

**Isle of Wight  
Learning Disability  
Partnership Board**



**BILD Quality Review**

**Residential Care Services**

**on the**




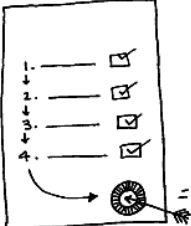


**Isle of Wight**

**Public Statement**



**JULY 2006**

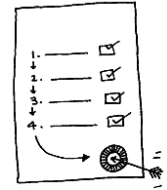
# What's in our report?

<p><b>Introduction</b></p>	<p>This is where we tell you what we have been doing.</p>	
<p><b>Aims</b></p>	<p>This page will tell you what the Review Team was hoping to do.</p>	
<p><b>Headlines</b></p>	<p>These are the main things that we found out.</p>	
<p><b>Our Priorities</b></p>	<p>This table helped us to decide what we wanted to do first.</p>	
<p><b>Examples of Evidence</b></p>	<p>On these pages we have said what was going well and what might need to change.</p>	
<p><b>Action Plans</b></p>	<p>This is where we tell you what we are going to change, how and by when.</p>	

# Introduction



A BILD Quality Review is a way we can check the quality of our services. The review looks at outcomes – what life is actually like for people with a learning disability.



What we find out helps those who work with people with a learning disability to think about what is going well and where things need to get better.



The review looks at things that people with a learning disability, their families and people who work in support services have told BILD are important – these are called outcomes.



Our review team had eleven people in it:

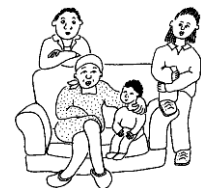
- ✚ Three people with a learning disability (each supported by an advocate from the Advocacy Trust)
- ✚ Four carers
- ✚ Three professionals
- ✚ One advocate



The team visited eleven different service users living in eleven different residential homes across the Island. Over five weeks they visited the service user three or four times, at different times of the day and some people were visited at the weekend and during the evening. The reviewers met service users when they were at home, at day centres or when they were out socialising.



The service users let the reviewers talk to their families and care workers.



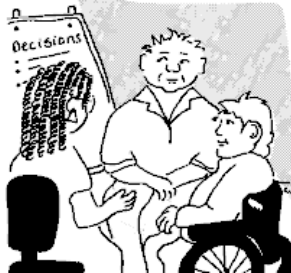
We would like to say “Thank You” to all the service users and the staff working in the residential homes as they made the review team members feel very welcome.



# Aims of the BILD Review



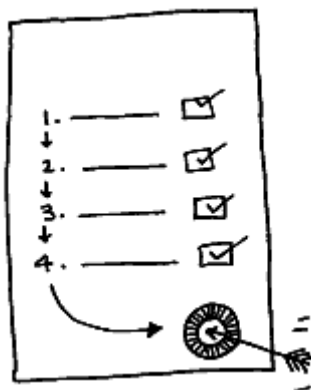
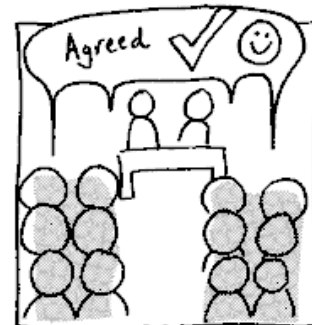
To learn about the lives of people who live in residential care.



The review team had to decide whether a set of ten outcomes are happening for the people that we visited. Outcomes are important things that should be happening in the lives of people with a learning disability. The ten outcomes are:

- ✚ I make everyday choices
- ✚ I make important decisions about my life
- ✚ People treat me with respect
- ✚ I take part in everyday activities
- ✚ I get a chance to work
- ✚ I have friendships and relationships
- ✚ I am part of the local community
- ✚ People listen to my family's views
- ✚ I am safe from bullying and abuse
- ✚ I get help to stay healthy

The team agreed what needed to change and which things needed to happen first.



The review team wrote an action plan on 11<sup>th</sup> April 2006 to help services work towards taking the main steps to make our services better.

# Headlines



## Things that are going well...


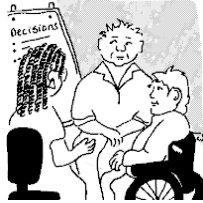






1.	People living in residential care generally feel safe from bullying and abuse.	
2.	People are treated with dignity and respect.	
3.	The physical health needs of people in residential care have got better.	
4.	Friendships and relationships are seen as being important and are encouraged.	
5.	Families are generally involved and supported.	

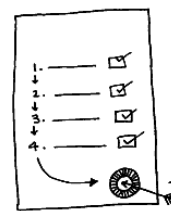
# Headlines



## Things that need to change...

1.	Transport arrangements need to be improved.	
2.	Service users need to be more involved in making all decisions.	
3.	More everyday choices in daytime activities, including the chance to do paid and voluntary work.	
4.	Service users need to be more involved in the local community and have more chances to meet new people and make new friends.	
5.	Service users are able to do more things and to do them when and where they want to.	
6.	The way finances work needs to be easier to understand and service users need more control over their own money.	

# Our Priorities



Ratings  High Priority  Medium Priority  Low Priority

People for whom this happens	A Lot	Sometimes	Not very often	Our priorities
<b>My Rights</b> I make everyday choices	5	5	1	
I make important decisions about my life	3	4	4	
People treat me with respect	6	5	0	
<b>My Day</b> I take part in everyday activities	4	6	1	
Paid I get a chance to work	2	2	9	
Vol. I get a chance to work	2	2	4	
<b>Me and other people</b> I have friendships and relationships	6	4	1	
I am part of the local community	0	6	5	
People listen to my family's views	6	2	3	
<b>My well-being</b> I am safe from bullying and abuse	9	1	1	
I get help to stay healthy	7	4	0	

# What is going well and What might need to change?



## I make everyday choices

What was going well...

- ✚ Some people are able to make their own drinks and sandwiches.
- ✚ Most people help with planning the weekly menu.
- ✚ Most people make everyday choices.



What might need to change...

- ✚ There needs to be more choice on menus.
- ✚ It needs to be easier for service users to make everyday choices.
- ✚ It needs to be easier for service users to understand their finances.

## I make important decisions about my life

What was going well...

- ✚ Some people are able to make some important decisions, for example, where they live.



What might need to change...

- ✚ Accessible information - care plans must be easy to read – using widget, easy language, Change Picture Bank and clip art.
- ✚ Service users need to be involved in making all decisions.

## People treat me with respect

What was going well...

- ✚ How staff act towards people – the review team saw that most service users they visited were treated with respect.



What might need to change...

- ✚ Staff need to ask more often what things people like and don't like, as well as their wishes (to be recorded in their Person Centred Plan), so that the service user has the chance to change things if they want to.



## I take part in everyday activities

What was going well...

- ✚ People can go out and do everyday things, but sometimes this is very limited.



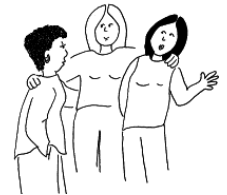
What might need to change...

- ✚ The number of activities, and how easy it is to use them, in residential homes and the local community.
- ✚ To have digital cameras to use to help with making scrapbooks and photo diaries.
- ✚ Transport needs to be better – need to give more service users road safety training.

## I have friendships and relationships

What was going well...

- ✚ Supporting service users with friendships and relationships.
- ✚ Having friends visit the home.
- ✚ Having quiet areas where they can chat.



What might need to change...

- ✚ More trips out – there needs to be more staff time.

## I am part of my local community

What was going well...

- ✚ Being able to go out to eat.



What might need to change...

- ✚ Information on what people can do – a notice board of events/groups
- ✚ Getting the local community to join in – get residents to join local groups e.g. have a street party to meet the neighbours.

## I get the chance to work

What was going well...

- ✚ People enjoy doing voluntary work.



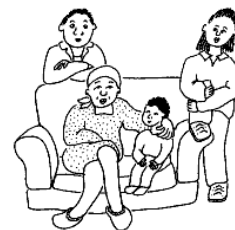
What might need to change...

- ✚ To make sure there is more chance for people to be in paid employment.
- ✚ Try to stop the same activities being done at 'work' and then again at the residential home.

## People listen to my family's views

What was going well...

- ✚ Families are generally involved and supported.



What might need to change...

- ✚ Offer more information to carers.
- ✚ Make sure that all families (who want to be) are included.

## I am safe from bullying and abuse

What was going well...

- ✚ Most of the service users visited felt safe from bullying and abuse.
- ✚ Most service users knew what bullying and abuse meant.



What might need to change...

- ✚ Need to make sure that people have accessible information on bullying and abuse and that they know who to speak to if they don't feel safe.

## I get help to stay healthy

What was going well...

- ✚ The physical health needs of people in residential care homes has got better.



What might need to change...

- ✚ More communication aids for service users who need them.
- ✚ Health information needs to be more accessible.
- ✚ More people need to have a Health Action Plan.
- ✚ Some people need to visit an optician more frequently.
- ✚ The team queried whether emotional, psychological, spiritual health needs required an increase to counselling services and trained staff advocates.
























# Action Plan

What we want to see change for people with a learning disability.

## Outcome

I make everyday choices

Making finances more transparent and accessible.

<b>What</b> What we need to do to make change happen	<b>HOW</b> The things we will change	<b>Who</b> will do this	<b>When</b> this will be done by
 <p>Service users should take part in looking after their own money whenever possible.</p>	<p>50 people will have had some training in managing their money.</p>	<ul style="list-style-type: none"> <li> Local Authority</li> <li> Service users</li> <li> Providers</li> <li> Advocates</li> <li> Schools</li> <li> Residential Homes</li> </ul> <p>The Day Services and Education Sub Groups will check this happens.</p>	<ul style="list-style-type: none"> <li> April 2007</li> </ul>
 <p>Service users need to be able to use their own money in paying for their own transport and be able to access transport as they wish too.</p> <p>Move away from block purchasing of transport.</p>	<p>A new residential care contract will encourage greater use of independent transport from October 2006. Block purchasing of transport will be 50% of its present April 2006 level by 2008.</p>	<ul style="list-style-type: none"> <li> Family</li> <li> Learning links</li> <li> College</li> <li> Taught in school clubs</li> <li> Residential homes</li> </ul> <p>Martin Johnson will check this happens.</p>	<ul style="list-style-type: none"> <li> April 2008</li> <li> April 2008</li> </ul>
 <p>Individual budgets, with joint training being given.</p>	<p>The council will support people with learning disability to have Individual Budgets.</p>	<ul style="list-style-type: none"> <li> Government pilot</li> <li> Adult Services</li> <li> Family</li> <li> Service users</li> </ul> <p>Martin Johnson will check this happens.</p>	<ul style="list-style-type: none"> <li> 1 person by March 2007</li> <li> 9 people by March 2008</li> </ul>

# Action Plan

















What we want to see change for people with a learning disability.



## Outcome

I make important decisions about my life.

### Much greater involvement of service users in all decision making.

<b>What</b> What we need to do to make change happen	<b>HOW</b> The things we will change	<b>Who</b> will do this	<b>When</b> this will be done by
 <p>Service users need to be able to help more often with the interviewing and training of staff.</p>	<p>The new Residential Care contract will encourage greater user involvement in interviewing staff.</p>	<ul style="list-style-type: none"> <li> Residential homes</li> <li> Adult Services</li> </ul> <p>The Excellence Sub Group will check this happens.</p>	<ul style="list-style-type: none"> <li> March 2007</li> </ul>
 <p>Everything needs to be person centred and look more at what the service user wants.</p>	<p>The new Residential Care contract will encourage greater user involvement in a person centred approach.</p> <p>100 service users will have active Plans.</p>	<ul style="list-style-type: none"> <li> Residential homes</li> <li> Social Services</li> <li> Advocacy Trust</li> <li> Families of residents</li> </ul> <p>The Person Centred Planning Sub Group will check this happens.</p>	<ul style="list-style-type: none"> <li> October 2006</li> <li> March 2007</li> </ul>
 <p>To help people make important decisions, they need to be given more information in an accessible way.</p>	<p>The council will provide a directory of all services in an accessible format.</p>	<ul style="list-style-type: none"> <li> Adult Services</li> <li> Residential Homes</li> <li> Advocacy Trust</li> </ul> <p>The Excellence Sub Group will check this happens.</p>	<ul style="list-style-type: none"> <li> 1<sup>st</sup> version will be available by February 2007</li> </ul>

# Action Plan





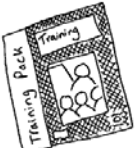











What we want to see change for people with a learning disability.



## Outcome

I take part in everyday activities

### Transport arrangements to be improved

<b>What</b> What we need to do to make change happen	<b>HOW</b> The things we will change	<b>Who</b> will do this	<b>When</b> this will be done by
 Service users need more help from staff to access transport, at the times when service users want to go out– this includes use of home’s vehicles.	The new Residential Care contract will enable greater access to a range of transportation, at times suitable to the service users.	<ul style="list-style-type: none"> <li> Residential homes</li> <li> Adult Services</li> </ul> Martin Johnson will check this happens.	<ul style="list-style-type: none"> <li> Review progress with service providers by June 2007</li> </ul>
 Better training for people to use/ access public transport. Improve staff training for operators of public transport. Build service user’s road safety awareness and confidence in travelling via training/practice.	40 people to have had travel training and feel more confident in travelling alone.	<ul style="list-style-type: none"> <li> Advocacy Trust and Mencap are able to assist with this</li> <li> Day Centres</li> <li> Southern Vectis</li> <li> Island hire taxi’s</li> <li> Transport co-ordinator</li> </ul> The Day Services and Education Sub Groups will check this happens.	<ul style="list-style-type: none"> <li> June 2007</li> </ul>
 More accessible buses and more bus routes.	This issue to be discussed with transport providers.	<ul style="list-style-type: none"> <li> Southern Vectis</li> <li> Island hire taxi’s</li> <li> Transport co-ordinator</li> </ul> The Day Services and Education Sub Groups will check this happens.	<ul style="list-style-type: none"> <li> Review progress with transport providers by June 2007</li> </ul>

# Action Plan




















What we want to see change for people with learning disability.



## Outcome

I have friendships and relationships

## Greater flexibility and spontaneity

<b>What</b> What we need to do to make change happen	<b>HOW</b> The things we will change	<b>Who</b> will do this	<b>When</b> this will be done by
 <p>Support people to live more independently in their own homes. This will include people who receive non care managed services.</p>	<p>The numbers of people supported to live at home will rise from 600 at June 2006 to 700 by March 2007.</p>	<ul style="list-style-type: none"> <li> Advocacy</li> <li> PCP co-ordinator</li> <li> Service users</li> <li> Families</li> <li> Local Authorities</li> </ul> <p>The Excellence Sub Group will check this happens.</p>	<ul style="list-style-type: none"> <li> March 2007</li> </ul>
 <p>To encourage greater flexibility and spontaneity we need to employ staff with the right attitude, give clear standards for them to work to and make sure they have training and information.</p>	<p>The council and independent providers have targets for minimum standards of training - these targets will be met as planned.</p>	<ul style="list-style-type: none"> <li> Service users</li> <li> CSCI</li> <li> Employers</li> <li> Local Authority</li> <li> Residential Homes</li> </ul> <p>The Excellence Sub Group will check this happens.</p>	<ul style="list-style-type: none"> <li> April 2008</li> </ul>
 <p>To maintain continuity of care and support we need to make pay better and have more staff available so that more trips out can be arranged.</p>	<p>The new Service provider contract will enable the introduction of a Key Worker system and Activity plans for each service user.</p>	<ul style="list-style-type: none"> <li> Local Authority</li> <li> Residential Homes</li> </ul> <p>The Excellence Sub Group will check this happens.</p>	<ul style="list-style-type: none"> <li> October 2006</li> <li> Review progress with service providers by June 2007</li> </ul>

# Action Plan







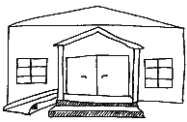









What we want to see change for people with learning disability.



## Outcome

I am part of my local community.

### More involvement with the local community.

<b>What</b> What we need to do to make change happen	<b>HOW</b> The things we will change	<b>Who</b> will do this	<b>When</b> this will be done by
 Help neighbours to get to know the service users, make local clubs/churches more accessible and inclusive.	Circles of support are being developed in 2006 – 2007.	<ul style="list-style-type: none"> <li> Care managers</li> <li> Support workers</li> <li> Island's religious communities</li> <li> Residential Homes</li> </ul> The Excellence Sub Group will check this happens.	<ul style="list-style-type: none"> <li> Review progress by June 2007</li> </ul>
 Specialist clubs open to more people. Let people know what's out there – things that they can do and enjoy.	People First will ask service users how they would like to change the clubs.	<ul style="list-style-type: none"> <li> Residential Homes</li> <li> Adult Services</li> <li> People First</li> </ul> The Day Services and Education Sub Group will check this happens.	<ul style="list-style-type: none"> <li> December 2006</li> </ul>
 Provide volunteers to enable service users to join general clubs in the community.	The Gateway Club will provide 10 people with training that supports them in their volunteering role.	<ul style="list-style-type: none"> <li> Voluntary agencies</li> <li> Local community groups</li> <li> Churches</li> </ul> The Day Services and Education Sub Group will check this happens.	<ul style="list-style-type: none"> <li> Review in 3 months (October 2006)</li> </ul>

# Action Plan




What we want to see change for people with learning disability.



## Outcome

I get a chance to work.

## More quality/paid employment

<b>What</b> What we need to do to make change happen	<b>HOW</b> The things we will change	<b>Who</b> will do this	<b>When</b> this will be done by
 <p>Encourage employers to employ more people with a learning disability, giving practical assistance, support and an opportunity to learn from 'good employers'.</p>	<p>The number of people in paid work will increase from 80 at April 2006 to 92 by April 2007.</p>	<p>✚ Adult Services</p> <p>The Employment Sub Group will check this happens.</p>	<p>✚ April 2007</p>
 <p>More public sector work to be opened up for people with learning disability.</p>	<p>The council and NHS will have a policy in place for employing people with learning disability by April 2007.</p>	<p>✚ Healthcare Trust ✚ Local Authority ✚ Adult Services</p> <p>The Employment Sub Group will check this happens.</p>	<p>✚ April 2007</p>
 <p>Provide more chances to 'sample' different areas of work.</p>	<p>The employment agencies will work together to increase the range of work place experience on offer.</p>	<p>✚ Adult Services ✚ Expand 'No Barriers' service ✚ Mencap</p> <p>The Employment Sub Group will check this happens.</p>	<p>✚ June 2007</p>





## The Development & Implementation Team would like to thank the following people:

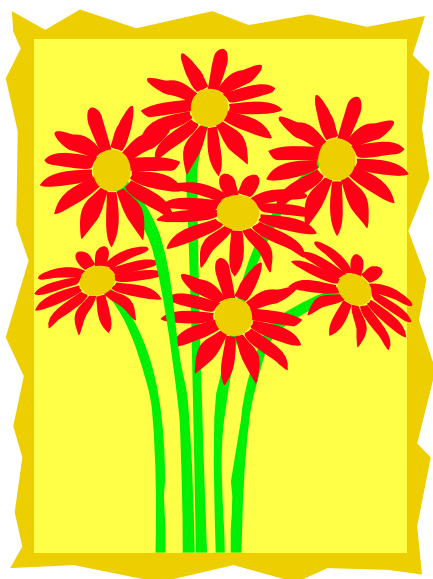
The Review Team:

Sally Duckworth  
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Daron Perkins  
Charlotte Phillips  
Ian Thomas  
Richard Thomas  
Belinda Snudden  
Elizabeth Sturton

Review Team Supporters:

Robin Freeman  
Jan Gavin  
Iain Riley

The service users we visited  
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Advocacy Trust  
LDPB for commissioning the Review  
Martin Johnson



*Thank you.*