

SCRUTINY COMMITTEE	Care Scrutiny Committee
DATE OF MEETING	13/09/2018
TITLE	Update: Learning Disability Services
CABINET MEMBER	Gareth Roberts

1. *Our Vision for Gwynedd*

Our vision is informed by an eclectic approach to service delivery based on our understanding of systems theory (Pincus & Minahan, 1973), empowerment, problem solving interventions, with a focus on strength based practice. More specifically, services are now shaped and developed to deliver interventions focused on progression, active support and positive behaviour support (Carr & Sidener, 2002).

Active support is focused on placing the progression of needs at the centre of all interventions, to essentially empower service users' to live fulfilled lives. Active Support is a key component of primary prevention within positive behaviour support (PBS), based on the concept that improvements in quality of life results in reductions in challenging behaviour (Allen, 2011; Allen et al; 2008, DoH, 2007; La Vigna et al 1989, Toogood et al; 2009, 2011). Active Support and PBS have shared origins, provide a way for staff to implement values in practice and are evidence based.

Gwynedd's vision for the future is focused on progression and enablement to encourage individual independence. This means that the support from our services is designed to help citizens focus on their strengths and what they can achieve safely on their own. Usually, the outcomes are improved and costs reduced due to the support mechanism of 'moving forward'. Therefore, the focus is on assisting citizens to obtain/re-obtain independent living skills.

Our aim for the service is to develop a service which provides local opportunities for all adults with a learning disability, including those with complex needs. The focus is on developing local community hubs across Gwynedd to allow the citizens we support to be part of their local communities, allowed the opportunity to develop relationships and enhance their 'everyday skills'.

2. CSSIW & HIW Inspection Report 2016

During late 2015 and early 2016 the Care and Social Services Inspectorate Wales (CSSIW) and Health Inspectorate Wales (HIW) completed a national review of the quality of care and support provided by Learning Disability Services in Wales. The inspection focused in evaluating the quality, efficiency and safety of the care and support provided for adults with learning disabilities.

To summarise, the key inspection findings indicated that the modernisation of services for adults with learning disabilities has not been a corporate priority, good operational joint working arrangements with Health, a requirement to improve the leadership and strategic direction of the service, a requirement to improve and develop quality assurance arrangement across Adult Services, the requirement to have robust reviewing system to ensure that individuals receive the right support at the right time, in the right place, at the right cost. Overall, the inspection commented on the dedication of the Care managers (Social Care and Health) to develop positive relationships with people supported by services and colleagues. This was a consistent message in the inspection that the quality of the authority's learning disability services is primarily dependent on the work of the area teams.

3. Recommendations & update on the inspection action plan

Recommendation	Update
<i>1. The local authority should give a higher priority to meeting the needs of people with learning disabilities. Leadership is needed to provide direction for improvement, professional support for staff and wide ranging engagement with stakeholders.</i>	Following the inspection a new Senior Manager was appointed with the overall responsibility for learning disability services in Gwynedd, including the learning disability internal provider provision. Following this appointment, significant changes were implemented, including the appointment of a new County Manager, the appointment of three new Practices Leads, two Provider and Development Manager and a Project Manager. Essentially, the service has since 2016 had a new Learning Disability Management Team. This team meets twice monthly and works to a plan based on the population needs assessment, with a revised focus on development

	<p>and modernisation project. The amalgamation of the internal provider unit for adults with a learning disability and case management team has now been completed, with all the key staff member co-located. In addition, the Active Support and PBS Team was established through ICF funding in 2017 to work for a focused period to embed practice based on Active Support and PBS principles across both our internal and external provision. Our focus now is on finalising the re-structure of our internal provision and to implement a new team from April 2018 (through grant funding) to focus on the preventative elements of our work, including information, advice and assistance.</p>
<p><i>2. The local authority should establish channels of communication to achieve meaningful engagement with people, families and carers - using advocacy services as needed.</i></p>	<p>The service established a new ethos of promoting regular person led engagement sessions in 2016. The engagement sessions held to date have focused on ‘everyday issues’, the development of our community hub in Arfon, ILF, our residential settings and day opportunities. We continue to work closely with our commissioned advocacy service. In addition, we also have two individuals from Gwynedd incorporated as part of the membership of our service transformation partnership.</p>
<p><i>3. Strategic planning with health colleagues is needed to develop long term aspirations and plans. A joint commissioning strategy should be developed between health and social services based on an analysis of need.</i></p>	<p>Firmer links with our Health colleagues have been implemented across our service provision. Regular meetings are held with our Health County lead, the Senior Manager and the County Manager. Joint team meetings are also held, with Health a core member of our Single Point of Access (SPOA) and Multi-disciplinary meetings (MDTs).</p>

	<p>A joint strategy plan (2018-2021) has now been developed as an outcome to our population needs assessment. This work plan was co-produced as part of the work of the multi-disciplinary Transformation Group.</p>
<p><i>4. The local authority should develop and improve its communication with providers of services, involving them in the construction of a market position statement and in discussions about a joint commissioning strategy with health.</i></p>	<p>Since October 2016 the service has developed a multi-disciplinary transformation group, with all providers invited to contribute and attend each meeting. In addition, individual meetings with each provider are now facilitated by the relevant Senior Manager (Learning Disabilities and Business) twice a year.</p>
<p><i>5. The local authority should review its arrangements for adult safeguarding ensuring that there is clarity regarding roles and responsibilities and quality assurance arrangements.</i></p>	<p>A Safeguarding and Quality Assurance Unit for adult services was established in November 2016. This Unit has a clear work plan across Adult Services.</p>
<p><i>6. The local authority should review the way in which it safeguards the rights of people where their liberty is being deprived to ensure that human rights are properly supported and protected.</i></p>	<p>The safeguarding and Quality Assurance Unit now has a DoLS co-ordinator and two DoLS assessors. The local authority has been proactive in training several staff members to be accredited assessors. The work of this Unit is also supported by a legal representative regarding its DoLS work and court proceedings.</p>
<p><i>7. The local authority needs to ensure appropriate performance management and professional advice is in place to support the workforce.</i></p>	<p>This action has been achieved through the implementation of the following actions:-</p> <ul style="list-style-type: none"> • Establishing a clear learning disabilities work plan; • The establishment of a learning disabilities management team to provide the strategic direction to our service delivery; • The establishment of three new Practice Lead posts;

	<ul style="list-style-type: none"> • Monthly team meetings with all staff; • Monthly supervision for all social work team members; • The review of supervision, staffing and recording arrangements across our internal provider; • The establishment of a multi-agency SPOA; • The development and promotion of specialist knowledge and skills in specific areas of work among our workforce, for example, Mental Health and Forensic work. We also ensure that staff are able to access specialist training and development within their chosen specialist fields; • By focusing on the above we have built on the continuity of our core workforce within the Service.
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4. Conclusion

In conclusion, the service continues to make positive progress through the continued commitment and drive of its workforce. There continues to be a positive attitude and an ethos focused on embracing change, sharing ideas and developing services for the benefit of our citizens and wider community. Several modernisation projects are underway, with a focus on achieving positive outcomes for those adults we support, their carers and the community. We have continued to achieve our efficiency targets as our focus is on delivering 'best value' services.