

Rotherham Joint Learning Disability Service

Annual Report
April 2009 to March 2010



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Introduction

The Annual Report of the Joint Learning Disability Service (LDS) outlines the continued strong performance of the service which links its services and priorities to those identified within the Neighbourhoods and Adults Service's (NAS) Plan (based on Strategic Objectives and the Outcome Framework). This strong performance has been reflected in its contribution to:

- Care Quality Commission (CQC) annual performance rating of Rotherham Adult Social Care performing “**excellently**” since 2009.
- LDS Partnership Board Self Assessment which was submitted in March 2010 and achieved over 30 mentions in the Regional Good Practice and Innovations Guide and the following overall comment:

“A very full and robust submission which highlights a number of good practice areas which we have included in the Good Practice and Innovation Guide which will be shared across the region”

- Annual Health Self Assessment further improved, achieving 3 greens and an amber on the 4 health targets resulting in Rotherham achieving the second highest performance across the Yorkshire and Humber region

A range of satisfaction surveys and customer feedback experiences have been conducted in the year and actions identified to evaluate performance and deliver increased customer satisfaction.

Customer Service Excellence performance framework operated by NAS for all service areas, has reported LDS performance to be top rated at **platinum** 2009/10. This has continued in latest reporting period (July – Sept 2010) with satisfaction results across the board in Learning Disability achieving 100%.

Customer comment extract from the latest report (Sept 2010):

“The staff were excellent, I left Badsley Moor Lane with a variety of information and support”

Despite the overall strong performance by the joint LDS in 2009-10, targets have been set which are challenging for 2010-11, aimed at achieving either benchmarked step change improvements where necessary, in relation to our comparator group of Local Authorities or continuous improvement as a minimum, which ever is the greater.

Individual commentary sections follow in this report, that reflect on a key range of services, activities and plans for the coming year.

Transforming Community Services



One of the most significant events for the service is Transforming Community Services, in that the Primary Care Trust (PCT) cannot provide services after March 2011. The PCT has approached the Rotherham and Doncaster, South Humber Foundation NHS Trust (RDaSH) to take over the service currently provided by Rotherham Community Health Services and the offer documents have been submitted. This will mean that RDaSH will be responsible for delivering services within the Partnership Agreement for the Assessment and Treatment Unit (ATU), the Intensive Community Support Team and the Complex Health Team, and those staff that work within the Integrated Community Teams.

The Joint Learning Disability Service contributes to the improved health and welfare of people with learning disabilities in Rotherham. In providing targeted support to individuals with healthcare needs beyond those that can be met at a primary health care level, it helps people to stay well, supports independence and tackles health inequalities. It provides better care for people with learning disabilities by offering safe and effective services and offering choice and person centred support. The joint service enables the maximisation of efficiencies, ensuring better value for all.



The service contributes to the health and wellbeing of people with learning disabilities, most specifically in increasing the choice and control of people through offering a range of services provided across statutory and voluntary services, and through enabling advocacy services to give people a voice and influence on the planning and delivery of services. This report outlines the main activities and success of the Joint Service.

Personalisation

The Joint Learning Disability Service is making an effective contribution to the Neighbourhood and Adult Service (NAS) personalisation agenda, with several members of senior management on the Personalisation task and subgroups.

A series of personalisation visioning events has been held in conjunction with Neighbourhood and Adult Services. These days have involved staff, customers and local providers in consideration of how the market is developing to meet personalisation needs. The Individual Social Care Assessment (ISCA) is now being used during new assessments and reviews of all service users and all are offered a personal budget at review.

The Service has written a Person Centred Planning Strategy that aims to ensure that information gathered in Person Centred Plans is used to better inform and shape future service needs and commissioning. This is an important development, as it is essential that the client is placed firmly at the heart of assessment and provision.

Performance

The Rotherham Learning Disability Service knows 860 adults who are aged 18 years and over, most of whom have a moderate or severe disability. Up to 20 new young people are referred to the adult team each year and the number of people dying is approximately 10 each year. There is evidence to suggest a marked increase in the rates of survival into adulthood of children with severe and

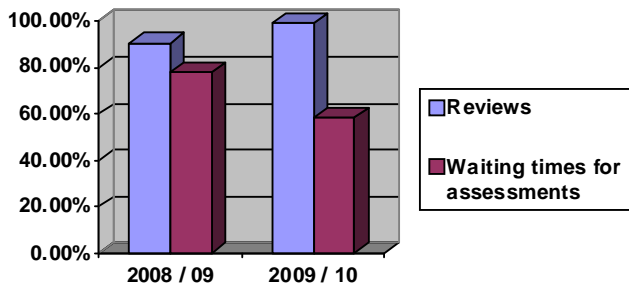


complex disabilities. We have a robust transition process and young people are known to the service from the age of 14 and the transition is jointly planned from the age of 16. Projecting Older People Population

Information System (POPPI) reports there are 1,989 people aged over 50 years in Rotherham who have a mild, moderate or profound learning disability in Rotherham in 2008.

From 11 Adult Social Care reportable Key Performance Indicators (KPIs) recorded in the LDS 2009/10 scorecard, 10 or 91% have achieved their year end target with only 1 or 9% (NI136 People supported to live independently) not achieving its year end target, although the performance had improved from the previous year.

Key achievements were the number of people who received a review (PAF D40), where 98.94% (744 people) of all annual reviews due, were completed. This was an improvement from 90.26% in 2008 / 09. This result places Rotherham Learning Disability Service in the top 3 performing Local Authorities nationally and the best performing Local Authority in the Yorkshire and Humber region.



For the national indicator measuring the Waiting Time for Assessments (NI132), 77.78% of all new assessments were completed within the national target of 28 days in 2009/10. This places Rotherham Learning Disability Service in the top performance quartile nationally and 2nd in the Yorkshire and Humber region. Whilst we recognize this is a step change improvement from our reported score of 58.33% in 2008/09 the learning Disability has set a minimum target for 2010/11 of 90% and is currently achieving 96% (as at September 2010).

Similarly improved Learning Disability Service performance was achieved on NI133 Waiting Time for Packages of care, where 83.33% of service users were in receipt of all services within 28 days of the completion of their assessment against a Learning Disability Service target of 80%. This result places Rotherham Learning Disability Service in 2nd place of Yorkshire and Humber and again in the top quartile nationally (benchmarking data accessed via the NASCIS online analytical

tool). The targets and aspirations of the service are to continue to maximize performance to service users and the 2010/11 target has been set at 96% with current performance being 100% as at September 2010 reporting.

Safeguarding



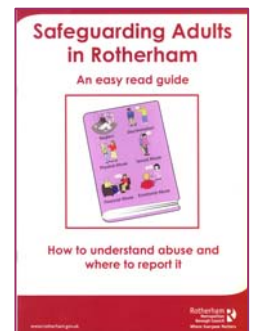
The Service Manager for Safeguarding (RMBC) attends the Partnership Board meetings on a quarterly basis and the Learning Disability Service Manager with responsibility for Safeguarding within the service also attends and reports to the Board annually. Two officers from South Yorkshire Police with responsibility for safeguarding also attend the Partnership Board.

The Learning Disability Head of Service is a member the Safeguarding Adults Board which meets monthly and is the accountable multi-agency forum for reducing incidents improving services and making vulnerable adults feel safer.

The Head of Learning Disability Service also represents the service on the SAFE Theme Board. Attendance at these meetings ensures that the needs of service users with a learning disability are addressed by the Crime and Disorder Group.

The service undertakes its own safeguarding investigations and these are usually jointly led by a Social Worker and a Community Nurse. The service had 43 alerts last year.

The Board involves service users as key partners by ensuring effective consultation with and contribution by vulnerable adults into the deliberations of the Board. Speakup worked with the Local Authority to develop an accessible version of the safeguarding leaflets which enables all vulnerable adults to understand the safeguarding procedure.



Health

A significant amount of data has been collected to support the regional health assessment process, including through the General Practitioner (GP) Directed Enhanced Service (DES), offering annual health checks and a local questionnaire survey of people with learning disabilities and family carers, which will be analysed and feed into the Joint Strategic Needs Analysis (JSNA).



The service has a Health Facilitator Nurse in post whose work includes working with GPs on the implementation of the DES, training staff in Health Centres, the Ambulance Service, working with the Long Term Conditions leads and wider primary services such as pharmacy, dentistry, ophthalmology, chiropody.

The Health Facilitator Nurse role has also contributed significantly to the completion of the Health Assessment Framework and acts as liaison between Primary Care Services and families for those carers who request support.

The Intensive Community Support Team and the Complex Health Needs Teams are having a significant impact upon the learning disability community and the admissions to the Assessment and Treatment Unit have remained at an average occupancy of 5 throughout the year.

Employment

The service has continued to be involved in the Access All Areas scheme and there are currently 46 placements available across the Council and our partner organisations. The Council was successful in bidding for monies for the Move-on Employment scheme, which offers 6 months' paid employment.

The Council has just been awarded £80,000 for a Public Service Agreement (PSA) Move-

on to Employment Project coming our way to support employment of individuals with learning disabilities and those in secondary mental health services. The 'Move-on to Employment' project is designed to break down this barrier by providing work experience placements and, where possible, paid employment opportunities.

These are the elements of the 'Move-on to Employment' project:

- Providing unpaid work experience placements (up to 30 days) to learning disabled people and people that are receiving secondary mental health services.
- Providing paid employment opportunities to at least 13 people who have had one of the above placements.

Within the Learning Disability Service, 24 placements have been accessed by people with a learning disability under the Access All Areas scheme and 10 people have been employed via the Move-on scheme. Many of the placements accessed by our service users have been supported by our in-house service, ADPro, who job coach and match people's skills and interests with the work placements which have included class room assistant at an infant school, the Chief Executive's office and Rotherham Metropolitan Borough Council (RMBC) pest control operative.



MENCAP, within the Service Level Agreement, are working in partnership with the Co-operative. Local stores have employed 3 of our service users in Rotherham, a further 2 are on work trials to hopefully lead into paid employment. Last year, nationally the Co-operative employed 90 of MENCAP clients through offering work

trials that lead into paid work. They offer fantastic opportunities and support and have pledged to continue working with Rotherham this year. Pathways have built good relationships with local store managers and senior managers to identify further opportunities.

Supported Living

There are 45 supported living schemes (including 2 we purchase out of authority), supporting 122 tenants with learning disabilities and 4 vacancies under active consideration (126 places in total). This includes 2 new schemes commissioned in 2009 / 10 for a total of 8 new tenants, 4 of whom have complex needs. Of the 8 new tenants, without supported living developments, 3 would have remained in residential care and 5 families would have either remained under significant stress or would themselves have requested residential care. Suitable residential placements would have been unlikely in the local area leading to costly out of authority placements. The 8 new supported living places are in accordance with expressed wishes in person centred plans.

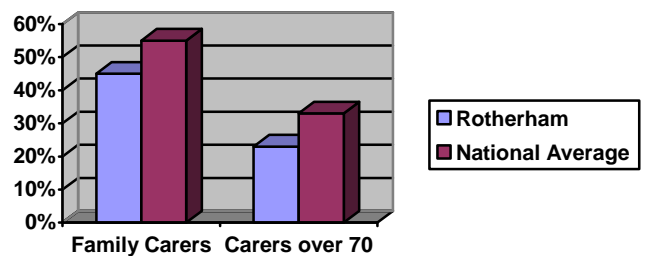


DW was set to go into his new home (a supported living scheme opened in summer 2009) on 4th July – his choice, he said:

“It’s the best date because it’s independence day and moving into my own home is real independence”

Our commitment to supporting people to have a home of their own has resulted in Rotherham having fewer people living with elderly carers than the national average. 45% of people known to us live with their families - the national average is 55%. Of those people living with family carers in Rotherham, 23% live with a carer over 70 - the national average is over 33%. Families have confidence in the service and this has helped them to “let go” - this means that over half of our supported living tenants have carers who are able to enjoy their own lives.

People living with:



Transitions

Rotherham has good data on the needs of young people coming into Adult Services in the next 5 years, which informs planning. The service must continue to be aware of transitions that are taking place in order to meet the needs of some of our most vulnerable customers. This helps with strategic planning but also ensures that we are responding to changes in need and demand. This will be especially important as personalisation gives more choice and control to our clients.



There are clear and transparent protocols to guide the transitions process. We continuously evaluate the quarterly Transitions Panel which Sensory, Physical Disability and Learning Disability managers attend. We have an established Young Adult

Transitions Team within the Physical Disability Service which starts working with young adults from the age 14 years onwards.

Information from 14+ assessments is sent through to all the appropriate adult services. The Learning Disability Service continues to meet on a quarterly basis with the Children with a Disability Service and plan from 16 onwards appropriate transition plans. Adult Learning Disability Social Workers become actively involved with young people from 17 years onwards, thus supporting a smooth transition into adult services and provision.



Person Centred Planning (PCP) continues to be at the centre of transitional planning for young people and carers. Quarterly transitional planning meetings involve partners to ensure robust arrangements. Improvements are:

- PCP training has extended into Children and Young People's Services (CHYPS) and families and carers.
- One special school has now embedded PCP in the curriculum from nursery to 19+ and this model has been expanded into 2 further special schools.
- Progress has been made in working more effectively together with CHYPS which has resulted in a combined Person Centred Looked After Children review process being devised, leading to young people having more control of their lives.
- Joint working with Education now leading to personalised service design to prevent exclusion and re-direct from traditional services.
- PCP transitional reviews, more than doubled to 20 in 2008 / 09. 40 outcomes being sought including Direct Payments, employment, housing and health options. This has improved the Learning Disability Service ability to forward plan and make BIP for transition people based on a PCP.

There are 55 young people identified at the 2 main special schools who will be transferring in the next 3 years into adult services. They will all have a PCP prior to this - to date 65% have been completed. A Borough-wide PCP Steering Group has been formed, led by Person Centred transition

review process and has resulted in a significant cultural shift.

The process has focussed on what really matters to the young person from their point of view. The process explicitly recognises the contributions all the people in a person's life can make and that the young person and their family's are the experts on their lives.

Work has commenced on pulling together all the areas within transitions to develop a strategy that will ensure young people enter adult services with a complete plan of their identified needs in relation to education, health, housing and social care.

Contracting and Monitoring

The Contracts Team has completed a 100% programme of planned contract monitoring visits of residential / nursing and supported living service providers, during the annual reporting 12 month period September 2009 - August 2010. This involved 40 services within Rotherham and a further 3 services from out of area. Some homes were visited more than once and, where necessary, individual action plans and monitoring schedules were put in place. Additional component breakdowns are currently being analysed for inclusion in the team's 2010 annual report to the Learning Disability Partnership Board.

In addition, the Contract and Reviewing Officers (CAROs) also completed a total of 87 social care assessment reviews, this was almost double the amount originally targeted for the year of 49. This increased reviewing activity contributed significantly to the excellent Learning Disability Service and overall Neighbourhood and Adult Services (NAS) reviewing scores for 2009 / 10 (D40).

Service users and family carers contribute to contract monitoring arrangements of providers by being able to complete satisfaction surveys. In 2010 / 11, the Learning Disability Service intends to extend this participation by rolling out the Directorate's Home from Home contract monitoring process. This will increase the learning disability service user and carer direct customer involvement in testing the quality of service provision and will

inform providers of areas that need to be addressed in order to meet minimum satisfactory service standards or be eligible for any quality premium scheme enhancements.



The resulting reports and monitoring of provider action plans will demonstrate improved performance for individuals across the whole range of outcome domains (eg health and well being, improved quality of life, etc) and drive up overall quality of provider services. This will support people to live healthy and independent lives, make informed choices about care and receive support that responds to their needs.

Service Level Agreements Summary

Rotherham Learning Disability Service has several Service Level Agreements (SLAs) with various organisations, which fund the provision of Advocacy, an Employment Service and Leisure Services for people with learning disabilities in Rotherham. Work has commenced jointly with these service providers to review the current SLAs, to ensure that they remain strategically relevant and provide the services that people with a learning disability in Rotherham require; to help them work towards paid employment, have a voice to help shape their services and are able to enjoy leisure activities that they otherwise would not be able to access.

The service specifications of the agreements have been revised and targets set for the providers to work towards; to ensure they remain focused. The monitoring arrangements / information required has been strengthened so the SLAs can be performance managed more effectively and the financial / funding information required from the providers has also been improved, which will in turn help to determine the services' effectiveness and value for money.

The Contract Assurance Reviewing Officers monitor all in-house and independent sector providers. Following completion of each Person Centred Plan / Person Centred Review, people are asked to complete a customer satisfaction survey.

The Learning Disability Service has implemented an improvement plan to address gaps across the service in customer satisfaction testing mechanisms. The agreed actions are as follows:

- Review current customer satisfaction testing mechanisms and identify gaps.
- Develop systems with partners to receive customer satisfaction results / customer feedback already gathered.
- Work with partners, staff and customers to develop outcome based surveys based on Customer Service Excellence best practice guidance.
- Identify appropriate and innovative methods to gain customer satisfaction.
- Publish results and communicate to staff via NAS performance reporting systems.

The Partnership Board

The Service has worked closely with the Learning Disability Partnership Board this year and organised several events, the first were 2 days presenting the Valuing People Now priorities and each service user and carer received 3 votes to vote which of the 6 priorities was most important to them, for service users they voted for:

- Being Safe,
- Being Healthy
- Having Friends and Relationships

Over a period of 3 months, the service hosted a day specific to each of the 3 topics, each day having more than a 100 people attending. Service users received a file that built up over the 3 days into a portfolio that they have kept for future reference.



Let's Talk about Being Safe: This day had a hate crime drama and the Council's Community Cohesion Officer did a presentation on recognising Hate Crime. Doncaster Self Advocacy Group, CHAD, introduced their Safe in Doncaster scheme and a Rotherham version of the scheme is due to be launched at the Fairs Fayre event in October. St Helen's People Choice also gave a presentation about Hate Crime and included a very powerful poem about Hate Crime.

Let's Talk about Being Healthy: had lots of stalls for people to visit offering lots of advice on a variety of health issues. The most popular event was the Smoothie bike - people entered a competition and then got to ride the bike which in turn made a Smoothie from the power of the cycling. There was a healthy eating stand where people could get a fruit kebab.

Let's Talk about Having Friends: the last event; had a choice of workshops for service users to attend which were "Meeting new friends" and had one of the Partnership Board Carer representatives presenting, "Being a good friend" which showed people how to be a good friend, "Keeping safe" which was about how to have a safe relationship and there was a workshop that had an interactive board game, devised by 2 of the NHS staff in the Learning Disability Service that advised people about sexual health.

The Partnership Board held its first Annual General Meeting in January, with over 130 people attending the event – this included 68 service users and 23 family carers. There were presentations and group work. On this day people helped decide the content for the Let's Talk events. A report pulling together all the information from the day was prepared by the Partnership Support Officer.



Valuing People Now recommended that all Partnership Boards produced an annual report detailing local progress in the implementation of the strategy. A national template was developed to allow Partnership Boards to develop a benchmark set and engage in this work. The annual report template was designed to bring together all the existing information in one place, including the information needed to report to the Ombudsmen, and to be used as a useful tool in reporting to the Overview and Scrutiny Committee in Cabinet. The report was comprehensive and the feedback received from Valuing People strongly indicated that Rotherham's Learning Disability Partnership and the Service:

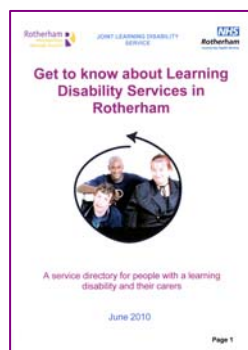
- Have good and inclusive membership with direct links to Senior Managers and other areas of Social Care.
- Robust budget figures.
- Are green on 3 of the 4 top targets areas within the Health Assessment Framework.
- Have more people living independently than in residential care.
- Recognise the need to change the provider market.
- Have an up-to-date Employment Strategy.
- Demonstrate a commitment to advocacy and developing services.
- Service users and carers are supported and have a real voice (and this was demonstrated in the comments made by our family carers in the report).
- Work jointly with Children and Family Services
- Have a strategy to embed person centred planning, including young people in transition.
- Have an up-to-date workforce delivery plan.
- Are making good progress with regard to Hate Crime and developing strong links with the police.
- Involving people with learning disability and family carers in helping check the quality of care in services.
- Have a joint commissioning strategy and can highlight a number of improvement in services for people with learning disabilities.
- Have a local delivery plan for the next year which outlines all the VPN agendas.

To help in the sharing of best practice, Valuing People have produced an Innovation and Good Practice Guide for the region. Rotherham Learning Disability Service has a significant number of entries within the guide featuring in the following areas:

- Health
- Housing
- Employment
- Advocacy
- Transition
- Personalisation
- Workforce
- Commissioning
- Quality Assessment
- Including Everyone
- 3 entries under miscellaneous.

The Learning Disability Partnership Board was reviewed in May 2009 and resulted in the formation of the Partnership Board Performance and Improvement Group which is now responsible for the governance of the Board and oversees the task groups. Family carers and service user representatives are members along with both Co-Chairs.

Support provided to the Partnership Board has also resulted in the Learning Disability Directory, "Get to know about Learning Disability Services in Rotherham", being significantly updated this year. This is available electronically on the website.



The LDS website has been updated since the move to the new Jadu system and now contains links to more information (including a report pulling together information from the Let's Talk events). Link:

http://www.rotherham.gov.uk/info/200171/learning_disabilities

The Service's performance on Performance Indicator D40 was the third highest in the country for learning Disability.

The Health Self Assessment scores for Rotherham were 3 green and 1 amber, placing Rotherham joint second within the region.

Obesity and Weight Management - Health trainers are carrying out work around weight management in 2 of the Day Services, providing a 6 week course and ongoing support is being provided by the Learning Disability Service Community Nurses. It is hoped that the course will be a rolling programme once the evaluation has been carried out. In addition to this, a group is currently meeting to finalise details of Re-Shape Rotherham, a scheme that will run weight management groups in day services to combat Obesity.



Quote from CS parent of CGS who has taken part in the weight management programme:

"Before C went on the programme he was quite immobile, he slept a lot of the time and was always breathless. He has now lost 2 stone and his breathing is much better and he is more settled when he is asleep. He has started to go swimming and can go into town without taking his chair now. C has also started doing his Michael Jackson dancing again. C's quality of life has improved a lot and he is going to continue with the healthy eating programme"

Achievements

The Learning Disability Service has 34 mentions within the Regional Innovations and Good Practice Guide.

Black and Ethnic Minority Communities – A specific piece of work has commenced with regard to people from Black and Ethnic Minority Communities. The project has been a partnership between Learning Disability Service and Rotherham Advocacy Project (RAP). It was agreed to appoint 2 project workers from the BME community to lead the project. They have undertaken structured questionnaires and face to face interviews with 15 families who currently access services.



An awareness raising event was arranged to bring together professionals, carers and service users in a culturally acceptable forum where there was a presentation on personalisation and question and answer workshops. It provided an opportunity for carers to share experiences of accessing services and to provide mutual support. One of the key issues highlighted by carers is about how organisations communicated with them and how events were not at appropriate venues and a lack of interpreters was perceived as being discouraging.

The project workers visited a range of providers including day services, respite care services, assessment and treatment and the new carers centre to complete an audit cultural appropriateness and how services could be improved to fulfill the needs of BME service users and carers.

Broad Performance Agenda for 2010 / 11

Contract Monitoring: Service users and family carers contribute to contract monitoring arrangements of providers by being able to complete satisfaction surveys. In 2010 / 11, the Learning Disability Service intends to extend this participation by rolling out the Directorate's Home from Home contract monitoring process. This will increase the

learning disability service user and carer direct customer involvement in testing the quality of service provision and will inform providers of areas that need to be addressed in order to meet minimum satisfactory service standards or be eligible for any quality premium scheme enhancements.

Service Quality: The Service Quality Team are working with Speakup to develop customer satisfaction testing mechanisms for Assessment and Care Management, Day Care, Respite Care, Residential Care, Community Support and Supported Living. Service users from Speakup are having input at all stages of development, including contributing to the content and format of questionnaires, method of survey; as well as ensuring they are produced in an easy read format. All our questionnaires are being piloted with real service users before being implemented. We will be using innovative methods such as customer to customer interviews to administer surveys from April 2010. Outcomes from survey activity will provide benchmarks for customer perceptions of services and any areas for improvement to react to our customers' thoughts as part of our learning from customers' culture.

People with Complex Needs: The Learning Disability Service is working with Speakup to develop a toolkit to be used to support person centred planning for those service users with complex needs.



BME Engagement Project: The project is nearing completion and RAP in conjunction with Learning Disability Service is compiling a report with recommendations for the future delivery of support services to service users and carers.

Early indications of recommendations include:

- Increased support for carers.
- Trained bi-lingual advocates.

- Use of trained interpreters not relying on family members.
- Halal food to be provided, not substituted with vegetarian food.
- Leaflets and information for carers to be available in community languages.
- Trained link workers to guide BME families through the process and support initial service provision.

One of the Service's Senior Managers is a member of the Workforce Development Subgroup which meets monthly to monitor performance and quality and makes recommendations to the Board on action required and the need for Serious Case Reviews.

Other priorities include:

- The implementation of the Personalisation agenda and the service is due to start offering personal budgets to services users from April 2010.
- Working with young people and improving transitions planning.
- Increasing employment opportunities.
- Transforming day services.
- Developing strategies for people with: complex needs, profound and multiple disabilities, those who challenge the service.
- Implementing Green Light

A range of the above satisfaction surveys continue to be piloted during 2010 and are being monitored and adapted where necessary to enable full roll out, analysis and performance reporting to be phased in during 2010-11. Learning from customers feedback is already undertaken and has resulted in changes being made. For example following the day service satisfaction survey, it was identified that customers did not have access to Easy Read menus in day services. The menu board has been refreshed to include pictures and has been relocated to the dining room entrance. Customers have also met with the cook to discuss quality and choice of meals.

If you require any further information on this report or the Learning Disability Service, you can contact us by:

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ROTHERHAM
S65 2QU

Customer Feedback & Satisfaction

The Service has worked with partners, staff and customers to develop outcome based satisfaction surveys based on Customer Service excellence best practice guidelines in assessment and care management. Home from Home customer satisfaction processes are being adapted to meet the needs of people with a learning disability. Further satisfaction surveys are planned to reflect the activity undertaken by the Assessment and Treatment Unit; health support and intensive support teams of the joint LDS.



LDS/JFr/jo:153
(29.10.10)