

# **INSPECTION OF SERVICES FOR PEOPLE WITH LEARNING DISABILITIES. OUTLINE IMPROVEMENT PLAN (January 2006).**

Following an Inspection by the Commission for Social Care Inspection of Learning Disability Services on the Isle of Wight, the Council will implement an improvement plan in response to the Inspector's recommendations and observations.

The following improvement plan will be led by the Council and be implemented with the collaboration of partner organisations and stakeholders.

This plan responds to the broad recommendations set out in the inspection report. The Council and Island Health partners recognise that the Inspection Report details a number of other helpful improvement observations in support of the broad recommendations. This broad improvement plan will be therefore be supported by a more detailed SMART action plan, that will be managed by the Isle of Wight Learning Disability Executive. The process will be monitored and advised on by the Learning Disability Partnership Board.

An easy to read version of this plan will be published in January 2006 and will be available on the Isle of Wight Learning Disability Partnership Board website at [www.iwight.com/council/ldpb/](http://www.iwight.com/council/ldpb/) .

CSCI Recommendation	Response	Outcome	*Lead	Completion
<b>1: NATIONAL PRIORITIES AND STRATEGIC OBJECTIVES</b>				
<p>1.1 “Following the consultation period, the council with its partners should complete the work in progress to produce explicit detailed action plans for the priorities identified in the final Isle of Wight Learning Disability Strategy.”</p>	<p>The Council will finish the current consultation process for the Isle of Wight Learning Disability Strategy, begun in September 2005, and implement published action plans.</p>	<p>1. Publish the strategy and its action plan in a range of formats.</p> <p>2. Agree work-plans based on the priorities set out in the strategy and implement and monitor them through the Partnership, it’s working sub-groups and the joint Learning Disability Executive.</p>	<p>DoACS*</p> <p>DoACS</p>	<p>March 2006</p> <p>April 2006</p>
<p>1.2 “The representation of service users on the Learning Disability Partnership Board and its sub-groups should be reviewed and independent support provided to service user members to ensure that they can fully engage in the work of the Partnership Board.”</p>	<p>The Council will continue to widen service user involvement in strategic planning and will ensure that service users are able to receive independent support at the Partnership Board and its sub-groups.</p>	<p>1. Extend further the involvement of service users in strategic planning and review groups; all partnership Board groups will review their membership to ensure robust levels of service user involvement.</p> <p>2. Identify a way of providing independent support to service users and provide it.</p> <p>3. Continuously review service user involvement and independent support arrangements.</p>	<p>DoACS</p> <p>DoACS</p> <p>DoACS</p>	<p>April 2006</p> <p>March 2006</p> <p>September 2006 and six monthly.</p>



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<p>2.3 “Adult and Community Services should more fully engage with both private and voluntary/not for profit providers to facilitate improved commissioning and market management.”</p>	<p>The Council and voluntary sector partners will continue to develop the Compact, now signed by Island NHS organisations. The Compact includes a commitment to a procurement strategy that will enhance opportunities for the voluntary sector. Procurement will be strongly linked to the published Adult Services Commissioning Strategy. The Council will continue to support the Learning Disability Provider Forum.</p>	<p>1. More fully engage with the private and voluntary sectors through implementation of the procurement strategy within the Compact and the Adult Services Commissioning Strategy</p> <p>2. Development of a consortia approach to enable the voluntary sector to better compete in an open market situation.</p>	<p>CEO* (and DoACS)</p> <p>DoACS</p>	<p>March 2006</p> <p>March 2006</p>



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<p>3.3 “Adult and Community Services should ensure that all commissioned services are working to maximise the independence of service users, in accordance with council objectives.”</p>	<p>The Council and its partners will continue to develop a modern, person-centred and integrated learning disability service that promotes independence and in which service providers can demonstrate progress toward greater independence for service users. Greater numbers of people will be helped to have access to a more independent life through person centred approaches to care management, commissioning of services and the raising of aspirations for people with learning disabilities.</p>	<p>1. Commissioners will continue to develop person centred contracting for learning disability services based on best practice, reviewed by commissioners annually.</p> <p>2. The Adult Services Commissioning Strategy will implement the IW Learning Disability Strategy. The Strategy will be actively promoted and will underpin for example the modernisation of day services.</p> <p>3. The number of people on Direct Payments will continue to rise to levels which keep the Isle of Wight in the top 25% of Councils promoting Direct Payment schemes.</p> <p>4. Revised eligibility criteria and care management arrangements will be implemented to ensure a continuous focus the involvement of service users and carers and the potential for and support of independent living.</p>	<p>DoACS</p> <p>DoACS</p> <p>DoACS</p> <p>DoACS</p>	<p>Review from April 2006</p> <p>Strategy to be published March 2006</p> <p>April 2006 and targets re-set annually.</p> <p>July 2006</p>

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<p>3.4 “Adult and Community Services with its multi-agency partners should complete the review of the Adult Protection policy and procedures to ensure that the operation of Adult Protection processes are more effective and efficient and that the monitoring system is more robust.”</p>	<p>The current review and updating of the IW Multi-Agency Adult Protection Policy and procedures is nearing completion and will lead to continuous development of a safe and efficient adult protection framework.</p>	<ol style="list-style-type: none"> <li>1. Publish and implement updated and revised Multi-Agency Adult protection Policy and procedures following the extensive multi-agency review already completed.</li> <li>2. Implement planned multi-agency monitoring and robust governance arrangements as part of the revised adult protection policy and procedures.</li> <li>3. Commence a programme of multi-agency training which will implement new procedures and reduce the workload burden on care management staff.</li> </ol>	<p>DoACS</p> <p>DoACS</p> <p>DoACS</p>	<p>March 2006</p> <p>March 2006</p> <p>March 2006</p>

CSCI Recommendation	Response	Outcome	*Lead	Completion
<b>4: QUALITY OF SERVICES FOR PEOPLE WHO USE SERVICES AND CARERS</b>				
<p>4.1 “Adult and Community Services should ensure that young people with learning disabilities consistently and reliably experience a smooth transition between Children’s and Adult Services and that all relevant agencies are fully engaged in the process.”</p>	<p>The Council will continue its work and progress in updating transition and implementing protocols that will ensure that young people and their carers have a planned and inclusive transition from child to adult services.</p>	<p>1. Develop new and existing working protocols with Children’s Services and other partners that ensure planned transition from child to adult services (see 3.1 above). The Learning Disability Executive will review and monitor progress.</p>	<p>ACS</p>	<p>Review in September 2006</p>
<p>4.2 “Adult and Community Services should strengthen the quality assurance system for the Assessment and Care Management service to encompass process, practice and recording.”</p>	<p>Quality assurance arrangements in community learning disability services will be further developed to more fully encompass process, practice and recording with the objective of demonstrating improvement of people’s lives.</p>	<p>Quality assurance arrangements and processes will be updated.</p> <p>1. Case Audit arrangements will be strengthened and re-launched, including recording case audit documentation in case files rather than elsewhere.</p> <p>2. Audits of record keeping will be strengthened and monitored.</p> <p>3. Service user and carer involvement in a programme of quality reviews and standard setting will commence.</p> <p>4. Revised eligibility criteria and care management processes will be implemented to support the improvement of people’s lives. (See 3.3 Outcome 4 above)</p>	<p>DoACS</p> <p>DoACS</p> <p>DoACS</p> <p>DoACS</p>	<p>January 2006</p> <p>February 2006</p> <p>January 2006</p> <p>July 2006</p>



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<p>4.3 “The council should ensure that comprehensive, accessible information is available to people with learning disabilities about the nature, range, and types of services provided and how to access them.”</p>	<p>Work has begun to improve current information about services for people with learning disabilities and their carers and this will be developed to include information about wider public services. This will result in comprehensive and accessible information.</p>	<p>1. Implement a new corporate communications strategy which includes arrangements for communicating with people with a learning disability and their carers.</p>	<p>CEO</p>	<p>April 2006</p>
		<p>2. Publish and promote a catalogue or directory of services for people with a learning disability and their carers.</p>	<p>CEO</p>	<p>April 2006</p>
		<p>3. Review and the Council's range of accessible web based information about public services and care.</p>	<p>CEO</p>	<p>By August 2006</p>
		<p>4. Implement a process for feedback by people with a learning disability about information provided about services on the isle of Wight.</p>	<p>CEO</p>	<p>July 2006</p>

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<b>5: FAIR ACCESS</b>				
5.1 “The council should continue and sustain its programme of work to meet the target which it had set itself in relation to the Equality Standard for Local Government.”	Learning disability services will meet the Councils targets for equality and diversity.	1. Satisfactory assessment of the compliance of adult services with the Council’s plan for corporate equality standards.	CEO	First review October 2006
5.2 “The council should adopt a more strategic approach to transport with regard to people with learning disabilities in order to address the identified areas for improvement.”	The Council will make service and efficiency improvements to the complex framework of transport arrangements for people with a learning disability. A review is underway and improvements are planned to commence from April 2006	1. Implement a strategic approach to commissioning and managing transport services.  2. Commission re-configured transport services as a major element of the modernisation of day services.	DoACS  DoACS	April 2006  Review progress December 2006
5.3 “The council should ensure a systematic approach in the way that its Complaints Service is delivered and monitored.”	The Council has already begun to develop a corporate and expert approach to customer services with the centralisation of the complaints service. This will lead to a more systematic and corporate approach to responding to concerns and complaints which responds to learning. Development will build on the system of Practice Statements for staff begun in 2005.	1. The implementation of a complaints process that will lead to mediated solutions to complaints, where this will help people come to a satisfactory conclusion.  2. The implementation of processes and corporate information that will improve public access to making complaints or passing compliments.	CEO  CEO	July 06  April 06

CSCI Recommendation	Response	Outcome	*Lead	Completion
<b>6: CAPACITY FOR IMPROVEMENT</b>				
<p>6.1 “The council should secure clearer leadership for learning disability services while moving towards integration and within the eventual new management arrangements for Health and Adult Social Care Services.”</p>	<p>A Learning Disability Executive group has been established as part of the integration framework. The Executive now provides leadership during the integration agenda of learning disability and other adult services. The Council and Health partners are working towards an integrated learning disability service and a Section 31 pooled budget arrangement with the Council as the lead and commissioning agency.</p>	<p>1. Implement clearer leadership through an integrated learning disability service with clear single leadership and management capacity.  2. Implement a Section 31 agreement with the IWC as lead commissioner with a pooled fund and integrated learning disability health and social care provider services.</p>	<p>DoACS  DoACS</p>	<p>by December 2006  Section 31 agreement by April 2007</p>
<p>6.2 “The council should ensure that it has a workforce that is of sufficient size, skill mix and stability in learning disability services.”</p>	<p>Adult social care and health services will collaborate to ensure that investment in the workforce needed to deliver stable and modern services is used to the best effect.</p>	<p>1. Develop a workforce development plan for investment and change during the integration process (see 6.1 above).  2. Implement the development of new roles and training arrangements that will support an integrated workforce.</p>	<p>DoACS  DoACS</p>	<p>By December 2006  December 2006</p>
<p>6.3 “The council should lead others by example by promoting the recruitment of learning disabled job-seekers.”</p>	<p>The Council and health partners will lead by example in the recruitment of people with a learning disability.</p>	<p>1. The Council will incorporate the issue of employing people with a Learning Disability when it reviews the Council’s Equal Opportunity and Diversity Policy. This will lead to the Council setting targets which will support a corporate approach to disability employment.</p>	<p>CEO</p>	<p>October 2006</p>

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6.4 “The ICT capabilities of the new ANITE SWIFT system should be fully implemented to improve the effectiveness and efficiency of care management, financial management and performance and quality management processes.”	The Council and its partners are reviewing current business processes. This will lead to continuous improvement in the quality of the SWIFT system and it’s value in care, financial, and quality management.	1. Business processes streamlined and effective. 2. Performance data within Swift more reliable and accurate 3. Development of new Swift modules and reports to enhance care management 4. Current management reports enhanced by a regular monthly catalogue submitted to the senior management team.	DoACS  DoACS  DoACS  DoACS	Complete by Dec 2006  Review from May 2006  Continuous development. New modules from Dec 2006  From May 2006

The abbreviations that we have used are explained here.

**\*Leads.** DoACS: The Director of Adult and Community Services  
 PCT: Isle of Wight Primary Care Trust.  
 HCT: Isle of Wight Healthcare Trust.  
 CEO: Chief Executive’s Office