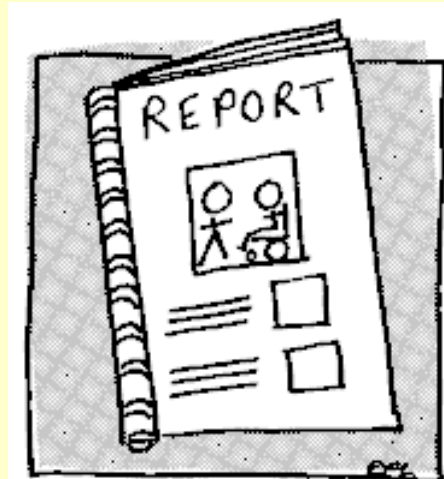




**Isle of Wight
Learning Disability
Partnership Board**



Our Strategy for Learning Disability Services on the Isle of Wight 2005-2008

Version 1 January 2006



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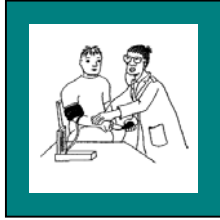
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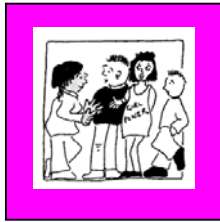
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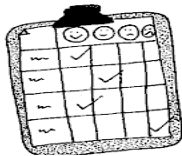
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Welcome

This is a strategy (a plan) for improving the lives of people with learning disabilities and family carers.

This strategy has been developed by the Isle of Wight Learning Disabilities Partnership Board and the many people who have helped the Board and it's sub-groups and forums. People with learning disabilities, family carers and all agencies on the Isle of Wight have helped to develop our strategy.

We have listened to what people have had to say in 2004 and 2005. We have included many views and decisions in the strategy. Our strategy will improve as we work.

We want this strategy to help make the Government White Paper 'Valuing People' happen here on the Isle of Wight.

This strategy is an exciting plan. It must lead to real changes and improvements in the lives of people with a learning disability and their carers.

We hope that you will share our vision and help us to make a real difference to the lives of many people on the Isle of Wight.



Martin Johnson



Scott Watkin



Stephany Cunningham

Partnership Board Co-chairs



Membership of the Isle of Wight Learning Disabilities Partnership Board



- 4 representatives of people with learning disabilities
- 2 representatives of family carer groups
- 4 representatives from the Voluntary Sector
- 3 representatives from Adult and Community Services
- 3 representatives from the Isle of Wight Council
- 1 representative from the care provider forum
- 3 representatives from the Island's Health Service
- 1 representative from the Isle of Wight College

Friends of the Board

The Board has a number of important friends who attend Board meetings and help it to make decisions. These important friends are members of the Island community and many organisations. Many of our friends are invited to every Board meeting.

What the Board has to do



influence plans for people with learning disabilities on the Isle of Wight



check that we have the right services and support and that they are working properly



make sure that we have plans for change and that change is happening



pass information to everyone about the development of services



make sure that everyone knows what is happening and what they have to do



Our Vision

The Partnership Board has a vision.

“Together we will open doors to a world where all people can keep on learning and growing”

To make this happen, we will:

- Listen and involve people with a learning disability,
- Encourage, enable and help people to have a voice and take risks.
- With training and support, enable people to reach and take responsibility for their chosen dreams, needs and hopes,
- Shape our services to create new opportunities.

Our values are the same as those written into ‘Valuing People’

- people with learning disabilities are citizens too with the same rights as all other citizens. “Nothing about us without us”
- we support diversity, dignity, respect and choice
- visible presence and participation in the community
- provide opportunities to develop and keep independence
- we all have the right to feel safe



Our Rules

The Partnership Board will help to improve people's lives by following some simple rules

- ✓ All of the jobs and activities in this strategy must have a person-centred approach and contribute to the modernising plans in 'Valuing People'
- ✓ We will do things that change people's lives
- ✓ Our work must recognise that people with learning disabilities are citizens too with the same rights as all other citizens. "Nothing about us without us"
- ✓ Everything we do supports the right to equality, dignity, respect and choice
- ✓ We must help people with a learning disability to participate in the life of the Island community and have a more visible presence
- ✓ Everything we do must give people the right to feel safe

The Board will have a real working partnership between people with learning disabilities, carers and all of the people and organisations on the Isle of Wight, so that:

- **People with learning disabilities** are;
 - ✓ encouraged to make real choices and decisions about where and how they live their lives
 - ✓ provided with opportunities to develop and maintain independence

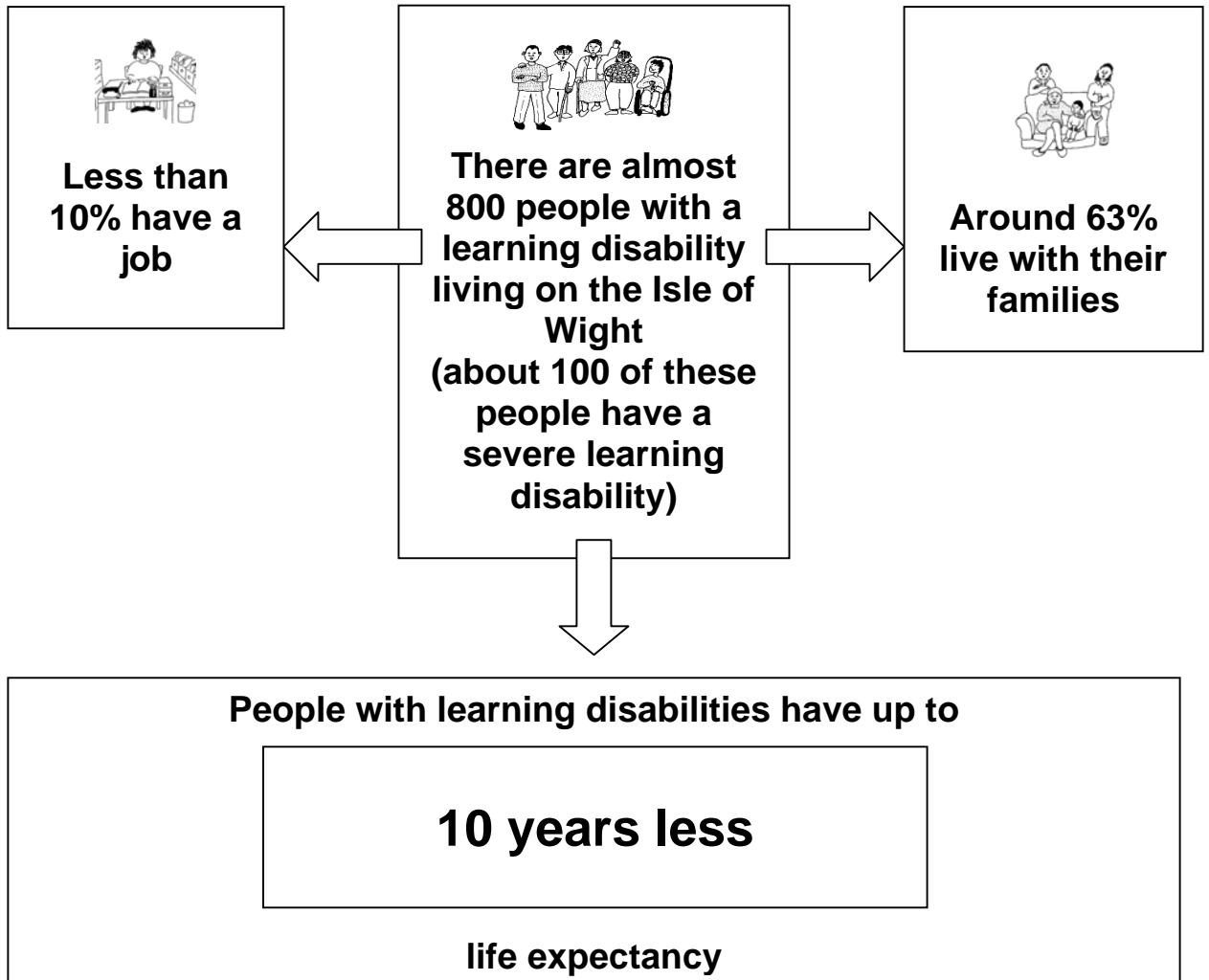
- ✓ enabled to lead full lives in their communities and have the equality to develop friendships, activities, relationships and employment
- **Carers** are recognised and supported in their role and;
 - ✓ receive support for as long as they and the service user wish
 - ✓ enabled to take part in person-centred planning
- **Services**

Support people to get the kind of life they want for themselves and are;

 - ✓ good quality, cost effective and support people
 - ✓ regularly evaluated and continually improved
 - ✓ delivered locally as a matter of course



What we know





The Isle of Wight Council and Island Health Services have a budget of around £7.5 million for specialist services to support people with learning disabilities

Almost 600 adults are assessed as needing one or more social care services

	Participating in supported day activities	350
	Receiving help or personal care to live at home or in <u>supported accommodation</u>	380
	Living in residential or nursing care homes (out of this figure and the one above about 11 people live away from the Island)	200
	Receiving a <u>direct payment</u> to purchase their own care and support	12

Many other people get support from their family or community groups and organisations in their local community.



- More user and carer involvement within services and through the groups and forums that help the Partnership Board.
- More people are living independently, but more would like to.
- The Board is starting to talk about some very difficult changes that not everyone always agrees with.
- The Council and the health services beginning to use commissioning to modernise our services and care services.
- The Board has helped partnership working and the partners have worked well together. It has made important decisions recommendations and it has asked difficult questions.
- Person centred planning has now begun to effect more people with a learning disability, and we hope that soon over 50 people will be working on their own plan.
- Increasing numbers of people are being trained in person centred planning and how to care for learning disabled people.
- The board is beginning to set measures of how the lives of carers and people with a disability are changing.
- More personal health action plans are in use and there is more expert advice for disabled people and health professionals.
- Advocacy is used more than ever. Over 100 people have been supported since the Island Citizen Advocacy Trust was started.
- The partners know that there is still a lot to do.



Areas for Improvement

- Better understanding of the needs and wishes of people with learning disabilities and their carers, together with better information for:
 - young people, older carers and the people they care for
 - people from minority ethnic groups
 - people who are approaching old age
- Help people to live independently by making their own realistic and informed choices about how they want to live.
- Continue modernising our services so that good care and support is available locally and when it is needed. This will include daytime social and respite care services, housing, leisure and sport, employment and education.
- Improve public understanding of what learning disability means. Support local communities, organisations, services and community facilities to be welcoming and accessible.
- Improve services for people with complex needs, including special support and care for people who may be ill or unhappy.
- Continue improving the health of disabled people and improving access to fair treatment by the health service.
- Help people with high support needs to remain on the Island and enable other people to return.
- Develop services that support carers, such as support networks, short-term breaks and respite services.
- Improve the choice for people needing housing or wanting to use community facilities.
- Improve the quality of care services including residential care and travel services.



Where do we want to get to?

The Government has given us some objectives for modernising services. Their 'Valuing People' White Paper helps us to concentrate on the important things that must change. Other government guidance including the green paper '*Independence, Wellbeing and Choice (2005)*' and the white paper '*Our Health, Our Care, Our Say (2006)*' tell us in more detail what needs to be done and what life for people could be like.

The 'Valuing People' White paper and the other government guidance is very important and to make these national objectives happen here on the Isle of Wight, we are developing our own objectives and plans. It is our objective that as we modernise our services, people will be able to use great services which are delivered as close to where they live as possible.

As we have been working on modernising our services, we have developed a number of key objectives and actions. This strategy pulls these plans together into seven important areas. Each area has our most important objectives. Near the end of this strategy we have written down the actions that are needed to achieve our vision.

The Isle of Wight Council has the lead responsibility for making these changes happen. Some actions are very important and must be taken first; some will take longer to do. This plan will help the many people who are involved in reaching our objectives to make sure that we are doing what we have set out to do.



Thank you to everyone who has helped us to write this strategy. It has taken six months to complete and almost 300 people have been involved in consultation events and opportunities across the Isle of Wight. The Partnership Board will check now and again that the strategy is working properly and make changes if they are needed.



1

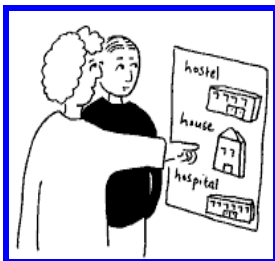
Partnership Working



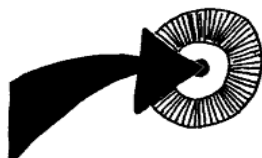
Objectives

- Work together as a partnership so that people with learning disabilities and family carers can have better and more fulfilling lives.
- Involve important people and organisations in the work of the Partnership Board. Involve as many important people as possible in the sub-groups and forums that help it to make our partnerships work in the community.
- Use our partnerships to help the community to understand more about what learning disability is and how the lives of people affected can be made fulfilling and independent.
- People with complex needs or who are from minority ethnic groups should have their voices heard by the partnership.
- The Board will be able to show how people's lives are changing.

2



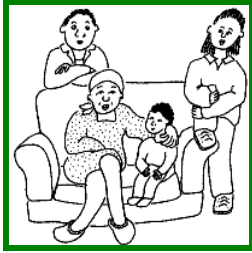
Take Control, More Choice



Objectives

- People with learning disabilities and their carers will be at the centre of any decisions that affect them.
- Enable people to live independent, safe and fulfilling lives with the ability to make choices about how, where and when their care and support is arranged and provided.
- Make sure that information that can help people live more fulfilling lives is clear and available to people who need it.
- Make sure that people who wish to live on the Isle of Wight have the services they need rather than having to move away.
- Reduce any reliance on residential care.
- Keep people with learning disabilities and their carers safe and regularly review their needs.
- Listen to what people say and work together to change and develop new services and community facilities.
- Develop local approaches to advocacy and social inclusion.
- Give people of all ages a real idea of what is possible in their lives and help them to have real day to day choices through person-centred planning and person-centred approaches.
- The Isle of Wight Council and the Island's Health services will provide services by using very clear eligibility criteria.

3



Supporting Carers

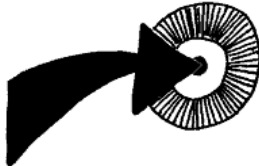


Objectives

- Care and other community services and facilities will be provided in a way that considers the needs of family carers.
- Enable carers to be involved in developing and planning services through involvement in the Partnership Board and its sub-groups and forums.
- Enable carers to have breaks from their caring role.
- Ensure that carers and their support networks are supported and valued, and have access to information about support, care and other community services that can improve the lives of their family members.
- Enable carers to care, or to continue to care for as long as they and the service user wish.
- Help older carers to plan for the future.
- Develop the Involvement of family carers in person-centred planning with their family members.

4

Better Health



Objectives

- Ensure that health needs can be met on the Island and that people are not excluded from good health because of the complexity of their disability. Any discrimination on the grounds of disability will be actively challenged.
- Help people to make plans to improve and protect their health and provide health services that are available in their own community.
- Help people who work in surgeries and hospitals to be aware of 'Valuing People' and help them develop the skills they need to understand the health and care needs of disabled people and their carers.
- Agencies must work together to make sure that people do not stay in hospital or care when they do not need to. We must prevent unnecessary health problems and delays in getting care.
- We want people to feel in control of their lifestyle and healthcare. People must be given meaningful information about their health and their choices, and make sure that their consent is always gained.
- We want to expand the specialist healthcare support available to people with special needs.

5



Disabled Children and Young People



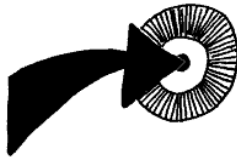
Objectives

- Transition from childhood to adulthood must be smooth and streamlined because different organisations that help children and adults will work more closely together. We will develop a very close partnership between the services that support and care for children, young people and adults on the Isle of Wight.
- All of the partners will work together to ensure that young people can make a very difficult change or transition to adulthood in a safe and simple way.
- Transition will be a process that everyone around a young person feels involved and informed about, it will be person-centred and begin as early as a child's 14th year.
- As the transition commences, families will know what to expect and how they will be involved in the transition process and the many decisions that will be taken.
- Children and young people should have access to all services and facilities that are available to their local community as soon as they can.



6

Home, Living and Work



Objectives

- Enable people with learning disabilities to make realistic and informed choices about where they live, who they live with and how they live.
- New and existing housing providers will be encouraged to provide homes for disabled people who want their own home.
- Make it easier for people to get good and up to date information from people and organisations who can help them to make choices about home, living and work.
- Ensure that people with learning disabilities do not have to live in hospital or care homes unless it is the only way of meeting their needs and choices.
- Enable people of all ages to lead full, purposeful and safe lives in their communities and be able to take risks, develop friendships, learn, enjoy activities and make relationships.
- Develop non discriminatory transport and travel arrangements that meet the travel needs of people with a learning disability.
- Modernise day services so that people of any age and interests can have access to local activities and facilities including work and learning. Day services should help users to decide what activities take place. A new special needs day service will also be needed to cover the whole Island.

- Make it easier for people with a learning disability to have learning activities that will help them to develop skills, knowledge, relationships and their independence.
- Make it easier for people with learning disabilities to enter work, wherever possible in paid employment.
- Improve access to good sporting, leisure and cultural activities based in the local community.

7

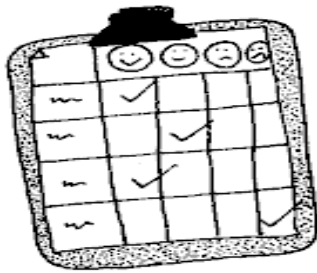


Excellent Services



Objectives

- Involve service users and their families in checking the quality of services and facilities and deciding what needs to improve.
- Commission care services using the best information available.
- Understand what works well in other places and use this knowledge to help us to plan and make better services.
- Make sure that services and community life for people is person-centred and fits with our vision and 'Valuing People'.
- Develop awareness of the needs of people from minority ethnic communities and make sure that we can meet their needs and choices.
- Work together to protect people from all forms of abuse.
- Keep training and developing the skills of people working with people with learning disabilities so that our services are as good as they can be and meet national standards.



Action Plan

The following action plan lists the steps that we will take to meet the objectives of each theme. Some of these actions are in the 'Valuing People' Frameworks that we created during 2002-2004.

We have already started on some actions and some will start soon. This is because we cannot do everything at once.

We are calling some of our action '**first steps**'. These things will start immediately and we will make them the most important actions.

Other actions will take longer to start and we call these '**next steps**'. These steps will begin later and become more important as time passes.

Every now and then we might need to change these actions and check that they are doing what we need them to do.

The Excellence Sub-Group of the Partnership Board will check to see that things are happening and that people with things to do are doing them. Each of the sub-groups has a workplan that covers these actions. To be sure that everything that we do leads to better lives for people the partners will be listening to people with learning disabilities and their carers, and asking for changes to action plans if they are needed.

Other checks that we are making progress will also take place within the Isle of Wight Council, the Island's Health Services and other partner organisations.

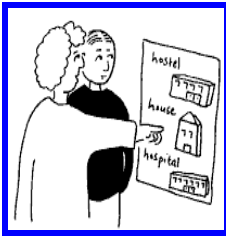


1

Partnership

This part of the strategy is dealt with by the Isle of Wight Council, the Island's Health Services and the Partnership Board.

Timescale	Action
Develop the role of the Partnership Board and make sure that it's recommendations are asked for when important decisions about services are being made.	First step
The partners will work together to be clear what people need and ensure that care and community services are available in the community when and where they are needed.	First step
Integrate health and adult services into one organisation so that there is a single place to go for support.	First step
Work with learning disabled people, carers, organisations and friends to change the Island's supported day and evening activities.	First step
Reports to the Partnership Board and partners that show how people's lives are changing.	First step
Develop new partnership arrangements for services for children and adults as new public organisations are formed on the Isle of Wight.	First step



2

Take Control, Make Choices

This part of the strategy is dealt with for the partners by the Isle of Wight Council, the Island's Health Services.

The actions that refer to advocacy are dealt with by the Board's Excellence Sub-Group.

The Person Centred Planning Sub-Group will deal with person centred planning actions.

Action	Timescale
Isle of Wight Council and the Island's Health Services will work more closely together to make getting advice and support easier and more successful wherever people live and however they want to communicate.	First step
The Isle of Wight Council and the Island's Health Services will continually refine the eligibility criteria and the <u>gateway</u> process and keep it up to date.	First step
The Island's advocacy services will be financially supported so that they can offer more people advocacy. The development of self-advocacy is a priority.	First step
The Isle of Wight Council will meet national and local targets for assessing needs, providing care and reviewing care plans in a person centred way.	First step

	Carers and people with a learning disability will be enabled to become more involved in taking more control of their lives through involvement in service planning and the use of person-centred services such as <u>Individual Budgets</u> and Direct Payments.	First step
	Support the Person-Centred Planning Co-ordinator as she develops trained groups of planning facilitators and supporters.	First step
	Improve the range of communication skills and resources that are available to support choice, independence and self advocacy	First step
	Explore the possible development of a adult placement service for living or respite care.	First step
	Improve strategic planning and commissioning by including people with disabilities and their carers, as well as information from person centred planning.	First step
	People with a disability who live away from the Island must be able to choose to return to the Island.	Next step
	Use all of the means at our disposal to ensure that people are able to exercise choice regardless of the complexity of their needs, their ethnicity, age or community.	Next step



3

**Support
for
Carers**

This part of the strategy is dealt with for the partners by the Isle of Wight Council, the Island’s Health Services and the Carers Forum.

Action	Timescale
Ensure that care and health services know who carers and carer families are and the needs that carers have.	First step
Support the Carers Forum and the Autism Support Group and help it to develop support networks and services for carers. Enable Carers to have a clear voice on the partnership Board and its sub-groups and forums by using the Carers Forum.	First step
Increase the availability of respite care both in peoples homes and away from home.	First step
Enable carers to be part of regional family carer networks and events.	First step
Give good clear information and advice to families when a family member is identified as having a learning disability or whose needs may have changed through accident or illness.	First step



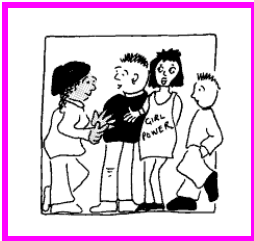
4

Better Health

This part of the strategy is dealt with for the partners by the Partnership Board's Health Sub-Group.

Action	Timescale
Everybody will be offered a Health Action Plan and Health Education will be available in a clear and easy to understand way.	First step
People should be offered eye and hearing checks with whatever continuing support they need.	First step
Going to Hospital or a clinic must be a better and safer experience. Personal health information records and histories for people with a learning disability (HILDAS) will be more widely used.	First step
People who are in the last few weeks of life because of serious illness should be able to be at home and receive full support without having to go into hospital.	First step
Develop an <u>assessment</u> and treatment service on the isle of Wight based on Wight Lodge.	First step
Hospital, clinics and GP surgeries need to be more understanding of the needs of people with a learning disability. Access to advice and support on how best to communicate will need to be developed.	First step

	Improve sexual health advice and information that can help with personal relationships.	First step
	Find out about the health needs of people living away from the Island, and how well their needs are being met.	First step
	Ensure that people with mental health and emotional needs have those needs met in their own community or on the Island.	Next step
	Health Services to develop local health services on the basis of the information from people's Health Action Plans.	Next step
	Implement specialist advocacy for people using health services who may feel or be unfairly treated due to disability or age. People who are not provided with support by Adult Services may also need extra help and support to get fair and informed health advice and treatment.	Next step
	To bring regularly updated health action plans and person-centred plans together to provide detailed information on a persons life and choices.	Next step



5

Children and Young People

This part of the strategy is dealt with for the partners by the Partnership Board’s Children’s Transition Sub-Group.

Action	Timescale
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Establish good links between Children’s Services and the other partners and give support to the sub-group on transition. The Sub-group will agree and regularly review new and clear transition <u>protocols</u> . The protocols will be a fair and clear way of deciding who is eligible for support from adult care services and what needs to be done before they move on from their services for young people.	First step
--	-------------------

All children and young people who may need help when they are adults identified when they are aged 14 (their year 9 Transition Review) and will have an active person centred life plan.	First Step
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All children commencing transition planning after their 16 th birthday, including an early decision on whether a young person will receive support from the Council’s Adult and Community Services.	First step
--	-------------------

Provide a catalogue of highly accessible information for young people with learning disabilities and their families.	First step
--	-------------------

	Work with existing and new care providers and other agencies to develop local children's services that meet identified needs of children and young people in transition.	Next step
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This part of the strategy is dealt with for the partners by the Partnership Board’s Housing sub-group and the Education, Employment and Day Services sub-group.



6

**Home,
Living
and Work**

Action	Timescale
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Use an Island-wide special needs housing survey to influence future plans, including the Isle of Wight <u>Supporting People</u> and Housing strategies.	First step
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Make intensive efforts to develop affordable housing with care that will help people to live independently and safely as they choose.	First step
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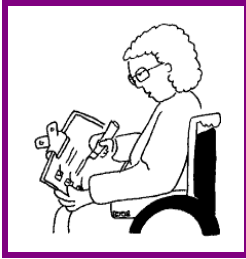
Involve care providers in planning and commissioning new services.	First step
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Provide accessible leaflets and website access to information and advice about services and living on the Isle of Wight.	First step
--	-------------------

The Isle of Wight Council and the Island’s Health Services will plan to commission and organise services that can be afforded and will last as long as people need them.	First step
--	-------------------

Commission day opportunities that are locally provided, user managed and places where people can get access to education, training, leisure, sport, work and employment.	First step
--	-------------------

	Commission a special needs day opportunities service that meets the particular needs of people with complex needs.	First step
	Bring together and develop a partnership for work and employment support that can be accessed locally. Grow the range of work opportunities that match people's needs and choices.	First step
	Develop learning opportunities that can be accessed locally and which match peoples needs and choices.	First step
	Make it easier for people with a learning disability and their carers to use the Island's sports, leisure, commercial and cultural facilities.	First step
	Encourage communities to know how to value, welcome and include people with learning disabilities.	Next step
	Work with transport providers to make transport more accessible for people with learning disabilities.	Next step



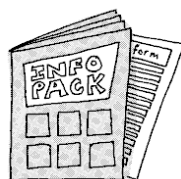
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Excellent Services




This part of the strategy is dealt with for the partners by the Partnership Board's Excellence sub-group.

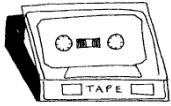
Action	Timescale
<p>In partnership with <u>BILD</u>, we will check how good and useful services are by having service and community reviews that are done by service users and family carers. In particular we will welcome the involvement of people with complex disabilities.</p>	<p>First step</p>
<p>Make sure that people with a learning disability help to choose who is given important jobs in important services.</p>	<p>First step</p>
<p>Use service reviews to take action that will make sure our care providers and partners are providing the services that meet our local needs and national priorities.</p>	<p>First step</p>
<p>Look far and wide for new ideas and <u>benchmarks</u> that will help us to see how good our services are and how they can be improved.</p>	<p>First step</p>
<p>Develop very close links with the Isle of Wight Adult Protection Committee so that people are protected from abuse. Allegations of abuse will be investigated and protection plans put into place.</p>	<p>First step</p>
<p>Make it easier to make a complaint, comment on services or compliment something that is good.</p>	<p>First step</p>

	Involve people with a learning disability and family carers in making sure that training and staff development is good and makes peoples lives better.	First step
	Work with partners and care providers to find out what training is needed, what works best and use the partnership and other forums to make sure that the best training takes place.	First step
	Ensure that we continually develop and monitor care and other community services so that we can be sure that we can meet the needs of minority ethnic communities and people with very complex needs.	Next step




If you would like more information about this strategy or the work of the Partnership Board you can get in touch with:

The person to call	 address	 Telephone and email
 <p>Martin Johnson Service Manager Adult and Community Services Isle of Wight Council</p>	<p>Headquarters 17 Fairlee Rd Newport Isle of Wight PO33 1PS</p>	<p>01983 520600 martin.johnson@iow.gov.uk</p>



This plan will also be available on tape or large print format and you can telephone Martin Johnson to get a copy.



Helping you to understand the words we have used

When words are used for the first time in the strategy, they are underlined>

actions	things we have to do
advocacy	getting your voice heard and being able to say your views and concerns
approaches	is the way of doing something and often makes sure that people all work in the same way
assessment	finding out what someone's needs are
benchmarks	something that can be used as a measure of quality or size. A benchmark care service in another place may be something we might want to copy here on the Island
BILD	Sounds like 'build'. This is a short way of writing and saying the name of the organisation called the 'British Institute for Learning Disability'.
carer/carers	a person who provides support and looks after someone - in this document we mean family carers, and this can at times include people with learning disabilities who care for other family members
Care provider	Someone who is provides a service. Sometimes this is paid for and sometimes people give their service for free
commissioning	buying services

complex needs	people who have a lot of health and care needs. Some people who might have problems communicating
cost effective	if something works well but is also not too expensive
direct payments	having money to buy your own services
diversity	we are all different people and everyone has their own different needs and things they believe in or are important to them
eligibility criteria	when people ask social services for support they use a guide called an 'Eligibility Criteria' which looks at the sort of situations in which people could qualify for a full <u>assessment</u> and services.
enabling/enabled	to make possible or to support to make something happen
equality	having the same rights and opportunities as everyone else
framework	a plan
full life	a life with more choices and opportunities.
gateway	This is what care and health staff call the time when they make a decision about whether or not someone can be helped by the <u>learning disability services</u> .
independence	having choice and control over your own life
Individual Budget	this is a new way of giving a service user or their representative the money for them to meet their care and other support needs.
involvement	being part of something – like a meeting or having your say
Learning Disability Awards Framework	this is training that all staff who work with people with learning disabilities should do, especially new staff
minority ethnic groups	people whose families were originally from different countries
Non-discriminatory	something that deliberately does not single out and work against the feelings or life of people who are somehow different from what people think of as 'normal'

modernise	bringing things up to date and make them more suitable
objectives	the things we need or want to do
participate	to share or take part in – an example is to take part in meetings
Partnership Board	the Governments White Paper 'Valuing People' asked every Local Authority to set up a Partnership Board (which is a meeting of lots of different people) in their area to improve the lives of people with learning disabilities and to provide better support to family carers.
Person-centred	making sure that everything we do has the person involved and at the centre of everything that happens with them
presence	being part of something
protocols	a plan for working together
quality	making sure that we have good services that meet people's needs
review/reviewed	looking back at the past and planning to make changes if they are needed
services	things or help that is provided which are needed to carry on our lives. Examples are a bus service which helps people to go from one place to another or a doctor who provides a service if you are not well
specialist	somebody or a service which has a lot of experience in an area of work
strategy	a plan – often this is a main plan covering lots of different areas
supported accommodation	having the right support to be able to live in your own home - either alone or with friends
supported employment	having the right support to be able to have a job – this could be a paid or unpaid job
Supporting People	a Council service that pays for support for people living in their own home
sub-groups	these small groups help the Partnership Board do the work that will help it to achieve it's aims
transition	this is what we call a time of change – an example is moving from being a child and being at school to becoming an adult and going to work or college

'Valuing People' White Paper	a document written by the Government with the involvement of people with learning disabilities and family carers. The Paper is about how we can work together to ensure people have a better quality of life and have opportunities to be part of their communities.
working partnership	everybody working together

