



BILD Quality Review








Social Life and Activities available for people who have a Learning Disability on the Isle of Wight



Public Statement

July 2007

What's in our report?

Introduction	This is where we tell you what we have been doing.	
Aims	This page will tell you what the Review Team was hoping to do.	
Headlines	These are the main things that we found out.	
Our Priorities	This table helped us to decide what we wanted to do first.	
These were some of the things that the people we visited told us	These are the things that we found out about the lives of the people we met.	
Examples of Evidence	On this page we have said what was going well and what might need to change.	
Action Plans	This is where we tell you what we are going to change, how and by when.	

Introduction



A BILD Quality Review is one way we check the quality of our services. The review looks at outcomes. This means asking what life is really like for people who have a learning disability.



In this Review we wanted to find out more about what life is like for people living in their own homes, living with their families or living in supported housing. We wanted to learn more about people's social lives and the activities available on the Isle of Wight. What we found out will help those who work with people who have a learning disability to think about what is going well and to think about things that need to get better.



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

Our review team had 10 people in it:

- + 4 people with a learning disability (each supported by an advocate from the IW Advocacy Trust)
- + 3 carers
- + 3 professionals



The team visited 10 different service users living either at home or in supported housing across the Island. Over 5 weeks they visited the service user 3 or 4 times, at different times of the day. Some people were visited at the weekend and in the evening. The reviewers met people when they were at home, at day centres or when they were out socialising.



The people who have a learning disability let the reviewers talk to their families, friends and care workers.

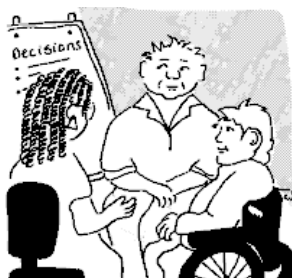


We would like to say “Thank You” to all the service users and their families and friends. They made the review team members feel very welcome.

Aims of the BILD Review



We wanted to learn about the lives of people who live in our community, at home or in supported housing.

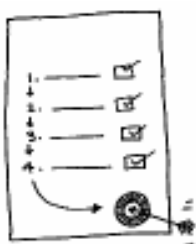


The review team had to decide if a set of 10 outcomes is happening for the people that we visited. Outcomes are important things that should be happening in the lives of people with a learning disability. The 10 outcomes are:

- ✚ 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

We also wanted to know more about people's social lives and the activities available on the Isle of Wight that people enjoyed. We wanted to know the things people who have a learning disability would like to be able to do.

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



The review team wrote an action plan on 16th March 2007. This will help services work towards making our services better.

Headlines



Things that are going well...









1.	People living in the community most of the time feel safe from bullying and abuse.	
2.	People are treated with dignity and respect.	
3.	People are helped to stay healthy.	
4.	Most people have friendships and relationships.	
5.	People are becoming more independent.	
6	People are able to make everyday choices and enjoy doing things e.g. working on their allotment and being a member of First Act.	

Headlines



Things that need to change...

1.	Transport needs to be made better.	
2.	We need better communication between families and professionals. We need to think about peoples needs more. This is called being person-centred.	
3.	More choices in daytime activities. The chance to do paid and voluntary work (with support).	
4.	There needs to be greater social acceptance. This means the public including people who have a learning disability more.	
5.	People should be able to do more social activities. And to have choice to do them when and where they want to.	
6.	The way finances work need to be easy to understand, people who have a learning disability need to have more money to spend and more control over their money.	



Our Priorities

A priority is something that is important.

Ratings  High Priority  Medium Priority  Low Priority

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

What is going well and What might need to change?



I make everyday choices

What is going well...

- ✚ Some people can pay their own bills. They know what they want to spend their money on
- ✚ Most people can choose their own food and what to wear.
- ✚ Most people can choose their own friends



What needs to change...

- ✚ Choices need to be better explained
- ✚ The way in which care is provided needs to change so people have choice
- ✚ Other people have no choice about where they live or the staff who help them
- ✚ People need to be able to make more choices for themselves
- ✚ People need help to communicate so that they can make more choices

I make important decisions about my life

What is going well...

- ✚ Some people are able to choose where they live, who they live with and the staff that help them
- ✚ Some people have Person Centred Plans that have helped them to make things happen
- ✚ Most people have help to make important decisions



What needs to change...

- ✚ People need help to make big decisions for example, to live more independently
- ✚ People need more information about what they can do during the day
- ✚ More people need to have help with planning and making a Person Centred Plan

People treat me with respect

What is going well...

- ✚ Most people are treated with respect
- ✚ People are helped to 'speak up' for themselves
- ✚ Some people are asked for their opinions on things and are listened to



What needs to change...

- ✚ People want to live happier lives
- ✚ People do not always know how to complain
- ✚ People do not always understand the information that is given to them
- ✚ Some people do not feel listened to

I take part in everyday activities

What is going well...

- ✚ Lots of people enjoy doing lots of different things like gardening, listening to music, going to clubs, going to the pub.
- ✚ Lots of people enjoy learning new things like cookery, woodwork, life skills and budgeting money
- ✚ Lots of people have support in doing the things they want to do



What needs to change...

- ✚ There needs to be more easy to understand information. People need information about activities they can do.
- ✚ More people need to be able to go to places where they can learn new things like life skills
- ✚ People need to have support to try new things for the first time

I have friendships and relationships

What is going well...

- ✚ Some people have friends and see them regularly
- ✚ Some people have long term relationships and are thinking about getting married
- ✚ Some people see their families very regularly



What needs to change...

- ✚ More support needs to be available so that people can meet new people and start new relationships
- ✚ People need to be able to visit each other more often
- ✚ More people need support in going out and making new friends. Then they would not feel so lonely.
- ✚ People need help to go to clubs and new activities

I am part of my local community

What is going well...

- ✚ Some people know their neighbours and say 'hello' to them
- ✚ Some people like to go to their local church
- ✚ Some people have their neighbours visit them

What needs to change...

- ✚ Many more people want to feel part of their local community
- ✚ People need support in going to church if they wish to
- ✚ More people need more choices of where to live. We need the right sort of flats and houses to live in

I get the chance to work

What is going well...

- ✚ Some people really enjoy going to work
- ✚ Lots of people really want to work
- ✚ People like learning new skills and want to do this more often



What needs to change...

- ✚ Lots of people need much more support in finding jobs
- ✚ Businesses need to think about how to make jobs for everybody
- ✚ When people are working they need more support. They also need support for longer. This should be from the company and support agency.
- ✚ People need to be paid properly for the work that they do

People listen to my family's views

What is going well...

- ✚ Some families feel that they are listened too
- ✚ Some people like to make their own decisions and talk to their families themselves
- ✚ Families and friends are involved in Person Centred Planning
- ✚ Some people know how to make a complaint



What needs to change...

- ✚ More people need to be involved with decision making
- ✚ People need more information
- ✚ More professionals need to respect the views of others

I am safe from bullying and abuse

What is going well...

- ✚ Lots of people know about abuse and they know what to do if it happens
- ✚ Most people feel safe now but were abused in the past
- ✚ Some people feel that they have someone to talk to when they need too



What needs to change...

- ✚ Make sure everybody knows how to tell someone if they are being abused
- ✚ Make sure everybody knows about the complaints procedure and how to make a complaint.
- ✚ Work with communities so they include people who have a learning disability.

I get help to stay healthy

What is going well...

- ✚ Most people feel able to stay healthy and know what to do
- ✚ Lots of people think that their doctor is helpful
- ✚ Some people get support when visiting the doctor or hospital to help them understand what is being talked about



What needs to change...

- ✚ Health information needs to be easier to read and understand
- ✚ Hospitals need to understand the extra help people need

Action Plan




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

Outcome

I am safe from bullying and abuse

Everybody needs to know how to stay safe and what to do if they are not feeling safe.

What What we need to do to make change happen	How The things we will change	Who Who will do this	When When this will be done by
<p>Make sure everybody knows how to make a complaint and all about the Complaints Procedure</p> 	<p>Think about setting up a helpline with a dedicated member of staff to help people make a complaint if things are not right</p>	<ul style="list-style-type: none"> ✚ People First ✚ Residential Homes ✚ IW College ✚ Community Services ✚ Health Authority <p>The Excellence Sub Group will check that this happens</p>	<ul style="list-style-type: none"> ✚ Review progress by June 2008

Action Plan




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

Outcome

I am safe from bullying and abuse

Everybody needs to know how to stay safe and what to do if they are not feeling safe.

What What we need to do to make change happen	How The things we will change	Who Who will do this	When When this will be done by
<p>Make sure everybody knows how to tell someone if they are being abused</p> 	<p>Training people. This can be in small group work, with videos about friendships</p> <p>Provide easy to read and understand information so that people know how what the different sorts of bullying are.</p>	<ul style="list-style-type: none"> ✚ People First ✚ Residential Homes ✚ IW College ✚ Community Services ✚ Health Authority <p>The Excellence Sub Group will check that this happens</p>	<ul style="list-style-type: none"> ✚ Review progress by June 2008


Action Plan

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



Outcome
I get a chance to work.

More quality and paid employment

What What we need to do to make change happen	How The things we will change	Who Who will do this	When When this will be done by
<p>More buses with ramps and more bus routes so that people can get to work on time.</p> 	<p>Council and private operators to work together. Develop the 'buddy' system so more people feel happy to use the bus.</p>	<ul style="list-style-type: none"> ✚ Southern Vectis ✚ Island hire taxis ✚ Transport department <p>The Day Services and Education Sub Groups will check that this happens.</p>	<ul style="list-style-type: none"> ✚ Review progress by December 2007


Action Plan



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

Outcome
I get a chance to work.

More quality/paid employment

What What we need to do to make change happen	How The things we will change	Who Who will do this	When When this will be done by
<p>Offer more opportunities for people to job share</p> 	<p>The employment agencies to actively support the idea of job-sharing so that more people can have access to part-time work.</p>	<ul style="list-style-type: none"> ✚ No Barriers ✚ Mencap ✚ Job Centre ✚ Island Employers <p>The Employment Sub Group will check that this happens.</p>	<p>✚ April 2008</p>

Action Plan








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

Outcome

I get a chance to work.

More quality and paid employment

What What we need to do to make change happen	How The things we will change	Who Who will do this	When When this will be done by
<p>Increase people's spending money so that they are able to try new things and go out more</p> 	<p>Make sure people are getting all the benefits they are allowed to have. Tell Central Government that people need more money</p>	<p>  Benefits Agency  Adult Services  Mencap </p> <p>The Employment Sub Group will check that this happens</p>	<p> April 2008</p>

Action Plan




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

Outcome

People treat me with respect.

More involvement with the local community.

What What we need to do to make change happen	How The things we will change	Who Who will do this	When When this will be done by
<p>Help the public understand more about Learning Disability so that we become a more welcoming society.</p> 	<p>All those involved with supporting people with a Learning Disability need to act as ambassadors and tell people what they can do to help.</p>	<ul style="list-style-type: none"> ✚ Community and Health Services ✚ Private providers ✚ Voluntary Agencies ✚ Clubs ✚ Island's religious communities <p>The Excellence Sub Group will check that this happens.</p>	<ul style="list-style-type: none"> ✚ Review progress by June 2008

Action Plan




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

Outcome

People treat me with respect.

More involvement with the local community.

What What we need to do to make change happen	How The things we will change	Who Who will do this	When When this will be done by
<p>Make sure that people are listened too</p> 	<p>Involve more people in making big decisions whenever possible</p>	<ul style="list-style-type: none"> ✚ Community and Health Services ✚ Private providers ✚ Voluntary Agencies ✚ Clubs ✚ Island's religious communities <p>The Excellence Sub Group will check that this happens.</p>	<p>✚ Review progress by June 2008</p>

Action Plan


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



Outcome

People treat me with respect.

More involvement with the local community.

What What we need to do to make change happen	How The things we will change	Who Who will do this	When When this will be done by
<p>Make sure that more people have more choice about the things they want to do</p> 	<p>Provide better information about the things that are available. Encourage private businesses to offer activities / services to people who have a learning disability.</p>	<ul style="list-style-type: none"> ✚ Community and Health Services ✚ Private providers ✚ Voluntary Agencies ✚ Clubs <p>The Excellence Sub Group will check that this happens.</p>	<p>✚ Review progress by June 2008</p>

Action Plan


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



Outcome

I have friendships and relationships and am part of my local community

People need to have better opportunity to meet people and make new friends

What What we need to do to make change happen	How The things we will change	Who Who will do this	When When this will be done by
<p>Making people's social lives better</p> 	<p>Helping more clubs to invite people with a Learning Disability to join them and offer them support. Provide support for people to mix with their peers</p>	<p>🚧 Club Leaders</p> <p>The Day Services and Education Sub Group will check that this happens.</p>	<p>🚧 April 2008</p>

Action Plan


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



Outcome

I have friendships and relationships and am part of my local community

People need to have better opportunity to meet people and make new friends

What What we need to do to make change happen	How The things we will change	Who Who will do this	When When this will be done by
<p>People need support in meeting people and starting new relationships</p> 	<p>People need to have support in developing safe relationships</p> <p>Set up a 'Dating Agency' for people who have a learning disability.</p>	<ul style="list-style-type: none"> ✚ SHIELD ✚ Gateway Club ✚ Stars in the Sky <p>The Day Services and Education Sub Group will check that this happens.</p>	<ul style="list-style-type: none"> ✚ April 2008

Action Plan

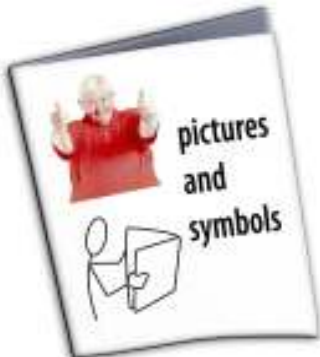


What we want to see change for people who have a learning disability.

Outcome

I take part in everyday activities

More people need to be able to take part in everyday activities and social events

What What we need to do to make change happen	HOW The things we will change	Who Who will do this	When When this will be done by
<p>Information about services and what's available in the community must be easy to understand and read.</p> 	<p>Help all providers of services and those in private business to make their information easy to read and understand.</p>	<ul style="list-style-type: none"> Adult Services Health Authority Private Businesses Voluntary agencies <p>The Excellence Sub Group will check that this happens.</p>	<p>April 2008</p>

Action Plan




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

Outcome

I take part in everyday activities

More people need to be able to take part in everyday activities and social events

What What we need to do to make change happen	How The things we will change	Who Who will do this	When When this will be done by
<p>People need to have transport that is accessible and cheap enough then they can enjoy going out more.</p> 	<p>Work with private operators to reduce the cost of travel and increase the bus routes</p>	<ul style="list-style-type: none"> + Southern Vectis + Island hire taxis + Transport Department <p>The Day Services and Education Sub Group will check that this happens.</p>	<ul style="list-style-type: none"> + Review progress by December 2007

Action Plan




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

Outcome

I take part in everyday activities

More people need to be able to take part in everyday activities and social events

What What we need to do to make change happen	How The things we will change	Who Who will do this	When When this will be done by
<p>People need support in going to new activities, trying new things and meeting new people</p> 	<p>Set up a network of volunteers that will support people to meet new friends and widen their personal circles of support. Buildings need to be made fully accessible. This means everyone can use them.</p>	<ul style="list-style-type: none"> ✚ Person Centred Planning Co-ordinator ✚ Voluntary agencies ✚ IW Council ✚ Private Providers <p>The PCP sub group will check that this happens</p>	<p>✚ April 2008</p>

Action Plan




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

Outcome

I make important decisions about my life.

More people to make their own decision, with the support that they need to do this.

What What we need to do to make change happen	How The things we will change	Who Who will do this	When When this will be done by
<p>More places that are accessible and appropriate for people to live in.</p> 	<p>Make this part of the Housing Strategy</p> <p>Give more easy to read and understand information on Housing.</p>	<p>✚ IW Housing Services</p> <p>✚ Private Landlords</p> <p>The Housing Sub Group will check that this happens.</p>	<p>✚ April 2008</p>

Action Plan



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

Outcome

I make important decisions about my life.

More people to make their own decision, with the support that they need to do this.

What What we need to do to make change happen	How The things we will change	Who Who will do this	When When this will be done by
<p>People to have the chance to have an 'Individualised Budget'.</p> <p>inControl</p>	<p>Provide lots more information about Individualised Budgets and how to get on the scheme. Prepare Providers and people that use the services generally</p>	<p>John Metcalf and all those involved in the pilot</p>	<p>June 2008</p>

Action Plan






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

Outcome

I make important decisions about my life.

More people to make their own decision, with the support that they need to do this.

What What we need to do to make change happen	How The things we will change	Who Who will do this	When When this will be done by
People need information on the things that are important to them 	Set up a network so that information can be quickly and easily shared	 Learning Disability Partnership Board	 April 2008

Action Plan




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

Outcome

I get help to stay healthy

Staff need to understand better how help me.

What What we need to do to make change happen	How The things we will change	Who Who will do this	When When this will be done by
Make sure staff have a better understanding of the help people need and how to improve communication 	Develop joined up working, provide more training with all the organisations involved	🚦 Health Authority 🚦 Adult Services The Health Sub group will check that this is happening	🚦 April 2008

Action Plan


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



Outcome

I get help to stay healthy

Staff need to understand better how help me.

What What we need to do to make change happen	How The things we will change	Who Who will do this	When When this will be done by
<p>Staff need to stay in their jobs for longer so that we can get to know them and they can get to know us</p> 	<p>Need to make employment for staff better, valuing the people that help others</p>	<p>✚ All employers</p> <p>The Employment Sub group will check that this is happening</p>	<p>✚ April 2008</p>

Action Plan


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



Outcome

I get help to stay healthy

Staff need to understand better how help me.

What What we need to do to make change happen	How The things we will change	Who Who will do this	When When this will be done by
<p>More information so that more people can look after themselves and their own health care</p> 	<p>Provide more training sessions and events so that more people can learn how to look after their own health</p>	<p>✚ Health Authority</p> <p>The Health Sub group will check that this is happening</p>	<p>✚ April 2008</p>

Action Plan


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



Outcome

People listen to my families views

Families need to be included as much as possible.

What What we need to do to make change happen	How The things we will change	Who Who will do this	When When this will be done by
<p>Make sure staff respect the views of families</p> 	<p>Train managers and staff so that people are treated with respect and dignity</p>	<ul style="list-style-type: none"> + Community services + Private providers + Voluntary Agencies + Health Authority <p>The Excellence Sub group will check that this is happening</p>	<p>+ April 2008</p>

Action Plan


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



Outcome

People listen to my families views

Families need to be included as much as possible.

What What we need to do to make change happen	How The things we will change	Who Who will do this	When When this will be done by
<p>Make sure that families have the information they need to support each other</p> 	<p>Check the information we give out now. Write more information in easy to read and understand.</p>	<ul style="list-style-type: none"> + Community services + Private providers + Voluntary Agencies + Health Authority <p>The Excellence Sub group will check that this is happening</p>	<p>+ April 2008</p>

Action Plan


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



Outcome

People listen to my families views

Families need to be included as much as possible.

What What we need to do to make change happen	How The things we will change	Who Who will do this	When When this will be done by
<p>Make sure that families know what help they can get and who to ask for it.</p> 	<p>Provide better information that is available about services and about important legislation (this means the law).</p>	<ul style="list-style-type: none"> ✚ Community services ✚ Central Government ✚ Health Authority ✚ Benefits agency <p>The Excellence Sub group will check that this is happening</p>	<p>✚ April 2008</p>



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

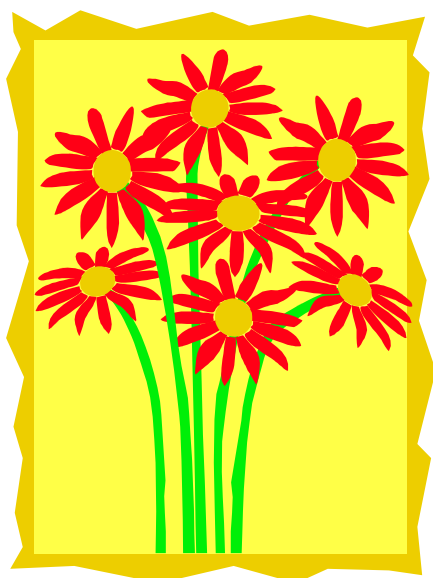
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Review Team Supporters:

Robin Freeman
Jan Gavin
Tony Gregson
John Lee

The people who have a learning disability that we
visited and their families and carers
The Staff that we talked to
Advocacy Trust
Learning Disability Partnership Board for
commissioning the Review
Martin Johnson / Mandy Sellers



Thank you.