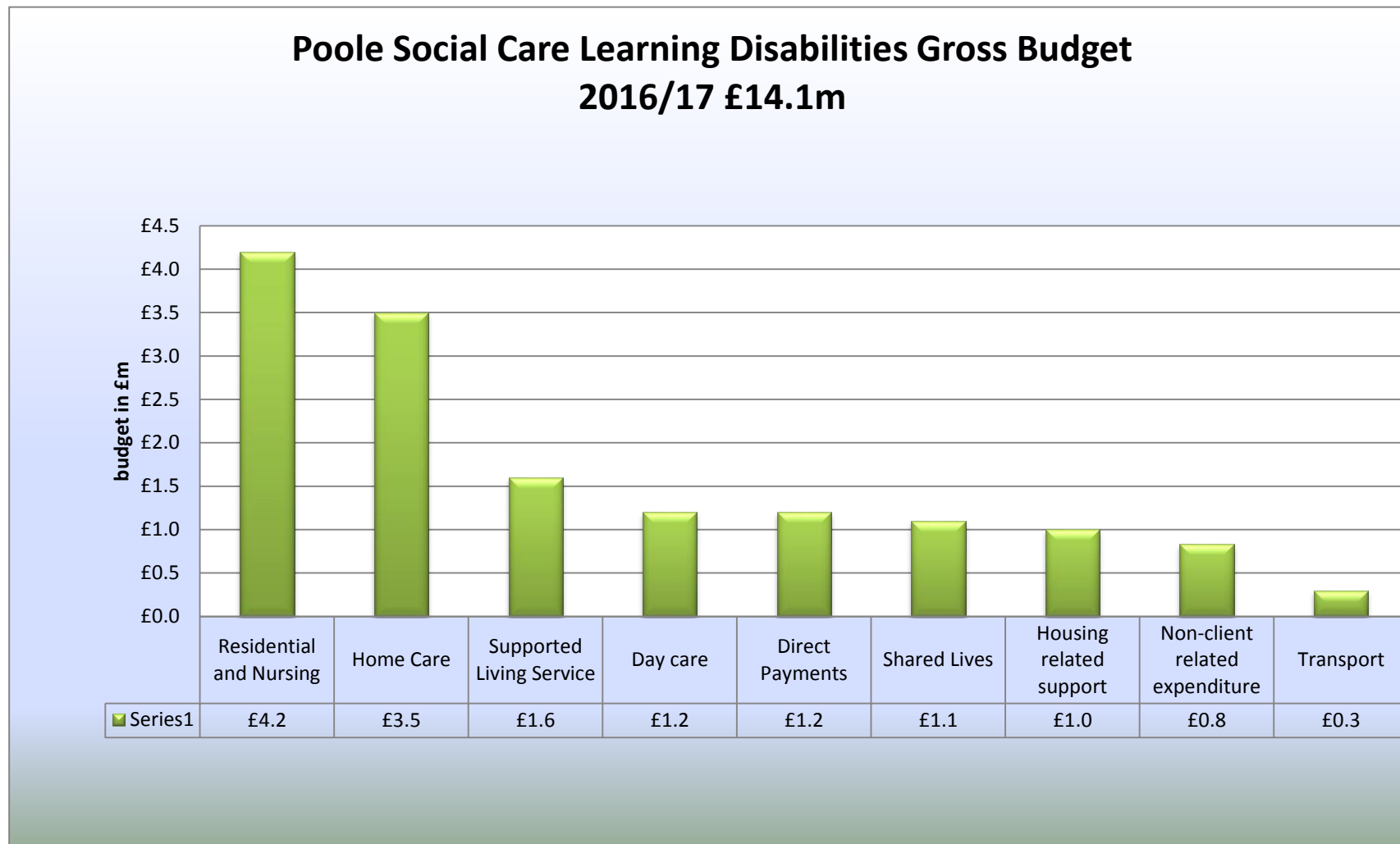
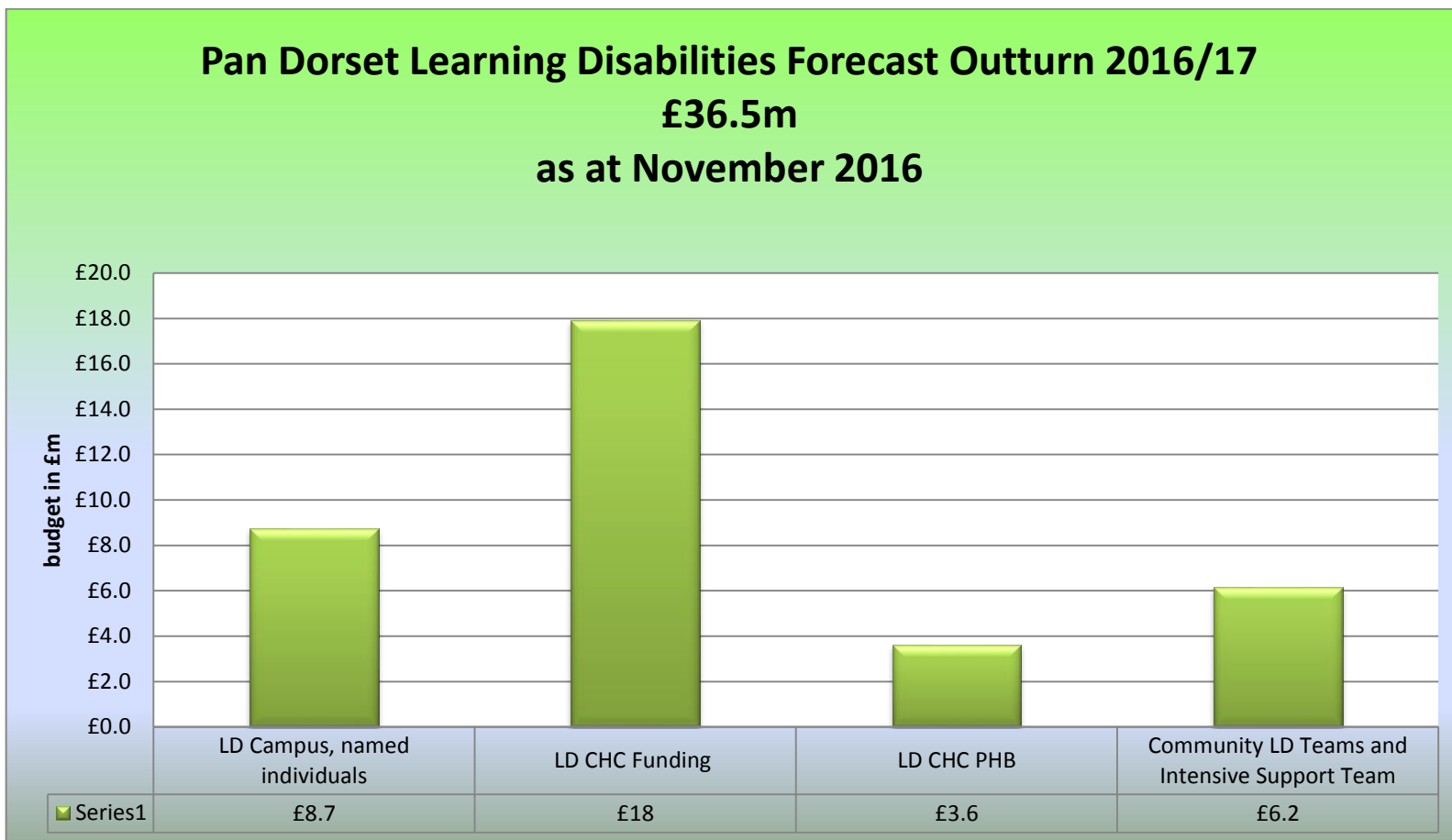


Table C



7 Big Aims

From the early engagement work as part of the October 2015 three Learning Disability Partnership Boards (LDPBs) 'Let's get Together Event' and subsequent engagement with specialist providers and wider stakeholders, the following 7 Big Aims have been identified as a priorities for the Big Plan 2017-20, providing a holistic approach to the needs of every individual:



The 7 Big Aims and Service Model Nine Core Principles

The 7 Big Aims have been aligned with the 9 core principles and 5 golden threads contained within the Transforming Care 'National Service Model' (2015). The Big Aims have also been linked to the local Bill of Rights Charter for people with learning disabilities, (Appendix 2) and the national 'Quality of Life Framework' key outcomes.

Work within each aim will also comply with the Accessible Information Standard where relevant.

For each Big Aim there is information on:

1. What has already been achieved;
2. What work has started but needs to continue;
3. What is proposed to be undertaken that is new.

Big Aim 1 – Where I Live	I have a choice about where I live and who I live with.
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Service Model Principle 5

<p>Bill of Rights</p> <p>The right to live where we want to live</p>	<p>Quality of Life Standards – Having a life, My Home</p> <p>I have the right to choose where I live and who I live with</p> <p>I have the right to live on my own or with people I have chosen to live with</p> <p>I have the right to an easy read tenancy agreement if I live in supported living</p> <p>I have a right to a home that is accessible</p> <p>I have a right to choose what my home is like inside and out</p>
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What we have achieved already

The aim for housing nationally is to ensure that people with learning disabilities are offered settled accommodation. Table 1 below show performance in 2015/16 in respect to adults known to services.

Table 1

Area/ percentage (2015-16)	Bournemouth	%	Poole	%	England Average %	South West Average
Settled accommodation for adults with LD age 18-64	242	66%	264	83%	75%	72%
Unsettled Accommodation for adults with LD age 18-64	123	34%	53	17%	25%	28%
Total	365	100%	317	100%	100%	100%

Please note: A further breakdown of the different types of settled and unsettled accommodation can be found in Appendix 3

Residential Care

The majority of people in unsettled accommodation are those placed in residential care.

Table 1 above is broadly comparable with local data on the use of residential care across the two authorities in Table 2 below, (October 2015). Both show that Poole had less people placed in residential care in comparison with the wider South West Region and England Average, whereas Bournemouth has more.

Table 2

Area	Number of people with LD in residential care	Total estimated LD population aged 18-64 years**	Percentage of people in LD residential care per total population
Poole	47*	2,138	2.2%
Bournemouth	112*	3,011	3.7%
South West Region	3,008	77,532	3.9%

*As at Sept 2015 ** Data taken from PANSI IPC population statistics

Bournemouth's use of residential care has reduced since its position in 2009/10 when there were 158 people in residential care, however further work is needed to reduce this further. Poole has maintained a similar level of residential care usage over the past four years.

Most residential care is commissioned from the independent sector. Poole has no in-house provision. Bournemouth's remaining in-house provision transferred across to Tricuro in 2015 and was rated as 'Good' following a recent CQC inspection (2016).

Supported Accommodation and Extra Care Housing.

Bournemouth currently has 228 units of supported accommodation (178 through Housing Related Support schemes, 50 through campus re-provision)

Poole currently has 151 units of supported accommodation (111 through Housing Related Support schemes, 18 through campus re-provision schemes and 22 bespoke schemes).

People with a learning disability can also be considered for Extra Care housing across both authorities¹.

The Government, in October 2016, announced that it has deferred the introduction of the Local Housing Allowance, (LHA), benefit cap across the supported housing sector until 2019/2020 and that the shared accommodation rate for under 35's will not apply. The

¹ Minimum age of 55 years for Bournemouth Extra Care Schemes

Government has advised that funding will be devolved down to a local authority level to help cover rents that exceed LHA rates. However, it is not clear how much this will be and so it is essential that any new schemes should align to LHA rates, or at least as close to these as possible. It has been announced that the shared accommodation LHA rate will not be applied to supported housing schemes.

Shared Lives

Shared Lives services support people with learning disabilities into settled accommodation by placing them with a host family. These families have been trained as shared lives carers so they are able to properly support those living with them.

As at June 2016 Bournemouth had 23 long term carer households providing 37 placements and 9 short break carer households support 9 clients

Poole has 37 carer households which support 47 people with a learning disability in a permanent placement and a further 38 people with short breaks across 17 carer households.

Both schemes predominantly work with clients with a learning disability. Poole are developing the scheme for people with dementia. The Poole service is still delivered directly by the council. The Bournemouth service transferred to Tricuro in 2015.

General Housing and Private Rental

The availability of general housing remains challenging across both authorities with significant waiting times depending on need. The Dorset Home Choice scheme is used across Dorset and consists of a banding and bidding process. People with a learning disability that apply to the Dorset Home Choice scheme can be supported by Housing with bidding for properties.

Relationships with a small number of housing associations and private landlords have supported the development of smaller adhoc housing schemes for people with a learning disabilities. These were often formed by commissioners requesting that care and support providers find suitable housing partners to help solve people care, support and housing needs together.

Ownership and Shared Ownership

The opportunities for home ownership remain limited and are dependent on each person's financial position. For those not working or not likely to work [Advance Housing](#) specialises in shared ownership schemes for people with learning disabilities. [Help to Buy – South West](#) is a government backed initiative to help people who are in work to access housing through shared ownership.

The Housing and Planning Act (2016) aims to give all people a greater chance to own their own home through extending the 'Right to Buy' to housing association tenants and setting new starter home targets for local authorities. It is not clear what impact this will have on people with a learning disability, both in terms of the ability to own their own home or overall housing availability.

Support with Housing Options

Easy Read Housing Options Booklet and pathways have been published across Bournemouth and Poole. The Bournemouth pathway requires updating.

In Poole, a member of the Poole Housing Allocation Team is currently placed within the Community Learning Disability Team on a part-time basis. Poole Forum has a lead housing officer to link with when supporting people with learning disabilities to speak up about their housing issues.

Both Bournemouth and Poole have a Housing action group² as part of the work of the Learning Disability Partnership Board.

What we have started but need to continue to work on

Bournemouth has commenced a programme to transfer its Supporting People LD Housing Related Support Services (178 units) over to Adult Social Care Services. Ongoing support for people currently receiving these services will be commissioned through the community team, through a personal budget following a re-assessment. For many people this will not result in a change of provider, but it will give some people the opportunity to consider where they would like to live in the longer term and what support they might need. Any ongoing contracts with providers will be managed as a 'spot contract'.

Bournemouth are currently working with a care and support provider to develop a further 11 flats in Winton, offering up to 16 units of accommodation for people with a learning disability.

Poole has introduced a new Learning Disability and Autism Housing Allocation Panel (from April 2016) to manage its existing 151 units of supported accommodation. The Panel will also support the gathering of information to support future housing need to inform future commissioning.

Poole is starting a review of its Shared Lives service to meet increased demand for this type of support and as a positive next step for people leaving the family home..

In Poole, a new 54 apartment Extra Care Housing scheme opened towards the end of 2016 which people with learning disabilities, as well as other vulnerable groups will be able to live in.

Bournemouth and Poole continue to work with housing providers to assess the impact of any changes in housing policy and to develop schemes within the private and voluntary sector.

What we want to do that is new

The Transforming Care Partnership Plan (Appendix 4) will help Bournemouth and Poole to identify suitable options to support people with complex needs and behaviours that

² In Bournemouth this is known as the 'Where we live group'.

challenge services. This will develop both care and accommodation opportunities to enable people to live close to home and as part of the community.

In addition, It is important to have plans in place to support people who have stayed living within the family environment. This is in recognition that as they become older, they may develop care and support needs of their own. These may impact on their ability to support the person with a learning disability in the longer term. Planning needs to be proactive, but handled sensitively.

Bournemouth and Poole will further assess housing need, focussing on four key groups:

- Young people preparing for adulthood
- People monitored through the Transforming Care Partnership Plan, (in line with above)
- People in residential care who could potentially move on
- People living with parents that are getting older.

Bournemouth and Poole remain committed to reducing their reliance on residential care and in line with national best practice and to support people to live in settled accommodation instead.

Bournemouth will seek to reduce the number of people in residential care by up to 30% by the end of 2020. This may be done through supporting existing residential care providers to deregister, or by supporting people to move on to alternative forms of settled accommodation. A review of learning disability residential care services based with in Tricuro will also be completed in the lifetime of this strategy.

Bournemouth will review its Shared Lives Scheme.

Bournemouth and Poole will continue to try to increase the range of supported housing options to meet this Big Aim on an identified needs based basis. Both authorities will seek to work with partners that can offer affordable rental models in light of the Government's proposals for supported accommodation.

Poole aims to develop a block of six flats, providing supported accommodation for vulnerable young people, including those with a learning disability preparing for adulthood.

In addition, Poole will use the information gathered through the new Housing Panel to identify additional housing need.

Bournemouth and Poole will explore extending the Poole Learning Disability and Autism Housing Allocation Panel to include Bournemouth schemes, to maximise the effective use of existing housing stock and increase choice to people across the conurbation.

Bournemouth have been successful in securing funding from the Department of Health's Housing and Technology Capital Grant and will be building 6 new self contained flats in early 2017.

<p>Big Aim 2 – Staying Healthy</p>	<p>Ensuring mainstream health services are easy to use, make reasonable adjustments and communicate across services.</p>
<p>Service Model Principle 6</p>	
<p>Bill of Rights</p> <p>The right to good healthcare</p>	<p>Quality of Life Standards – Staying Healthy, Big Changes in my life</p> <p>I have the right to have support to stay healthy</p> <p>I have the right to be involved in any changes which are happening in my life, (e.g. becoming ill)</p>
<p>What we have achieved already</p>	
<p>Yellow Health Book and My Care Passport</p>	
<p>The Yellow Health Book is a Dorset wide hand held health record for people with a learning disability. The current version in use is the fourth edition, which was produced in 2011. The book is being updated and reprinted in 2017 following consultation with learning disability organisations and health professionals.</p>	
<p>“This is Me: My Care Passport” is about the person at the time the document is completed and provides professionals with information about the person with a learning disability or dementia as an individual. The document is mainly used within secondary care settings with the aim of enhancing the care and support given while the person is in an unfamiliar environment. This was introduced in 2013.</p>	
<p>A wide range of other accessible information related to Staying Healthy has been published under a new learning disabilities services page on Dorset Health Care website</p>	
<p>Health Checks</p>	
<p>The Annual Health Check scheme is for adults and young people aged 14 and over who have been assessed as having moderate, severe or profound learning disabilities, or people with a mild learning disability who have other complex health needs. People with learning disabilities often have difficulty in recognising illness, communicating their needs and using health services. Research shows that regular health checks for people with learning disabilities often uncover treatable health conditions. Most of these are simple to treat and make the person feel better, while sometimes serious illnesses such as cancer are found at an early stage when they can be treated. The Annual</p>	

Health Check is also a chance for the person to get used to going to their GP practice, which reduces their fear of going at other times.

Table 3 shows the percentage of people on the GP learning disability registers that had a health check from 2013/14 to 2015/16.

Table 3

	2013/14	2014/15	2015/16
Dorset	61%	50%	60%
Bournemouth	79%	59%	68%
Poole	61%	48%	42%

The highest achieving area overall was Bournemouth with 68% of health checks carried out in 2015/16.

Green Light Toolkit

The Learning Disability Green Light Toolkit is used to provide a baseline position on how Mental Health services are able to support individuals with a learning disability. The toolkit requires self-assessment against 9 criteria as follows:

1. Physical Health
2. Eligibility and Access
3. Secure Settings
4. Safeguarding
5. Assessment
6. Equalities
7. Personalisation
8. Staff attitudes and values
9. Accessible information

Mental health inpatient services were self-assessed by learning disability lead professionals in 2014 – 15.

The Green Light Toolkit self-assessment found that the area needing most improvement to most mental health teams was 'Accessible Information'. It was identified that very limited adapted information materials were available and that this was not easily accessible by the staff or patients. Physical Health, Assessment, Equalities and Staff attitudes and Values were all scored as amber by the majority of the teams, which means 'needing improvement'. This was due to a lack of availability of adapted tools and material, as well as a lack of specific learning disability training for

staff. Staff training and a pack of accessible information has been put in place following the audit.

Half or more of the mental health teams assessed themselves as being good at ensuring people with learning disabilities had as equal access to mental health services as the general population; received good care in secure settings and received personalised support. Another Green Light Toolkit self-assessment is being carried out in early 2017 to see whether services have improved since the self-assessment in 2015.

In 2015, Dorset HealthCare (DHC) added a new easy read section to their website which has lots of easy read information about health:

<http://www.dorsethealthcare.nhs.uk/learning-disability/useful-things/leaflets/>.

This includes leaflets about health, a Learning Disability Admission Pathway for admission to mental health wards and assessment and planning forms that mental health staff can use to support people with learning disabilities. The Health action group and Communication for All action group has continued to identify and promote the development of accessible information in line with the Accessible Information Standard (see below).

Some training has also been delivered with DHC staff as part of implementing the Accessible Information Standard. Training for professionals is one of the work-streams in the Transforming Care Partnership Plan from 2016 to 2019.

What we have started but need to continue work on

Accessible Information Standard

From 31 July 2016, all organisations that provide NHS care or adult social care are legally required to follow the Accessible Information Standard. The Standard aims to make sure that people who have a disability, impairment or sensory loss are provided with information they can easily read or understand with support, so they can communicate effectively with health and social care services.

Effective implementation will require health and social care organisations to make changes to policy, procedure, human behaviour and, where applicable, electronic systems. Commissioners of NHS and publicly-funded adult social care must also meet this standard, in that they must make sure contracts, frameworks and performance-management arrangements with provider bodies enable and promote the Standard's requirements. Successful implementation will lead to improved outcomes and experiences, and the provision of safer and more personalised care and services to those individuals who come within the Standard's scope.

DHC took part in an Accessible Information Standard pilot scheme at the end of 2014 and set up working groups to develop its approach. During this time, collaboration between specific DHC teams and Bournemouth people First, a local self advocacy group for people with learning difficulties, resulted in a number of outcomes. Easy

Read leaflets and packs of Flash cards were created within the duration of the pilot, for use within the DHC teams; development of a Communication Support Form so teams could capture data from engagement with service users; implementation of staff training and awareness sessions; development of multiple easy read documents and review of policies. DHC has also more recently developed easy read webpages with information about the community teams for people with learning disabilities.

Health Checks

In April 2016 Dorset CCG became responsible for the health checks Directed Enhanced Service (from NHS England). A review is being undertaken on the quantity and quality of health checks that are being carried out to enable an action plan to be developed and implemented to improve both these areas

NHS England has set a target for all CCGs to ensure that at least 75% of the people on the GP learning disability health check register have an annual health check by March 2019.

Health Action Plans

The Learning Disability Directed Enhanced Service guidance puts the onus on GPs to generate meaningful health action plans at the time of the annual health check to address health priorities. Integrated annual health checks and health action plans will ensure person centred care and improved individualised health outcomes. This provides an opportunity to improve primary, secondary and specialist community team engagement which can support reduction of inappropriate secondary care referrals. It also provides the person with a learning disability, and their carer if appropriate, with a clear understanding of 'what needs to happen' over the next 12 months.

Work is progressing to ensure 'read' codes used in primary care are collated to give a true picture of compliance. Health Action Plans are included within locally developed Yellow Health books that provide key health information for each individual with a learning disability. A review of usage of yellow health books and associated documentation is also currently underway, with a view to improving completion of health action plans.

Training

A staff training programme at Poole Hospital that has been delivered by Poole Forum. As at September 2016 Poole Forum had delivered training to over 800 doctors and nurses.

Experts by Experience

In 2016 Dorset CCG commissioned 'Learning Disability Experts by Experience'.

The service will:

- a) Improve awareness and confidence of primary care in the management of people with a learning disability.

- b) Provide a service user perspective and insight on the quality of services.
- c) Assure commissioners that local health services are meeting the needs of individuals with a learning disability.
- d) Support providers' to improve services for people with a learning disability.
- e) Improve health outcomes for the local population with a learning disability.

Quality Checking of Dorset County Hospital, The Royal Bournemouth and Christchurch Hospitals and Poole Hospital was carried out in 2016 as part of the Experts by Experience programme. The findings were shared with the hospital managers and staff and with commissioners. All of the hospitals were working to improve their services for people with learning disabilities and welcomed the quality checkers. Examples of good practice included:

- the scheme in Dorset County Hospital in which staff members were trained as learning disability 'champions' within their teams to support their colleagues in providing a good service for people with learning disabilities;
- the wide range of accessible information including short films on the Royal Bournemouth and Christchurch Hospitals website;

Areas for improvement across the three hospitals included:

- Improving awareness and use amongst staff of the 'flag' system on the patients computer record which highlights that the person has a learning disability;
- Improving signage within some areas in the hospitals
- Improving awareness amongst staff of easy read information to ensure that this is passed on to patients when required

Quality Checking of care homes and delivering GP training is also taking place within the Experts by Experience Programme. A summary of findings will be available in April 2017.

What we want to do that is new

Learning Disabilities Mortality Review

The failures of health and social care services to comply with equalities legislation, and widespread poor healthcare provision for people with learning disabilities was documented in the following reports:

- Mencap (2007) 'Death by Indifference'
- Michael (2008)'Healthcare for All'
- Parliamentary and Health Service Ombudsman (2009) 'Six Lives'
- Confidential Inquiry into premature deaths of people with learning disabilities (CIPOLD) (2013)

A key recommendation of the Confidential Inquiry into the deaths of People with Learning Disabilities (CIPOLD) was for ongoing mortality surveillance in this population. More information about CIPOLD is available here:

<http://www.bris.ac.uk/cipold/>

The Learning Disabilities Mortality Review Programme (LeDeR) is commissioned by the Healthcare Quality Improvement Partnership (HQIP) on behalf of NHS England and led by the Norah Fry Institute at the University of Bristol and aims to:

- Drive improvement in the quality of health and social care service delivery for people with learning disabilities.
- Help reduce premature mortality and health inequalities in this population.
- Influence practice at service, individual practice and professional level.

The Wessex region, Gloucester and North East and Cumbria are in the first wave of designated pilot sites in NHS England regions; with others in various stages of development in North, Midlands and East, South, and London. Deaths included in the review process are all notified deaths of people with a learning disability aged between 4-74 years. Dorset HealthCare has developed a notification process for all people with learning disabilities who have died, All health and social care providers and Local Authorities are required to have similar notification processes.

A key part of the LeDeR programme involves independent local Reviewers, who are health or social care professionals, who have undergone specific LeDeR training, are familiar with the needs of people with learning disabilities and their families, and who have not been involved with the care or care provision of the person who has died. There are LeDeR information leaflets (including easy read version) for both the public and professionals which have been developed by the University of Bristol.

Between the start of the review process in August 2016 and January 2017 there were three mortality reviews carried out. A pan-Wessex LeDeR steering group has also been set-up to develop the review process.

There is a Pan Dorset Mortality Review group which has regard to the national LeDeR Programme.

<p>Big Aim 3 – Having a Good Life</p>	<p>Supporting people to be part of their community, to maintain and build new relationships and access social, leisure, education and employment opportunities.</p>
<p>Service Model Principle 1</p> <p>I have a good and meaningful everyday life.</p>	
<p>Bill of Rights</p> <p>The right to transport</p> <p>The right to use public facilities</p> <p>The right to adulthood</p> <p>The right to relationships</p> <p>The right to independence</p>	<p>Quality of Life Standards – Having a life</p> <p>I have the right to travel on public transport just like any other person</p> <p>I have the right to take part in meaningful, accessible leisure activities the same as any other person</p> <p>I have the right to have support to see my friends and make new friends.</p> <p>I have the right to a good quality of education, which enables me to lead an independent life.</p> <p>I have the right to be supported to have paid employment</p>
<p>What we have achieved already</p> <p>Transportation and Amenities</p> <p>In the 2014 LD SAF, self advocates across Bournemouth and Poole said there were good links with local bus companies and a ‘safe place’ meeting point at Poole bus station. The Poole COAST³ team have been given unlimited bus passes to enable them to support people with travel training and at the time had supported 71 people to access public transport.</p> <p>Experiences of people using public transport remained mixed at that time with many people choosing not to use public transport, or the bus station at night.</p> <p>There are currently 5 Changing Places toilets across Bournemouth and Poole. (1 in Poole and 4 in Bournemouth). Unfortunately, the second Changing Place toilet in Poole based in the Dolphin Centre recently closed.</p>	

³ COAST – Community Outreach and Support Team – Part of Tricuro with a focus on supporting people with disabilities into work.

The Safe Place scheme gives people confidence to access the community, (please refer to Big Aim 5 - Keeping Safe, for more information).

Access to Leisure

There are 44 local independent day opportunity providers, activities and clubs which support people with a learning disability, currently listed across Bournemouth and Poole⁴. These offer a range of arts, sports and leisure opportunities. A number of these groups support people to access universal services within the area.

A survey of day opportunity providers led by Poole in 2015 found, that overall, people with a learning disability and their carers were very pleased with the providers they used. Best practice guidance for day opportunity providers has been published by Poole called 'Minimum Standards'.

Most independent day opportunities are funded either privately or through a direct payment as an alternative to commissioned day services. The range of providers for people with more complex needs is more limited though and concerns have been raised around the lack of services for people with a learning disability who are getting older.

Bournemouth People First's 'Outright' and now 'Life Link' Projects support people with a learning disability to access mainstream activities within the wider community.

Poole Forum has relaunched its evening social group 'Friends Re-united'. The Poole Wellbeing Collaborative is also available to support people to access activities within the wider community.

The 'Big Night Out' is now a Pan Dorset event providing a safe night out for people with learning disabilities. This is led by a collaboration of local self-advocacy groups with Suttle Stone Quarries. Some local cinemas and theatres advertise 'autism friendly' screenings.

In the 2014 LD SAF Poole rated access to mainstream sports and leisure and arts and culture as 'green'. Bournemouth rated sports and leisure as 'amber' and arts and culture as 'green'.

In 2015, all council run day services across Bournemouth and Poole successfully transferred into Tricuro, a local authority trading company. The focus since remained on offering the same level of quality service to people accessing these services, but consultation is currently underway to agree the future direction of the day services which they provide.

Relationships

The Bournemouth and Poole Big Plan 2012-15 included an aim about supporting people with relationships. This has led to the introduction of a relationships action group of the Bournemouth and Poole Learning Disability Partnership Boards.

⁴ As at 11/10/2016 on www.mylifemycare.com

The action group has collated national and local resources about supporting people with relationships as part of revising the staff guidance for the two local authorities and DHC, which is due for publication before the end of 2016. This may need to be linked to a wider generic policy in the future. This is under review.

DHC has published a range of information about relationships on their learning disability services web pages on www.dorsethealthcare.nhs.uk/learning-disability/useful-things/sex-and-relationships.htm

Staff from mainstream sexual health services are now linked with the action group and are currently reviewing their information to make sure it is in an accessible format.

Sexual Health services are now running a training course at Poole College for students with learning disabilities.

Education

Education for people with a learning disability falls into two distinct groups:

1. The education offer for young people up to the age of 25 under the Children and Families Act 2014 and the introduction of Education, Health and Care plans (EHC)
2. Continued education opportunities for people aged over 25

Under the Children and Families Act (2014) each local authority has published a 'Local Offer' for children and young people with special educational needs and/or a disability, detailing what options there are post 16 for further education, through special schools, local colleges and university.

Skills and Learning provide continued education opportunities across Dorset. Some courses are fully subsidised, such as courses linked to Pathways to Work, others are part subsidised which tend to be more recreational courses such as painting, sewing and drawing.

Work

Valuing People (2001, 2009) set a national objective to support people with learning disabilities into work.

The ASCOF measures the proportion of adults with learning disabilities known to services in paid employment. In 2014/15 the England average was 6.0% steadily falling year on year from 7.1% in 2011/12.

Bournemouth's performance over this period has been variable (highest 10.7% and lowest 1.5%) suggesting some issues with data collection.

Poole has maintained an above England average of around 9% between 2011-14. Poole fell to 5.9% in 2014/15, but rose again to 8.8% for 2015/16. (Performance in 2014/15 may have been due to data collection rather than a dip in actual performance).

Table 5 below gives the performance for 2015-16.

2015-16	Bournemouth	%	Poole	%	England Average %	South West Average %
<16 hours paid work	8	2.2%	26	8.2%	NK	NK
16+ hours Paid work	1	0.3%	2	0.6%	NK	NK
Total	9	2.5%	28	8.8%	5.8%	7%

Although this national indicator gives some data for comparison, it does not give the full picture as a large proportion of people with a learning disability, who are in work, may not be in receipt of wider support from adult social care services, and consequently are not counted in this indicator.

Data collected by the Bournemouth and Poole Work and Education an action group of Bournemouth and Poole Learning Disability Partnership Boards, suggests that potentially as many as 122 people with some form of learning disability were supported through the Work Choice programme between October 2014 and October 2015. Of these 57 were supported into paid employment, working over 16 hours per week.

It is currently proposed that the Work Choice programme will end in October 2017 and be replaced by a new national 'Health and Work Programme'. Work with the new providers will need to be pursued to ensure people with a learning disability are adequately supported.

The Work and Education action group has helped bring supported employment and education agencies together, along with representatives from the Department of Work and Pensions, community learning disability teams and self advocacy organisations to share learning and challenges.

This has included the work of Linwood School and its 'Classroom at the Heart of Industry' programme to help young people with learning disabilities over a 2 year programme to develop employment skills in a real work place through work with local hotels.

There are currently 15 Employment and Training providers across Dorset that support people with learning disabilities.⁵

This includes Bournemouth's Community Employment Support (CES) Team and Poole's COAST service which both transferred into Tricuro in 2015. Their main focus is supporting people who would most likely only be able to work up to 16 hours a week. The majority of people using these services will have either been assessed as eligible, or would be eligible if assessed, for services under the Care Act. Together, COAST and CES, have supported

⁵ As at 01/06/2016 on www.mylifemycare.com

168 people with a learning disability in some form of work related activity between October 2014 to October 2015.

A protocol for procurement to incentivise the employment of people with limited work capabilities was developed within Borough of Poole, although take up by the Council departments when tendering for services has been low and needs to be reviewed.

NHS Employment Pledge

NHS England and NHS Employers launched a pledge in October 2015 to employ more people with learning disabilities which local NHS organisations are being encouraged to sign up to. The programme is the next step in a commitment made in the NHS Five Year Forward View (2014) to make NHS workforces more representative of the local communities they serve. It takes the form of a new national network providing advice, ideas and impetus to all NHS organisations – from local hospital trusts to national bodies – to remove barriers and take steps to accelerate employment of people with learning disabilities in the NHS. Dorset CCG has achieved the first stage of gaining two ticks accreditation, and is incorporating the pledge into its Equality and Diversity Strategy in 2016.

What we have started but need to continue work on

Transportation and Amenities.

One further Changing Places toilet is planned in Westbourne in Bournemouth. As part of the Big Plan 2017-20 public consultation, the views of people will be sought in regards to carrying out further work to promote access to accessible public toilets, including Changing Place toilets. (For consultation)

Access to Leisure

The quality checking of independent day opportunity services has started in Poole and had completed 5 checks at end October 2016 and will continue into 2017.

Building based day services within Tricuro to continue to focus on supporting people to access the wider community and build skills for independence.

Relationships

The Bournemouth and Poole Relationships action group has been keen to explore setting up a local dating agency for people with learning disabilities, but this has not been able to progress due to financial and resource issues. (For consultation)

Bournemouth People First has been successful in a bid for funding to run relationships and sexual health training across the two authorities.

A further relationships event for people with a learning disability and their carers is still being proposed by the action group. (For consultation)

The Voicing Family Rights protocol for supporting parents who have a learning disability has not progressed beyond a draft stage. Revised national guidance was re-issued by University of Bristol working with the Esmee Foundation in September 2016. It is recommended that the national guidance is adopted as local best practice and that further

work on the Voicing Family Rights protocol ceases.

Work

To continue to support people with learning disabilities into the world of work across the two local authorities, with a continued focus on supporting people into individual work placements, (paid or unpaid/voluntary).

To work with Dorset CCG on the wider review of Supported Employment which will be progressed in 2017 and support the requirements of the mental health 5 year forward view.

Bournemouth and Poole College have launched a new supported internship programme for young people aged 16 -24 with a statement of Special Educational Need/EHC Plan.

The work on supporting people with a learning disability to set up their own business has not progressed in the life of the former Big Plan. This is still seen as important work moving forward by the Work and Education action group. Dorset Community Action is in the process of bidding for national funding to support this work and the group has made links to discuss further.

To continue to work with wider supported employment providers, existing and new, to support people with a learning disability into employment.

What we want to do that is new

Access to Leisure

Extend quality/citizen checking of independent day opportunity providers to Bournemouth.
(for consultation)

In recognition that the current Independent day opportunities market is not able to support all groups of people with a learning disability, the proposed Bournemouth and Poole LD care and support framework, may also include provision for day opportunities/services. Services under this framework will need to focus on skills building and community inclusion. (Please refer to Big Aim 4 for more information about the LD care and support framework). (for consultation)

<p>Big Aim 4 - The right care and support when I need it</p>	<p>Ensuring services can meet the needs of the local population, in particular those who display behaviours that challenge services. Promoting a philosophy of 'Just Enough Support' with a focus on developing and maintaining skills and promoting independence, choice and control.</p>
<p>Service Model Principles 2, 3, 4, 7, 8 and 9</p> <p>Most of the nine principles contained within the National Service Model apply under this Big Aim.</p>	
<p>Bill of Rights</p> <p>The right to support when and if I need it</p> <p>The right to say no</p> <p>The right to communicate</p> <p>The right to independence</p> <p>The right to adulthood</p> <p>The right to good health care</p> <p>The right to confidentiality</p>	<p>Quality of Life Standards – Being Independent, Big Changes in my Life, Short Breaks, Domiciliary care, Communication</p> <p>I have the right to be supported in my own home to be as independent as possible and make my own choices about my daily living</p> <p>I have the right to be involved in any changes which are happening in my life</p> <p>I have the right to choose my own short break</p> <p>I have the right to chose who comes to support me</p> <p>I have the right to chose what types of things the person supports me with</p> <p>Quality of Life Standards – Buying my own services</p> <p>I have the right to always be offered a personal budget as the first option of managing my support and to be told about personal budgets in a way I understand</p> <p>I have the right to regular reviews to make sure my personal budget is working for me</p> <p>If I decide to have a direct payment I have the right to ongoing support and information</p>

	<p>from the support service</p> <p>I have a right to have my communication respected and to be communicated with in a way I understand</p>
<p>What we have achieved already</p> <p>Information, Advice and Advocacy</p> <p>The first step for people with learning disabilities, their families and for those who provide support, is to have access to clear information and advice in a format that can be understood. These formats must now be in line with the Accessible Information Standard.</p> <p>DHC has launched a series of learning disability related web pages on their website, with links to a range of useful resources, many in an easy read format.</p> <p>The Dorset wide Mylifemycare.com website provides information regarding care and support. Whilst this website is not learning disability specific, it provides a wealth of information in a plain English format, (crystal mark approved).</p> <p>Both local authorities have launched their Local Offer web pages to support young people and their families in preparing for adulthood, and includes links to Mylifemycare.com.</p> <p>Bournemouth People First and Poole Forum provide information on their websites about the support they provide. Both act as information and advice centres receiving significant enquiries from people with learning disabilities, their families and organisations that provide support.</p> <p>Poole has some information on the LDPB web pages on its council’s website. Bournemouth relies on Bournemouth People First to have information regarding their LDPB. This needs to be reviewed now the two LDPB’s are coming together.</p> <p>Advocacy is available to support people who may struggle to fully engage with the assessment and support planning process, alongside wider issues-based advocacy services.</p> <p>In addition, Bournemouth People First and Poole Forum are commissioned to provide self advocacy support to enable people to speak up and have their voices and rights heard.</p> <p>Assessment and Support Planning</p> <p>Bournemouth and Poole have introduced new assessments and support planning processes to meet their responsibilities under the Care Act 2014. Section 10 of the Care Act guidance promotes a person centred approach to care and support planning, with an emphasis on choice and control supporting people to play an active role in their care planning. This includes involving a person’s wider circle of support including families/informal carers.</p> <p>Staff within the community learning disability teams have been trained in meeting their</p>	

duties under the Care Act 2014.

Both of the community learning disability teams have a range of person centred planning tools to use with individuals during their assessment, but there is inconsistency of practice across teams and across the wider county.

EHC plans for young people with Special Educational Needs and Disabilities have been introduced across both authorities.

Inclusive Communication

Contracts with providers expect that they use support planning tools that are accessible to the person they support in line with the new Accessible Information Standard. This could be use of easy read plans, wall charts and videos.

The Communication For All action group continues to support work around Total Communication Support, including a new signs and symbols handbook which is in the final stages of completion. A launch event is proposed once it has been finally published.

Other work that has either been completed, or is near completion includes:

- Developing an easy read version of the Good Communication Standards
- Easy read information regarding both community learning disability teams across Bournemouth and Poole
- Agreeing standards for Easy Read across the three local self advocacy organisations and developing into promotional information

Accessible Information Standard

From 31 July 2016, all organisations that provide NHS care or adult social care are legally required to follow the Accessible Information Standard. The standard aims to make sure that people who have a disability, impairment or sensory loss are provided with information that they can easily read or understand with support so they can communicate effectively with health and social care services.

Personal Budgets and Personal Health Budgets

Personal Budgets are available for all people eligible for support under The Care Act 2014, with the exception of those in residential care.

Direct Payments are well established across both authorities with an above average uptake by people with learning disabilities compared to the whole eligible population in each authority (Bournemouth 44% compared to 33% and Poole 36% compared to 23%). A high proportion of these are managed by families on behalf of the person with a learning disability.

The remaining personal budgets are directly managed by each authority. Individual Service Funds, where a person's personal budget is given to a third party organisation to manage on behalf of the person with a learning disability, are not yet in place in either authority. This is being explored as part of the Dorset Transforming Care Partnership Plan.

Table 6

Social Care funded by Bournemouth Borough Council and Borough of Poole 2015-16	Bournemouth	%	Poole	%
Number of people with a primary support need of learning disability receiving a service	365	100%	317	100%
Total number in receipt of a Personal Budget	278	76%	274	86%
Number taken in full as a Direct Payment	121	33%	62	20%
Number taken in part as a Direct Payment	41	11%	52	16%
Total taken as a Direct Payment (full or part)	162	44%	114	36%
Number provided through a Individual Service Fund (whole or part)	0	0%	0	0%
Number provided entirely through a Council Managed Personal Budget (whole)	116	31%	160	51%

In addition to Social Care Funding, a significant number of people are eligible for Health funding from Dorset CCG. Whilst the majority of health funded people have their services directly commissioned by the CCG, people are able to take control to manage their support arrangements and ask for a Personal Health Budget. The following information is in respect to people with a learning disability across all of Dorset. Dorset CCG is unable to break this down by local authority area at this point in time.

Table 7

Health Funded Care and Support 2015-16 funded by NHS Dorset CCG	Across Bournemouth, Dorset and Poole	%
Number of people with a primary support need of LD receiving a fully health funded service	246	100%
Number of these receiving care and support in their own home	103	42%
Number of these in residential care	143	58%
Number of these with a Personal Health Budget	39	16%
Number of people with a learning disability provided with Section 117 aftercare, relating to their mental health needs	49	NA

Both local authorities and Dorset CCG provide information, guidance and support to people to enable them to manage their Direct Payment/ Personal Health Budgets.

In February 2015 Poole introduced a new specialist learning disability and/or autism person centred framework for care and support, including housing related support. This is used to commission individual packages of support for people with a learning disability and provides additional support to people to maintain their own tenancy. Dorset CCG are a partner to this framework.

Bournemouth care and support is commissioned as part of a generic care and support framework. A specialist framework exists for a group of people with learning disabilities that moved out of long term hospital accommodation as part of the campus re-provision.

Health and Social Care Learning Disability Services

Community Learning Disability Teams include health and social care professionals and have been in place since 2012 across both authorities.

Health professionals within these teams are linked with mainstream health services including GPs.

There are two Intensive Support Teams across Dorset, (East and West) which operate seven days a week from 8am- 8pm. The East team supports people from Bournemouth and Poole.

The Intensive Support Teams form part of a wider learning disabilities Crisis Intervention Pathway, (Appendix 5). This Pathway now forms part of Dorset Transforming Care Partnership Plan (Appendix 4).

Out of hours support is available through either the Dorset Healthcare Crisis Response Home Treatment Service, or the Out of Hours Social Care Support Service.

The CCG has commissioned a residential provision with specialist nursing in Dorset as part of the Emergency Support Pathway (Appendix 5). This service accepts people with learning disabilities from Dorset who are in specialist hospitals and need support to return to more independent living (step-down from specialist hospital service) and it also accepts people with learning disabilities from Dorset who are in crisis and at risk of a specialist hospital admission (specialist hospital admission prevention service). The service aims to rehabilitate and enable people to move onto more settled accommodation (or to return to their existing accommodation).

Staff within the Intensive Support Teams and wider community learning disability teams provide in-reach support to mainstream mental health services to support people with a learning disability who also have mental health needs.

Specialist Hospital provision

There are no NHS or independent specialist learning disabilities hospitals within Dorset.

Consequently, those people requiring inpatient care and treatment are placed as close to the county as possible, within facilities that are able to meet each person's individual need.

As at 27th January 2017 there were 18 inpatients accounted for under the Dorset Transforming Care Programme (people with a learning disability and /or autism and behaviour that challenges services, including those with mental health needs).

Of the 18 inpatients, 14 were receiving support that was paid for by NHS DCCG, 11 of whom were in specialist LD and / or autism hospitals outside of Dorset and 3 were in MH hospital services within Dorset

The remaining 4 were receiving support paid for by NHS England and were in specialist hospitals outside Dorset.

Criminal Justice

As at September 2016, the Independent Witness Profiling Service has supported 178 people from Bournemouth and Poole since being introduced in 2009, with 63 cases leading to a conviction. This service is currently funded by both local authorities, but is subject to funding on an annual basis. A grant from the Office of the Dorset Police and Crime Commissioner was awarded for work in 2016 and into 2017. [Consultation](#)

Criminal Justice Liaison and Diversion Service is in place across Dorset. In the 5 months from August to December 2015, 1484 people received a comprehensive secondary screening within Dorset's court, custody, non-custodial and Safeguarding Referral Units. The service is open 7 days a week from 7am – 7pm.

Of that total 33% required assessment and these were facilitated and completed on the 1st day of presentation. And of the 33% that were assessed, 8% had an identified learning disability which is significantly higher than the national average of 4% recorded in the Liaison and Diversion Trial. This is a 2% increase on the previous quarter and is encouraging as both the Police and the Criminal Justice Liaison & Diversion Service continue to identify and support this cohort within their wider work. There are strong links between this service and the Intensive Support Teams.

Dorset Advocacy is commissioned across Dorset to provide an Appropriate Adult Service, providing support and guidance to people who have been arrested and are at the police station. The service is open 7 days a week from 8am – 10pm and is delivered by trained volunteers. The present contract runs till June 2017. In 2015/16 they supported 327 people held in custody suites. The majority of these were held in Bournemouth, followed by Weymouth and a smaller number in Poole. Of these 120, (37%), had some form of learning disability. Overall those detained were predominately male and predominately aged between 19 and 38. The average waiting time to be seen by this service in 2015/16 was 1hr 36 mins, which is well within the national target of 2hrs.

A Street Triage Service is in place across Dorset. It involves trained mental health professionals working with police officers, as a first-line response when a person is in mental health crisis. The aim is to reduce the need for the Police to use Section 136 of the MHA, which allows individuals to be taken into custody under the premise that they are mentally unstable. Given that the prevalence of psychiatric disorders is significantly higher

among adults with learning disabilities as reported by GPs⁶, this service will help support the needs of people with learning disabilities who have additional mental health needs. This service is open 7 days a week from 7pm – 3am.

The Dorset Forensic Team covers the whole of the county and is accessed via the Police and Probation Services or secondary mental health services.

A series of easy read information has been made available on DHC Learning Disability Services web pages in respect to [criminal justice](#).

What we have started but need to continue work on

Information, Advice

Work did start to explore whether a single website for people with learning disabilities was needed across Dorset, with the initial intention to explore developing this alongside the current mylifemycare.com website. However, this now needs to be reviewed as some of the original issues have been overcome by the new information pages on DHC's website. As a minimum Bournemouth and Poole need to review the structure of the LDPB web pages as the boards are now moving to a joint arrangement. [Consultation](#)

Although Personal Budgets across social care are in place. People who are eligible for support and their families have said that they still do not understand what a Personal Budget is, or know what their own budget is, especially if they receive council managed services.

There are 39 people across Dorset with a learning disability who have a Personal Health Budget. Dorset CCG will produce a local offer, setting out how it intends to increase this number as part of the Dorset Transforming Care Partnership Plan.

Advocacy

Advocacy under the Care Act 2014 is available across Bournemouth and Poole to involve people in decisions about them and their care and support. A new Pan Dorset service has been recently tendered and awarded, commencing on 1 April 2017. This will include wider generic advocacy as well as provision for young people in transition under a spot purchase arrangement.

As the Bournemouth and Poole learning disability partnership boards join together, the contracts with Bournemouth People First and Poole Forum are also being reviewed. Both organisations offer wider services to support the needs of the local population. This review will provide the opportunity to work together to agree the priorities moving forward within the resources available.

⁶ Need to Know Review Number One 'What councils need to know about people with learning disabilities' - Local Government Knowledge Navigator Evidence Review 2014.

Assessment, Support Planning and Reviews

As part of the Transforming Care Partnership Plan, Bournemouth and Poole will work with Dorset to develop a consistent approach to person centred planning, with a focus on working with individuals and their families to plan for the future and to identify what steps need to be taken to maximise each person's potential.

Each person in receipt of a service under the Care Act 2014 should receive an annual review. Annual review performance has been monitored previously through the LD SAF and has been an area for improvement. In the last self assessment in 2014, Bournemouth (86.9%) and Poole (68.8%) were both rated as Red, (although Bournemouth was just 3.1% off an Amber rating). Both teams will continue to monitor this with an aim to achieve 90% as a minimum.

Bournemouth and Poole will have a stronger focus on identifying Assistive Technology to compliment wider support arrangements and increase independence.

Inclusive Communication

Supporting the use of Intensive Interaction across Bournemouth, Dorset and Poole by encouraging therapists to complete training and increase the pool of trained professionals locally.

Wider work that has not been able to progress due to insufficient resources, but will be reviewed along side the Dorset TCP Workforce work stream includes:

- A Communication guide for new staff
- Facilitation of communication training

Commissioning Intentions

Poole is continuing its strategic review of its remaining in-house supported living services. This includes consideration to longer term accommodation options.

Bournemouth and Poole have commissioned a crisis flat with support which became operational in January 2017 as part of an 18 month pilot as part of the Dorset Transforming Care Partnership Plan.

NHS Dorset CCG has led a review of adult acute mental health services, working with the local authorities and other partners. This is going to public consultation on 1 February 2017. The needs of people with a learning disability who also have a serious mental health need are being considered within this review.

Bournemouth and Poole are on track to meet the requirements for transforming care in respect of the number of inpatients per whole population. The locally set target of 9 CCG commissioned beds and 3 NHSE funded beds for all of Dorset is a challenging target and is dependent on developing community services further to reduce the risk of unnecessary admissions.

The Pan Dorset LD Crisis Intervention Pathway, (Appendix 5) is a critical part of the Pan Dorset Transforming Care Partnership Plan. Its aim is to support people at home or as

close to home as possible through a range of preventative services.

The aim will be to use experts by experience and/or quality/citizen checkers in the monitoring of services within this pathway

Transforming Care Risk of Admission and Placement Monitoring Tool

Commissioners have been working with operational teams across Dorset to produce the Pan Dorset Transforming Care Risk of Admission and Placement Monitoring Tool. This tool tracks all known people within adult services, including those in transition that may be at risk of placement breakdown and/or hospital admission due to any one, or more, of the behaviour groupings identified within the national service model.

Both teams review their register on a monthly basis. An update report is given to every Pan Dorset Learning Disability Joint Commissioning and Transforming Care Partnership Board.

As at October 2016 there were 98 people identified across the two teams, (48 from Bournemouth and 50 from Poole).

Further work is planned to look at key indicators to ensure all these people are receiving person centred support and advocacy if required. Work will also look at developing crisis plans for those at risk and ensuring that the longer term accommodation needs of this cohort are known to inform housing strategy.

What we want to do that is new

Accessible Information Standards

Services for people with learning disabilities across Health and Social Care will ensure it is continually improving the way it communicates with people that access support in line with the 2016 Accessible Information Standards. Compliance with these standards will form part of any piece of work moving forward under the Big Plan 2017-20 and for all staff, organisations and groups supporting this strategy.

Commissioning Intentions

Bournemouth and Poole will align the commissioning of care and support and housing related support services by 2018. As part of this, both authorities will consider joining Dorset Learning Disability Dynamic Purchasing System. Bournemouth and Poole will aim to introduce Individual Service Funds as part of this work.

Review the recommissioning of the Dorset Appropriate Adult Service across Dorset for 2017.

Transforming Care Partnership Plan

As part of the Pan Dorset Transforming Care Partnership Plan and in addition to what has already been covered in this strategy, Bournemouth and Poole will also work with Dorset and the CCG across a series of work streams, including:

- Reviewing the person centred planning approaches across the three authorities and working with providers to agree a consistent approach across Dorset.
- Introducing the Health Equalities Framework to people on the risk of admission monitoring tool.
- Increasing the Personal Health Budget Offer across Dorset.
- Working with key providers and families across Dorset to ensure they have the skills to support people who display behaviours that challenge services.

<p>Big Aim 5 – Keeping Safe</p>	<p>Including safeguarding, quality of care, internet safety, domestic violence, sexual exploitation and the Prevent agenda .</p>													
<p>Service Model Golden Thread 2 – Keeping Safe</p> <p>People should be supported to take positive risks whilst ensuring that they are protected from potential harm, remembering that abuse and neglect can take place in a range of different environments and settings. There should be a culture of transparent and open reporting, ensuring lessons are learned and acted upon.</p>														
<p>Bill of Rights</p> <p>The right to feel safe when going out</p> <p>The right to feel safe in our homes</p> <p>The right to say no</p>	<p>Quality of Life Standards – Staying Safe</p> <p>I have the right not to be abused, hurt or neglected</p>													
<p>What we have achieved already</p> <p>Safeguarding from Abuse</p> <p>Bournemouth and Poole local authorities have signed up to the ‘Making Safeguarding Personal’ agenda.</p> <p>Adult Safeguarding incidents are regularly reported to learning Disability Partnership Boards. Keeping Safe Action groups in place.</p> <p>All commissioned services are required to have ‘whistle blowing’ policy and procedures so staff can report bad practice without fear of reprisal.</p> <p>The adult safeguarding data below relates to 2015-16:-</p> <p>Table 8</p> <table border="1" data-bbox="151 1541 1284 1921"> <thead> <tr> <th data-bbox="151 1541 742 1619">Adult with Learning Disability Safeguarding 2015-16</th> <th data-bbox="742 1541 1029 1619">Bournemouth</th> <th data-bbox="1029 1541 1284 1619">Poole</th> </tr> </thead> <tbody> <tr> <td data-bbox="151 1619 742 1731">Number of safe guarding concerns raised</td> <td data-bbox="742 1619 1029 1731">150</td> <td data-bbox="1029 1619 1284 1731">95</td> </tr> <tr> <td data-bbox="151 1731 742 1809">Number of concerns taken forward as a Section 42 Enquiry</td> <td data-bbox="742 1731 1029 1809">39</td> <td data-bbox="1029 1731 1284 1809">34</td> </tr> <tr> <td data-bbox="151 1809 742 1921">Number of people for whom the risks reduced as a result of a safeguarding intervention</td> <td data-bbox="742 1809 1029 1921">N/K</td> <td data-bbox="1029 1809 1284 1921">74</td> </tr> </tbody> </table>			Adult with Learning Disability Safeguarding 2015-16	Bournemouth	Poole	Number of safe guarding concerns raised	150	95	Number of concerns taken forward as a Section 42 Enquiry	39	34	Number of people for whom the risks reduced as a result of a safeguarding intervention	N/K	74
Adult with Learning Disability Safeguarding 2015-16	Bournemouth	Poole												
Number of safe guarding concerns raised	150	95												
Number of concerns taken forward as a Section 42 Enquiry	39	34												
Number of people for whom the risks reduced as a result of a safeguarding intervention	N/K	74												

Keeping Safe in the community

Safe Places Scheme – This award winning scheme across Bournemouth and Poole has trained staff within shops, cafes, libraries and leisure services to support people if they require help in the community.

‘Keeping Safe’ training has continued to be delivered across Bournemouth and Poole in the past three years, through local self advocacy groups seeking funds from various organisations, e.g. The Office of the Dorset Police and Crime Commissioner.

The Learning Disability Advisor within the Independent Witness Profiling Service where appropriate can offer 1:1 keep safe training to people already supported by the service.

Poole Forum have in 2017 commenced training with Dorset Police to introduce learning disability awareness training across the force.

Table 9

Keeping Safe	Bournemouth	Poole	Total
Number of safe places as at October 2016	98	48	146
Number of people supported with Keep Safe Training in past three years	320	361	681

An Easy Read hate crime reporting form and Internet and Phone safety guidance have been published by Dorset Police.

Quality of Care

Quality of the local care market is described in the following table:

Table 10

% Commissioned Learning Disability services reviewed in 2015-16	Bournemouth	Poole
	Residential Care	
	75%	100%
Care and Support		
	75%	100%
% Commissioned Learning Disability services with a minimum of ‘Good’ or equivalent CQC rating based within each authority	Residential Care	
	93%	91.7%
	Care and Support	
	100%	100%

*Please note this information was accurate as at the 1 June 2016. Some providers had yet to be inspected by CQC and so did not have a formal rating.

DHC’s Learning Disability Services were given a ‘Good’ rating by CQC in their 2015 inspection.

Both local authorities and the CCG carry out joint monitoring where services are jointly commissioned.

Quality/Citizen Checkers services are available through both local self advocacy services and have been used to monitor the quality of a mix of health, residential, day services and independent day opportunity providers across the two authorities.

What we have started but need to continue work on

A great deal of work to raise awareness of Mate and Hate crime has been undertaken, but further work is required to safeguard people. [Consultation](#)

Increasing awareness of domestic abuse and sexual violence risks to people with a learning disability by working across specialist learning disabilities and wider universal domestic abuse services. [Consultation](#)

The Safe Places Scheme requires ongoing resources to ensure organisations acting as a Safe Place are reviewed and new staff trained as required. [Consultation](#)

Building better links between the Learning Disability Partnership Boards and Safeguarding Adults Board.

Increasing the awareness of the national counter-terrorism and anti-radicalisation 'Prevent' agenda and risk this has for people with learning disabilities who may be susceptible to radicalism . [Consultation](#)

Supporting people with learning disabilities to stay safe when using the internet and social media. [Consultation](#)

Working across the South West Region to analyse the quality and value of residential care and supported living services, but focus on trying to support people to be able live within the area.

To continue to develop services recognising where lessons have been learnt from the past, (e.g. Purbeck Care Serious Case Audit) and in the future from any Serious Case Audits, and Safeguarding Adult Reviews.

What we want to do that is new

Develop one page profiles⁷ for people with learning disabilities who come into regular contact with the Police. [Consultation](#)

Review the Pan Dorset generic residential care service specification to ensure it meets the needs of people with a learning disability and provides support in line with the nine principles contained in the new Service Model.

Work with providers as part of the Dorset Transforming Care Partnership Plan to support them to meet the needs of complex people with learning disabilities whose behaviours challenge services.

⁷ A **one-page profile** captures all the important information about a person on a single sheet of paper under three simple headings: what people appreciate about me, what's important to me and how best to support me.

<p>Big Aim 6 - Becoming an adult</p>	<p>Working across adults and children's services to further improve service delivery from 14 -25 years.</p>
<p>Service Model Principles – 1 to 9</p> <p>The Service Model applies to children and young people as well as adults. Consequently, all nine principles contained within in it can be applied.</p>	
<p>Bill of Rights</p> <p>The right to adulthood.</p>	<p>Quality of Life Standards</p> <p>The Quality of Life standards should be applied across the whole life of a person and so apply equally to young people preparing for adulthood.</p>
<p>What we have achieved already</p> <p>Specialist support for young people preparing for adulthood</p> <p>Transitions Teams are in place across both authorities to support young people who may requires services as an adult, to prepare and support a more seamless transition in to adult services. Staff within these teams work closely with both SEND services.</p> <p>It is recognised that further work is needed to improve the pathway for children and young people with a learning disability and mental health needs, transitioning between Child and Adult Mental Health Services (CAMHS) and adult Community Mental Health Teams, (CMHTs), especially if the child or young person is placed temporarily out of area. This appears more problematic in Bournemouth than Poole at present.</p> <p>Transitions Operational Meetings are in place to identify young people from age 14 who may requires support as an adult and to routinely monitor progress as they continue through the process of transitioning to adult services. There are still some concerns that adult social care practitioners need to be more actively engaged from 15.5 years, as opposed to the current 16.5 -17 years age point.</p> <p>NHS Dorset has developed a protocol to support the review of young people currently eligible for continuing healthcare funding as a child, to be assessed for ongoing funding as an adult before they turn 18 years old.</p> <p>The Poole Learning Disabilities and or Autism Care and Support Framework can be used to support young people from the age of 16. This has had some successes, although further work is needed to ensure that all providers understand their responsibilities under the current framework and comply effectively to support young people in transition.</p> <p>In Poole, advocacy services have been commissioned to support young people with SEND who require support from an independent organisation to have their views and wishes heard as they prepare for adulthood. This has also been scoped into the new Pan Dorset</p>	

Advocacy service to be available from 1 April 2017, on a spot purchase basis.

What we have started but need to continue work on

Each authority has developed a Local Offer for children and young people with Special Educational Needs and Disability up to the age of 25. This includes information on preparing for adulthood.

Work within the Dorset Transforming Care Partnership Plan includes young people as well as adults, (see Big Aim 4).

Each local authority is in the process of updating their own operational transition protocols to ensure a smoother transition for young people and their families.

What we want to do that is new

Ensure this Big Plan Strategy aligns with SEND Strategies being developed with Children and Young People Services across both authorities. These will focus on children and young people's potential and preparing for adulthood from their earliest years.

Review the case to move to an alternative operational model for supporting young people in the transition to adulthood. This could include options such as 0-25 year Teams or 14-25, or 16-25 year teams within Social Care.

Consider the needs of younger people in transition to adulthood when commissioning services for adults with a learning disability across Bournemouth and Poole.

Work with DHC and wider commissioners and partners to review the pathway between CAMHS and adult CMHTs.

<p>Big Aim 7 - Support for my family</p>	<p>Ensuing carers are properly supported and know their rights under the Care Act (2014)</p>
<p>Service Model Principle 4</p> <p>My family and paid support and care staff get the help they need to support me to live in the community.</p>	
<p>Bill of Rights</p> <p>NA</p>	<p>Quality of Life Standards – My Family</p> <p>I have the right to have my family involved in my life</p>
<p>What we have achieved already</p> <p>Provided access to a wide range of health and social care funded universal services for carers.</p> <p>Met our duty under the Care Act (2014) to assess and meet the eligible needs of carers, by putting systems in place to offer assessments across Bournemouth and Poole.</p> <p>Provided a range of short break services for carers across the two authorities. Alternatively, families can choose to take a direct payment to meet their eligible short break needs if they wish to.</p> <p>Bournemouth and Poole carers have access to an independent learning disabilities Carer Support Representative, provided through a local advocacy service.</p> <p>Poole carers have a strong voice through the local Learning Disability Partnership Boards.</p>	
<p>What we have started but need to continue work on</p> <p>Both authorities have published a Local Offer which includes information for families on the support available for those they support and themselves in preparing for adulthood, but further work is required to enhance these offers further.</p> <p>Bournemouth and Poole have commissioned a crisis flat with support which became operational in January 2017 as part of an 18 month pilot.</p> <p>To strengthen representation of carers of people with a learning disability in Bournemouth and at the Learning Disability Partnership Board.</p> <p>Providing access to a ‘sitting service’ for carers of people with a learning disability in Poole, Bournemouth has this in place already.</p> <p>It is important to have plans in place to support people who have stayed living within the family environment. This is in recognition that as their become older, they may develop</p>	

care and support needs of their own. These may impact on their ability to support the person with a learning disability in the longer term. Planning needs to be proactive, but handled sensitively.

Bournemouth and Poole will further assess housing needs of this group as one of four priority areas, (please refer to the Where I Live section for more information).

What we want to do that is new

Both councils and the Dorset Clinical Commissioning group acknowledge the vital role families play in providing support, especially for those still living in the family home.

It is important that carers of people with a learning disability have access to the same information, advice and support as wider carers, but also have support that is person centred and recognises the long standing role they have had and the expertise they have gained along the way.

The Big Plan 2017 will work to support the aims and objectives contained within 'Valuing Carers in Dorset 2016-2020'. This includes:

- Early identification of carers
- Receiving timely information and advice
- Developing the workforce to understand carers needs
- Involve carers in local planning
- Enable carers to fulfil their educational and employment potential
- Provide personalised support
- Support carers to remain safe and healthy
- Deliver equality by commissioning carers services in a joined up way
- Ensure carers rights are recognised at the same level as the cared for person

In addition, Bournemouth and Poole will seek to support carers through advice and training, where they are supporting someone who has behaviours that challenge services or have additional mental health needs. This will be delivered through the work of Dorset Transforming Care Partnership Plan.

Poole will re-commission its' Shorts Break Service, currently at Westview, and will work with Bournemouth to review the availability and flexibility of short breaks, (sometimes referred to as respite), across the conurbation.