

## Section 1: Project overview

<b>Project title</b>	Developing Health and Social Care Services for People with Learning Disabilities in the East of England
<b>Lead authority</b>	Southend-on-Sea Borough Council
<b>Lead officer contact details</b>	<p>Simon Leftley, Corporate Director of Adult &amp; Community Services            Tel: 01702 534721            email: <a href="mailto:simonleftley@southend.gov.uk">simonleftley@southend.gov.uk</a></p> <p>For queries contact:            Rhonda Wootten            Tel: 01702 21 5788 / 07768326528            email: <a href="mailto:rhondawootten@southend.gov.uk">rhondawootten@southend.gov.uk</a></p>
<b>Partner authorities involved</b>	<p>The project is region wide and involved adult social care directorates and PCTs across the EoE region plus the Eastern Region Strategic Health Authority. Representatives of these groups are included in the Leadership Group which has commissioned this work. In addition the work programme as been presented to the Regional Partnership Boards which includes self advocates and carer representation.</p> <p>Local Authorities were expected to involve their Local Learning Disability Partnership Boards and Local Involvement Networks (LINKs).</p>
<b>Project description, purpose and outcomes</b>	<p>To provide support within the East of England in order to facilitate partnership working between local authorities and PCTs across the region to help them in the development and implementation of solutions which will drive improvement in health and social care services for people with learning disabilities. All work will have regard to the <i>Healthcare for All</i> implementation and delivery plan and the impact of <i>Valuing People Now</i>.</p> <p>Work will have regard to the key recommendations contained in the recently published <i>Six Lives</i> relating to health and social care organisations and to <i>Commissioning Services and Support for People with Learning Disabilities and Complex Needs (March 2009)</i></p> <p>Work will build on and further develop regional networks in order to drive forward improvement.</p> <p>Work included:</p> <ul style="list-style-type: none"> <li>• Continuing support to, and sharing of, good practice with local authorities across the region in relation to the transfer of funding for LD</li> </ul>

	<p>services from the NHS to local authorities in order to resolve any outstanding issues and problems arising during the year.</p> <ul style="list-style-type: none"> <li>• Leading on the implementation of <i>Valuing People Now</i> across the directorates in the region in conjunction with Health and support to facilitate the sharing of best practice across participating organisations.</li> <li>• Developing a joint framework for the consultation of self advocates with learning disabilities and carers in relation to health and wellbeing by the end of the financial year. This will incorporate best practice.</li> <li>• Consideration of options for progression following feedback from PCTs' Annual Self Assessment. (<i>Valuing People Now</i>)</li> <li>• Training Needs analysis: A regional Primary Care training needs gap analysis has been commissioned in relation to the identification and assessment of people with learning disabilities as part of the Healthcare for All implementation and delivery plan. Findings will be analysed as part of this project. Options for joint training with local authorities will be explored.</li> <li>• Adult Safeguarding: Promotion of best practice in relation to the implementation of <i>Valuing People Now</i> , informing the commissioning of Learning Disability Services and promoting best practice in relation to Adult Safeguarding through links to each Local Authority's Safeguarding Adults Board. This work has been carried out with the agreement of the ADASS lead on Adult Safeguarding. Work will also include receiving updates and sharing information about good practice and performance and sharing learning in relation to Serious Case Reviews relating to people with learning disabilities.</li> <li>• Assessment &amp; Treatment Services: to inform the commissioning of Learning Disability Services within the region – consideration of how these services can be provided in the community including an evaluation of best practice across other PCTs.</li> </ul>
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## Section 2: Final status

<b>Original budget</b>	Total budget for this project was £75,000
<b>Actual total cost</b>	The full budget of £75,000 has been spent
<b>Cost savings and efficiencies achieved</b>	<p>Services which are not appropriately targeted and do not meet the needs of the customer do not provide value for money.</p> <p>The purpose of this project was not to deliver efficiency savings per se but to develop services that are appropriate to the needs of people with learning disabilities and their carers, thus providing improved value for money. The outcomes of the project have been designed to improve services for people with learning disabilities, add value to the way in which the work is being carried out and drive improvement in the longer term.</p>

<b>Original estimated</b>	31 March 2010
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end date	
Actual end date	31 March 2010

### Section 3: Achievements and learning

<p><b>Were the original objectives achieved?</b></p>	<p>The project has:</p> <ul style="list-style-type: none"> <li>• Increased liaison between PCTs and local authorities and between local authorities across the region. This has enabled the sharing of information and good practice.</li> <li>• Enabled the involvement of people with learning disabilities and their carers in the development of the vision for health care services to meet their needs which will lead to improvements in outcomes.</li> <li>• Raised the profile of adult safeguarding for people with learning disabilities in health and social care services across the region.</li> <li>• The visit of the National Director for Learning Disabilities to the region enabled the show casing of good practice and has resulted in increased focus in areas for further development involving joint working between health and social care services.</li> <li>• Provided the opportunity of the development of a regional overview of the strengths and areas for development in the provision of health and social care services for people with learning disabilities in the areas identified.</li> </ul> <p><b>Delivery of a Regional Vision for Better Health Care for People with a Learning Disability and Family Carers:</b> One of the actions for making Valuing People Now happen locally and regionally is to ensure that people with learning disabilities and their carers are partners in improving healthcare. Through a Towards the Best Together workshop people with learning disabilities and their carers were involved in developing the vision for the region. The resulting draft document was circulated to statutory agencies and Learning Disability Partnership Boards for informal consultation. A final draft has now been developed for the wider formal consultation process to take place in June 2010.</p> <p><b>Ensuring Improvement through PCT's Annual Learning Disability Self Assessment of Health Services:</b> Following the completion of the first round of assessments, the self assessment summaries were circulated to PCTs and local authorities to facilitate multi-agency working and develop a culture of mutual support. Work was also used to feed into the Learning Disability Commissioners Development Day held in October 2009.</p> <p>In the East of England, eight of the sub-objectives were chosen as priorities for improvement in 2009/10. These were:</p> <ul style="list-style-type: none"> <li>• Long stay hospital resettlement</li> <li>• Campus closure by 2010</li> <li>• Identification of groups in GP registers</li> </ul>
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- Work for better Health in Primary Care (primarily the Learning Disability DES, with an East of England target of 50% GPs registered to provide health checks)
- Prevention, screening & promotion
- Equity via Service agreements
- Strategy for ethnic minority groups
- Policies for consent, MCA, DED, DOLS

The resulting action plans reflect a significant amount of work being undertaken in addressing the Objectives and criteria in the Self Assessment. There is clearly a drive developing across the Region to improve Health services and outcomes for people with a learning disability, with some areas making real strides in engaging the wider Health community and people with a learning disability and carers in achieving this.

This work will be built on in 2010 as areas for improvement are monitored and an assessment panel (to include self advocates) will be used to review assessments.

**Learning Disability Direct Enhances Services (DES):** Performance on the implementation of the DES by GPs in 2009/10 is being monitored by the Leadership Group. The target of 50% has already been achieved and work is ongoing to ensure that this leads to a high proportion of health checks and feeds into delivery plans.

**Training Needs Analysis:** Key actions for Making Valuing People Happen identifies the need for PCTs and local authorities to address issues around workforce development. This is addressed in *Better Health Care for People with a Learning Disability and Family Carers*.

PCT Self Assessments reported in March 2010 and Learning Disability Partnership Annual Reports will include a section on Workforce Development and these will be scrutinised for effectiveness of plans.

**Assessment and Treatment Centres:** A regional specification has been written and agreed at the Regional Learning Disabilities Commissioners Meeting.

**Adult Safeguarding:** A self assessment questionnaire to evaluate safeguarding services for adults with a learning disability was developed in consultation with senior managers in Learning Disabilities Services and Adult Safeguarding. Feedback has been positive and participating authorities have already reported they have begun to change their practice as a result of completing the questionnaire. This work has been carried out with the agreement of the ADASS lead on Adult Safeguarding and the outcomes will be shared with the Adult Safeguarding workstream to ensure that there is consistency of practice and approach across all service user groups.

Safeguarding managers have confirmed that all Adult Safeguarding

	<p>Boards in the region have a Serious Case Review procedure in place.</p> <p>The Regional LD Leadership Group has arranged to receive quarterly reports on Serious Untoward Incidents and Serious Case Reviews involving people with learning disabilities and consider how lessons from these can be shared across the region.</p> <p><b>Transfer of Funded for Learning Disabilities Services from NHS to local authorities:</b> Ad hoc advice and support has been provided to local authorities in the region as required throughout the year. This has included visits where requested.</p> <p>A position statement was provided to the ADASS National Resources Group in September 2009, (including progress on campus closures). A benchmarking exercise has also been offered to local authorities to provide a more holistic overview of learning disability funding by PCTs.</p>
<b>Were the end users/clients satisfied with the project?</b>	The project has not yet been formally evaluated but anecdotally, local authorities involved in the workstreams have found the project useful.
<b>Lessons learned: project planning</b>	No comment
<b>Lessons learned: effectiveness of project</b>	The proposed work programme for 2010/11 builds on the progress made and knowledge gained during 2009/10. E.g. developing more robust assessment process for PCT self assessments; increased involvement of self advocates and family carers in the work of the Leadership Group.
<b>Were any unexpected opportunities identified and realised?</b>	In order to make best use of time and maximise participation, 'meetings' to develop the Adult Safeguarding questionnaire were held via conference calls. Whilst this was a methodology used in 2008/09, this project enabled its introduction to a new audience in 2009/10. The ease of use and efficiencies incurred through the elimination of travel time and the way it enabled the consultation to be speeded up, prompted further consideration of its use by local authority staff to make the best use of meeting time.
<b>What went right?</b>	The project mandate was clear from the start of the project. There has been good multi-agency working throughout the life of the project which provides a firm foundation for 2010/11.
<b>What went wrong?</b>	Responses to requests for information took longer than anticipated, elongating planned timescales.
<b>Were risks identified and mitigated?</b>	Work has been supported at senior level in organisations to ensure engagement and support.
<b>What could have</b>	Ensuring funding was available from the start of the financial year.

<b>been done to improve the project?</b>	
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#### Section 4: The future

<b>Would the project merit evaluation in the future?</b>	Lessons learned have already been taken on board by the East of England Leadership Group. As with last year, it would be interesting to know if similar work is being undertaken in other regions so that good practice can be shared.
<b>Has learning been shared? How will it be?</b>	<p>This has been a regional project involving all the local authorities in the EoE.</p> <p>Results of work carried out have been shared across the region e.g. position statements for PCT Self Assessment and LD Transfer of Funds.</p> <p>Results of Adult Safeguarding self assessments will be circulated with participating authorities.</p>

#### Section 5: Improvement East performance

<b>Please comment on the effectiveness of Improvement East throughout the project</b>	The regular project manager meetings were very helpful and provided an opportunity to network and exchange information, not just in relation to the areas covered by this particular project, but also in relation to the wide range of subjects being developed as part of the regional Transforming Social Care Programmes.
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#### Section 6: Cluster evaluation

<b>Comments from the Cluster:</b>	<i>This section to be completed by the relevant Improvement East Cluster Group.</i>
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