



Brent

Clinical Commissioning Group

**BRENT JOINT LEARNING DISABILITY STRATEGY
2017-2020**



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Introduction

This is Brent's joint Adult Social Care and NHS Clinical Commissioning Group's 14+ Learning Disability plan for 2017-2020. The aim of this plan is to meet the vision agreed by Brent Council's Learning Disability Partnership Board:

To improve the lives of people with a learning disability by helping people to be independent, have healthier lives and have choice and control.

People with learning disabilities have much poorer health outcomes, shorter life expectancy and a greater risk of early death than people who don't have a learning disability. People who have a learning disability are more likely to have other physical health problems such as respiratory disease, and epilepsy. Trends also show that higher levels of mental health problems such as schizophrenia, other psychiatric disorders and dementia are experienced by people who have learning disabilities.

There are also widely reported issues surrounding poor diet and nutrition, obesity and a lack of physical activity. People with learning disabilities – especially those with mild or moderate learning disabilities – will more likely be exposed to poverty, poor housing conditions, unemployment, social isolation and discrimination. Bullying within school and overt discrimination in adulthood both contribute to people with learning disabilities having a poorer health status than people without learning disabilities.

National research shows that despite their increased chances of health problems and issues, people with learning disabilities are less likely to receive regular health checks and are less likely to take up health promotion or screening activities such as dental care or cervical smear tests.

Better collaboration is needed between GPs, primary and secondary care teams and specialist services for people with learning disabilities, with organisations working in partnership in Brent to enable this to happen.

We need to make sure that people with complex support needs are receiving treatment and/or support in the most suitable place for them. We must make sure that people live as close as possible to their circle of support. The support they need to do this should be provided by all those involved in their life and in their care as well as the wider community working together.

This strategy has been developed following engagement with Local Authority officers, Clinical Commissioning Group representatives, Central and North West London NHS Foundation Trust, London North West Health Trust including doctors, nurses, therapists from The

Kingswood Centre, MENCAP, The Advocacy Project, Toucan, Transport, Employment & Enterprise and representatives of the local learning disability community.

Through this engagement, key priority areas for action forming the basis of the Strategy are:

- Access to health and Better Health outcomes
- Greater opportunities to access education and employment
- Increased accommodation locally, that meets people's needs
- Safeguarding and keeping safe
- Truly holistic, person centred support planning
- Supporting and maximising independence

What do we know about people with a Learning Disability living in the London Borough of Brent?

Nationally, **2.2%** of the population have a learning disability. In Brent, this equates to approximately **7,000** people when applied to census population estimates. Approximately 3,300 adults are registered as diagnosed with a learning disability with Brent CCG and 640 are known to Brent Council as users of statutory funded services to meet their Care Act eligible needs.

Between 2014 and 2030, the number of people in Brent with a Learning Disability is expected to rise by 8%

Public Health data informs that the prevalence of adults with learning disabilities aged 18-64 is predicted to increase by 8% over the next 15 years and the prevalence of adults with learning disabilities aged 65+ is expected to increase by 52%. We know that this is a growing population with varied and often complex needs.

Adults who have a learning disability are a diverse group who have a wide breadth of needs which may require support. Support needs may range from reasonable adjustments to ensure that services, the workplace and the wider community is accessible, to around the clock support with all aspects of daily living.

Learning Disabilities Partnership Board

Brent has a well-established Learning Disabilities Partnership Board (BLDPB), which is co-chaired by the Head of Commissioning (Local Authority) and a learning disability service users' representative. The membership is representative of the local economy with representation from the LA, CCG, NHS provider services, employment, education, Brent CVS and an established membership of people with learning disabilities (these members are supported by the LA by a designated Engagement Officer to prepare for the board, set the agenda, feedback on consultation and practically support reps to attend board meetings) and carers of people who have a learning disability.

The board partners are responsible for setting priorities and ensuring actions are agreed and undertaken. This board will oversee delivery of this strategy and the development of an action plan to support it.

Brent is guided by its statutory obligations to people who have a learning disability as stipulated in the following pieces of legislation:

The Care Act 2014

We need to make sure that:

- People have the right information and advice so they understand what support they can get and how to get it.
- People's wellbeing is promoted with focus on prevention and health promotion.
- We provide early intervention services which will prevent, delay or reduce people's need for care and support.
- We work together with partner organisations to improve people's health and well-being.
- We provide an assessment of need where it appears an adult may have needs for care and support in line with The Care Act 2014 eligibility criteria
- We work with the individual and their circle of support to create a plan which meets their needs where assessment determines eligible care and support needs.
- We are supporting children with disabilities and their families to manage the transition to adulthood.
- Carer's of people who have a learning disability are able to access an assessment of their needs.

The Children and Families Act 2014

The Children and Families Act 2014 changed the system for children and young people with special educational needs and disabilities from September 2014. Changes include:

- Replacing old statements of educational needs with new Education, Health and Care (EHC) Plans for people aged from birth (0) to 25.
- Local authorities and health commissioners have to commission services together for children and young people with special educational needs and disabilities.
- Families will be offered personal budgets to pay for support which are on their child's EHC plan.

We need to work together with partner agencies to make sure that we have plans in place to support young people to have a good transition. We need to plan for future opportunities that will result in more choices for people, so that they can live a fulfilled life.

National policies are also driving improvements to support people with learning disabilities. These include:

- Sustainability and Transformation Plan (STP) requirements: STP areas are required to consider the wider needs of people with a learning disability and those with autism; how they can be supported as citizens with rights to lead active independent lives in the community, in a home they can call their own. The aim is to improve participation in society, improve health and wellbeing, decrease avoidable hospital admissions and decrease premature mortality.
- Better Care Fund Requirements: The Better Care Fund (BCF) is a programme spanning both the NHS and local government which seeks to join-up health and care services, so that people can manage their own health and wellbeing, and live independently in their communities for as long as possible.

The BCF works to improve the lives of some of the most vulnerable people in our society, placing them at the center of their care and support, and providing them integrated health and social care services, resulting in an improved experience and better quality of life.

A Local Response to Winterbourne View Hospital and Transforming Care Plan

In May 2011, the BBC's Panorama programme showed abuse of patients by staff at Winterbourne View Hospital near Bristol. Winterbourne View was a privately run assessment and treatment hospital for adults with learning disabilities, autism, complex needs and behaviours that challenge. Many of the people staying there were detained under section of the Mental Health Act 1983. The Department of Health report 'Transforming care: A national response to Winterbourne View Hospital' (December 2012) included a number of actions for commissioners to ensure this does not happen again, focusing on early intervention and the need to develop person centred approaches.

A Concordat (an agreement) was published which says how to change services for people with learning disabilities and mental health conditions or behaviours that challenge. NHS Brent CCG and the Brent Council are working as part of the North West London Strategy and Transforming Care Agenda to redesign and improve inpatient and community care support for people of all ages with a learning disability. The Transforming Care Plan (TCP) is designed to address the needs of people with learning disabilities, and/or autism who display behaviour which challenges to include models of care and how we deliver best outcomes for people who have a learning disability, their families and carers.

The transforming care agenda is a fundamental theme across our priority areas, which involve developing appropriate accommodation, community care and support services, and building capacity in the community so that people only go into hospital when they need treatment and not because their support in the community has broken down.

Overarching Strategy Commitments

- We will continue to promote people with a learning disability being encouraged and supported to be as independent as they can be so intervention from statutory services is reduced or not required.
- We will maximise the impact of existing resources by ensuring efficient and effective support which promotes prevention, independence and enablement. We will ensure holistic services and support which are customised to individuals.
- We will continue to work in partnership with all agencies and across the wider community to ensure coordinated and collaborative approaches to meeting needs and promote joined up pathways.
- We will encourage sustainability of provision through effective commissioning, contractual opportunities and robust monitoring.
- We will facilitate the change required to across the learning disability market sector including the community and voluntary sector to deliver models of support which focus on outcomes, prevention, independence, enablement, capacity building and social enterprise.

Expected Strategy Outcomes

Key areas of focus for the duration of the strategy include:

- Improved access to good quality information, advice and guidance on local services, tailored to people with a learning disability and their carers.
- Robust and efficient integrated care pathways
- Improved in-patient provision
- Improved health and social care outcomes for people with a learning disability including improved self-care management
- Having choice & control – transitions from children to adults, education, training, job opportunities, voluntary sector organisations for activities / information
- Greater access to appropriate accommodation to meet individual needs, along with tailored care and support services
- Increased access to personal health budgets and self-directed support

- People with a learning disability to be part of the community with increased opportunities to access education, training and employment
- Access to specialist enablement to support development of independent living skills

Strategy Overarching Objective

Aim: The Objective is to transform care in order to improve co-ordination and quality of services for people with learning disabilities and/or autism who have behaviour which challenges, facilitating system wide change and enabling more people to live in the community, with the right support, close to home.

What we have now:

There is a specific Transforming Care programme which focusses on three distinct work streams to build on and integrate existing areas including, but not limited to accommodation; employment, training and education; community support, meaningful activities and healthcare. Brent is part of the North West London Transforming Care Partnership, and is taking forward work aligned to transforming care locally within our Sustainability and Transformation agenda.

What we are developing:

There are four work streams tasked with taking forward the transforming care agenda in Brent. These are:

Learning Disability Team Integration:

We intend to develop an integrated health and social care team to support people with learning disability in Brent to increase their independence and reduce their reliance on statutory support services. This will require the team to:

- Work with all partners, understanding their capabilities and capacity to support people with a learning disability.
- Work innovatively to support the development of skills and capabilities of the team and its partners.

- Support the development of projects such as STP market management and NWL TCP to continually develop the infrastructure to support people with learning disabilities.

Market Development:

- Brent has fewer than 10 individuals who are currently admitted to specialist hospital beds commissioned by NHS England. Brent CCG and Council are working together to review these individuals, plan their discharge and build the right support for them in the community to ensure they have a successful and sustainable transition to community life.
- In order to accommodate these individuals and decrease future admissions to institutionalised care for people with learning disabilities, complex needs and/or autism there is the need to develop a market of providers who work in partnership with health, social care, voluntary services, local business and the community to support people with complex needs.
- Universal services such as GPs, A&E, police and other front door community based services are up-skilled to understand, manage and appropriately meet the needs of people who have a learning disability including those who have complex needs and/or autism.

The enablers and what we need to develop includes:

The Change Academy 2017

The High Performing Care program is now underway. This program is part of the North West London new Change Academy which is an innovative transformational change and leadership development program. It has been created to support people working in health and social care to develop and apply knowledge and practical skills to deliver real change to embed integrated care across North West London:

- Within and across organisations so that people who have a learning disability are well supported in the community (complex needs, autism and multiple Learning Disorder) and are able to access and optimise the rich resources available in the local area.
- Mechanisms to identify people who have a learning disability who are reaching a crisis and responses to support these people within their usual environment in the least restrictive way.
- Greater partnership working and collaboration between formal and third sector organisations to support people in a holistic way.

Community Support including Community Forensic Support:

In order to enable people with a learning disability to live full and rich lives in the least restrictive environment, we need to optimise access to and the availability of community support.

To achieve this we need to:

- Use care and treatment reviews for people with complex or forensic needs to identify how customised support can support individuals.
- Develop ways of working and models of support that can respond to individual's holistic needs in the least restrictive manner.
- Build partnerships and relationships that facilitate innovative ways of supporting people with complex and/or forensic needs.
- Facilitate the development of universal services and community support models which focus on early identification, prevention and enablement.

Transitions:

We aim to achieve equity of decision-making between childhood and adulthood for people with learning disabilities and/or autism thereby facilitating a positive experience or transition from childhood to adulthood for people with learning disability and/or autism. In order to achieve this we need to:

- Commission services locally.
- Develop a 0-25 all age offer using information provided from the education, health and care planning processes.
- Identify what needs to be commissioned jointly with local commissioning partners wherever possible.
- Facilitate development of services with the skills required to support people to be as independent as possible.

Enabler One to achieve overarching objective: Accommodation

Aim: For people to remain in their own home, maximising and retaining their independence reducing admission to in-patient, residential or nursing care environments.

What we have now:

Out of the 640 individuals known to Adult Social Care who have a learning disability, 190 are living in a residential care setting and 123 are currently living in supported living accommodation.

We are in the process of mapping our accommodation based services for people who have a learning disability. We know that in Brent there are 34 residential care homes for people who have a learning disability including the Council run provision Tudor Gardens. These services deliver in total residential care for up to 188 people. We have identified 22 supported living schemes providing shared accommodation enabling people to have their own home through provision of a tenancy.

We also have Brent Shared Lives, a scheme which offers alternative support to care homes for adults who have a range of disabilities including learning disability and autism by placing them in the home of suitable carers in or on the border of Brent.

What we are developing:

The borough has a good history with a number of local long term residential providers who have made changes to their services over recent years and developed or deregistered to supported living accommodation. These new services have all been within shared houses which has limits in meeting the needs and wishes of some of Brent's residents who have a learning disability.

Moving forward we are developing a greater number of supported accommodation where residents will have their own tenancies and front doors. When added to the current range of services this will provide greater choice and better meet the needs and wishes of our residents.

The New Accommodation for Independent Living programme continues to work towards ambitious targets of creating new homes for people with care and support needs in Brent. There are a number of schemes in development for people who have a learning disability which are due to commence throughout 2017 and 2018:

- Peel Road -11 flats with communal spaces and a garden
- Clement Close - 12 flats with communal space and a garden
- Salmon St - a 6 bed (all with ensuite) supported living scheme
- Clock Cottage - 14 unit scheme one being a three bed flat (all with ensuites) and a mix of one bed and studios

We are also increasing the choice for people with a learning disability over 50 years of age by ensuring all our extra care schemes in development will also be available to this group.

We will be working with the learning disability accommodation market to facilitate the shift in emphasis towards support delivery which focuses on active support and enablement, supporting people to learn new skills and to do things themselves to maximise their independence, to access community and universal services to meet their needs, particularly needs arising from social isolation. We will be working with this market to quality check services, support models and delivery through robust monitoring.

We aim to ensure there is a spectrum of support for people that encourages independence through support to manage tenancies and life skills such as shopping, cooking, budgeting and pursuing routes to employment.

Enabler Two to achieve overarching objective: Employment, Training and Education

Aim: For people with learning disabilities to have access to education and training, to be able to obtain and remain in paid employment in Brent. For the workforce delivering services to people who have a learning disability to have the right skills to deliver our vision.

What we have now:

There are only 3.2% of people with a learning disability in Brent in paid employment. This is significantly below both the national and London averages.

Toucan Employment provides a small allotment project for service users with a learning disability at Lyons Park near Neasden Underground Station based on a supported employment programme. 22% of students attending the College of North West London have a learning disability.

What we are developing:

There are several developments moving forward for people who have a learning disability wishing to access employment.

Brent Start

Brent Start offers workshops to help Brent residents develop their skills further and gain new qualifications. Courses running in 2017-18 specifically targeted towards people who have learning difficulties include:

- Café Enterprise- this is a workshop aimed at people interested in catering offering practical work experience in a café setting
- Gardening Project- this workshop is aimed at people interested in gaining work or volunteering in this area of work through offering practical work experience and building gardening skills and confidence.
- Customer Service- this course is aimed at people interested in getting work in a retail setting. One day each week is based working in a shop and building skills and confidence in retail work.
- Towards Employment- this course is aimed at people who would like to get a job, and supports them to progress their skills towards getting work.
- Skills for Employment- this course is aimed at people who would like to get work and improve their performance.

Brent Start also offer a range of courses open to all members of the public including: beauty, health and social care, business and ICT, languages as well as free job search support and employability training. Brent Start offers a pre-apprenticeship training programme for 19 to 24 years old Brent residents with little or no work experience who are interested in a career in childcare, construction, audit, social care and/or business administration.

The College of North West London

The College of North West London is completing a hospital internship initiative for students who have a learning disability. The internship supported 12 students, they are placed in various posts in a hospital setting locally to gain work experience and skills with appropriate support which can lead to employment. This is a 1-year programme which started in September 2016. The previous initiative delivered the successful outcome of a 70% job retention rate. We will be reviewing the success of this initiative and continuing to work with our partners in college of NW London and CNWL to continue to programme.

Royal Mencap

Royal Mencap offer the GOLDD Employment Programme to people who have a learning disability and/or autism aged between 16-24 living in West London boroughs including Brent to support them into work over the course of a year. This programme is funded by the EU social fund. We will work with Royal Mencap to assess the success of this programme, and how we can support employers to benefit from offering work to people who have a learning disability and/or autism.

Additionally, work is being progressed to ensure that the health and social care workforce is appropriately configured and resourced to meet people's needs with a focus on:

- Staff and professionals within mainstream services have the knowledge and skills to meet people's needs.
- Specialist support staff are skilled in a range of approaches such as Positive Behaviour Support planning, to effectively support people who challenge.
- Professionals and other staff are able to identify opportunities to use assistive technology and daily living equipment.
- Enhanced flexibility of current workforce and new roles that respond to the need of future demand.
- Effective recruitment and retention of staff to meet current and future identified needs.
- The principles of personalisation are embedded across the workforce.
- That the workforce has the right values, culture and diversity to support people to live within their local communities.

Quality Assurance will be measured through a range of processes including;

- Training being delivered via accredited providers.
- Staff and Patient/User satisfaction surveys and feedback.
- Compliance with Skills for Care, Health Education England, NICE guidelines

The Change Academy for North West London is delivering an innovative transformation change and leadership development programme. It has been created to support people working across health and social care to develop and apply knowledge and practical skills to deliver real change to embed integrated care for people who have learning disabilities into North West London.

Young people with learning disabilities need support in school and college so that they can “learn how to learn”. Please see the Early Years Education Strategy for more details on special needs education.”

Enabler Three to achieve overarching objective: Community Support and Meaningful Activities

Aim: To have a range of community support that encourages people with learning disabilities to lead full and active lives in Brent.

What we have now:

We are committed to developing the community and the care and support market for people who have a learning disability which maximises independence, choice and control and to building a community which offers the reasonable adjustments so that the community is accessible to people who have a learning disability.

We currently have a wide range of statutory support services available to people with learning disabilities who meet the eligibility criteria for support in Brent. The focus of these services is to support people to be as independent as they can be, to reach their potential. These services include:

John Billam Resource Centre

John Billam Resource Centre is a Brent Council purpose built facility for adults aged 18 to 65 with learning disabilities and/or autism. The centre provides a modern, efficient and light environment that supports the development of independent living skills. This service also provides specialist support to people with autism which is accredited by the National Autistic Society.

The Centre provides an IT suite, dining area(s), sensory rooms, a gym, a life skills kitchen, social areas and multi-purpose areas. In addition the building includes access to an enclosed courtyard, sensory garden, allotments, outdoor ball court and sports field.

The vision for the service is to offer a personalised approach to support that focuses on respecting individual needs whilst promoting independence. In the coming years the aim is to increasingly work with parents and carers to arm our service users with the necessary skills to fully integrate into the local community and undertake roles that are both challenging and rewarding.

There are a range of services both on-site and within the community which the centre supports people to access including:

- art therapy
- swimming
- bowling

- basketball
- food technology
- social skills building
- travel training
- horticulture
- massage
- communication
- health and wellbeing
- dance therapy
- vocational and academic courses

The New Millennium Day Centre

This centre currently provides day service provision for approximately 50 adults with disabilities, the first location to embrace working with both physical and learning disabilities under one roof.

They provide a range of activities and therapies to allow service users to express themselves physically and emotionally as well as focusing on developing independent living skills and linking people into their wider community moving away from reliance on building based provision.

Tudor Gardens Residential Care Home

Tudor Gardens is a care home registered for 15 people with learning disabilities situated in Kingsbury. It provides accommodation for people who require personal care. The service is managed by Brent Council. The home is divided into three self-contained units or flats with each of them accommodating five or four people in rooms with ensuite facilities.

Health Services

The Kingswood Centre

The Kingswood Centre in Brent specialises in assessing and treating people with learning difficulties who have mental health needs, complex or challenging behavior and/or forensic needs.

Set in a therapeutic green environment in Kingsbury, the centre has two inpatient units to assess, treat and rehabilitate people with a diagnosis of learning disabilities aged over 18, who require support in a specialist hospital setting.

The centre's multi-disciplinary community team includes highly trained nurses, psychiatrists, speech and language therapists, occupational therapists and other health professionals who have many years' experience of dealing with learning disabilities and mental health issues. Services include:

- Behaviour support team who supports individuals with learning disabilities and their families in the community to look at their behaviours and how to manage them.
- Psychosexual assessment for people aged over 16
- Specific advice and training for colleges who teach pupils with SEND i.e. positioning, daily muscle strength, exercises, etc.
- A dedicated epilepsy nurse

All inpatient referrals to the Kingswood Centre must be made by a professional, usually a doctor, psychiatrist, care manager, college or care coordinator.

Behaviour Support Team

The Kingswood Centre has a community behaviour support service which works to meet the needs of adults with learning disabilities in the community who have significant mental illness and/ or behaviour that challenges which require intensive in-put using a person-centred approach. The fundamental/ overarching aim is to improve the quality of life for people whose behaviours challenge others.

The Behaviour Support Service works collaboratively using a multi-disciplinary approach to assess behaviour that challenges, formulate a hypothesis, and propose a therapeutic intervention within the context of Positive Behaviour Support.

A fundamental part of the Behaviour Support Service is to complete a comprehensive risk assessment and management plan.

Service Goals:

- Reduction in level of planned and emergency hospital admission
- Reduction in delayed discharges, where placements have been identified and funded
- Reduction in number of bed days for all service users referred to The Behavioural Support Team
- Reduction in number of reported risk episodes

- Reduction in number of placement breakdowns for people with 'complex needs'

Advocacy

There are a number of organisations providing independent advocacy in Brent to both service users and carers. See **Appendix 1** for details of organisations. Learning Disability Awareness Training is provided through a number of these organisations listed in Appendix 1.

The Advocacy Project

NHS Brent commissions an advocacy service to support the engagement, involvement and consultations with people with a learning disability. The service works to reduce the barriers to health care for people with learning disabilities and their carers:-

- Improve access of people with learning disability to health care, and their experience when accessing health care
- Increase knowledge of health care of people with learning disability and their carers to enable them to become more self-managing
- Increase awareness of Brent health providers and commissioners to be able to support people with learning disability. Also, develop their knowledge and understanding of what services are appropriate for people with learning disabilities

The service is set up to develop the knowledge and understanding of people with learning disability and their carers' on how to access health services and self-manage their health conditions, where possible. The service works to enhance and improve their knowledge and understanding of:

- health issues and services
- how to access health services
- how to self-manage health conditions, where appropriate
- how to raise concerns and complaints.

Community Health Services

Health services including specialist forensic hospitals, GP surgeries, Mental Health Services and Sexual Health services all offer specialist support to people with learning disabilities. Community services also include community nurses and allied health professional, speech and language therapy support, occupational health therapy support, dental hygienists, diagnostic medical sonographers, dietetics, medical technologists, physical therapists, radiographers, respiratory therapists, and advocacy to name a few.

Allied Health

Allied Health professionals work with all age groups and within all specialities. Their particular skills and expertise support and assist individuals to:

- recover movement or mobility
- overcome visual problems
- improve nutritional status
- develop communication skills
- restore confidence in everyday living skills

They work in a range of surroundings including hospitals, people's homes, clinics, surgeries and schools. They work in partnership with health and social care colleagues across primary, secondary and social care, as well as in the independent and voluntary sectors.

Their role includes:-:

- assessments, diagnostics, treatment, discharges and/or referrals for patients to other services
- educating, training and mentoring other clinicians, students, patients and carers
- developing extended clinical and practitioner roles which cross professional and organisational boundaries
- liaising with other clinicians to provide specialist advice
- having a central role in the promotion of health and wellbeing

Learning Disability Awareness Training

Yarrow Housing run a police training scheme in partnership with Hendon Police College. Any police officer can apply to go on the course and can gain valuable insight from it. This two day course can be highlighted to local police officers who can be encouraged to take part.

Health Passports

Health Passports are a good practice resource tool used for any health care appointment or pre admission or during a hospital stay as well as other health appointments, including dentist, doctor etc. In Brent Health Passports are used by people with learning disabilities, their families and carers. They help care professionals understand the individual and make reasonable adjustments to the care and support they provide to individuals with learning disabilities.

Health Passports contain information about the individual person's everyday needs, including communication, medication, and eating and drinking to enable care staff to offer the right support to the person. They are used in conjunction with other personal records such as Health Action Plans, Person Centred Plans, and Transition Plans etc. These are intended to help staff from care services to be able to offer the right help at the point of contact and provide the necessary care and treatment needed by the individual as a snapshot of the person at the time. They include:

- Red Alert: i.e. name, date of birth, Next of Kin, NHS Number, contact details, GP details; main carer/key worker; medicines, allergies; medical conditions; communication, behaviour; religion, consent; a presumption of capacity and significant people who should be involved in any 'best interest decision'.
- Amber Alert: i.e. risk/safety; seeing and hearing, eating and drinking; taking of medications; going to the toilet; moving around/positioning; managing pain; comfort; sleeping; personal care; level of support required from staff and carers.
- Green Alert: i.e. the things that will make the person's care and treatment better and those that will make their care and treatment worse; Health Passports will continue to be reviewed and updated to ensure that they remain a valuable and useable resource for individuals with learning disabilities and their carers.

Learning Disabilities Nurse Service at Northwick Park (London North West Hospital Trust)

Brent commissions a Learning Disabilities specialist nurse based at the local hospital. This service is designed to support individuals with a learning disability to have a positive experience when coming into hospital. The Nurse works closely with other hospital staff to help make sure that the individual's needs are quickly identified, so that the right arrangements can be provided to people with learning disabilities and their families/carers.

The nurse also plays a crucial role in raising the profile and status of people who attend the hospital who have a learning disability. They work directly with patients and their families/carers to assist them with admission to hospital, and to liaise with specialist teams and hospital staff to support and enable acute services to make reasonable adjustments to the way the care for an individual with learning disabilities is delivered. They also actively promote the needs and rights of people with learning disabilities including issues of consent,

right to treatment and mental capacity.

This service also acts as an advocate for patients/carers and their families, working closely with colleagues in community and primary care settings to help patients with pre-admission and discharge planning, desensitisation planning, communication advice and advice and support on reasonable adjustments for people with learning disabilities when accessing the local hospital services.

General Practice Annual Health Checks

People with learning disabilities often have poorer physical and mental health than other people. Annual health checks are a reasonable adjustment to overcome known health inequalities faced by people with a learning disability. The General Practice Annual Health Checks are for adults and young people 14 and over with learning disabilities.

Brent recognises that people with learning disabilities often have difficulty in recognising illness, communicating their needs and using health services. Research has shown that regular health checks for people with learning disabilities often uncovers treatable health conditions. Most of these are simple to treat and make the person feel better, while sometimes serious illnesses such as cancer are found at an early stage when they can be treated.

The General Practice annual Health Check is an opportunity for any individual with a learning disability to have a robust assessment of their general health and discuss any concerns they may have. Included in an annual health check are:-

- a general physical examination, including checking their weight, heart rate, blood pressure and taking blood and urine samples
- assessment of the patient's behaviour, including asking questions about their lifestyle, and mental health
- Checks for epilepsy
- checks on any prescribed or non-prescribed medicines the patient is currently taking
- checks on whether any chronic illnesses, such as asthma or diabetes, need further investigations and/or are being well managed
- a review of any arrangements with other health professionals, such as physiotherapists or speech therapists
- extra tests for particular health risks

Brent continues to work to meet our equality objective to ensure that 95% or more of people with learning disabilities in the borough get a health check and resulting care plan to support them. Annual Health Checks carried out by General practice support individuals with learning disabilities to ensure that they receive the right care to meet their health needs.

Blue Light Tool Protocol

Brent has developed a Blue Light Protocol to support individuals assessed and considered to be at risk of inpatient admission and ensure that there are arrangements in place to provide urgent interventions to support them stay in the community and prevent admissions. This early identification and intervention protocol has been designed to support individuals experiencing deterioration in their presentations.

The 'Blue Light' protocol provides commissioners with a set of prompts and questions to prevent people with learning disabilities being admitted unnecessarily into inpatient learning disability and mental health hospital beds. It also helps to identify barriers to supporting the individual/s to remain in the community and to make clear and constructive recommendations as to how these could be overcome by working together & using resources creatively.

This protocol works in conjunction with Care and Treatment Reviews (CTR) and the Care Programme Approach (CPA) in place for individual and their health and social care professionals. It operates as a practical guide for health and social care practitioners to escalate those cases where an individual with a learning disability has continually challenging behaviours or is at risk of inpatient admission or has been previously admitted and ensures that an urgent meeting is arranged to agree and put in place a support plan that allows the individual to receive the required support to enable them to remain in the community.

Green Light Tool Kit

Brent is also progressing the work around the Green Light Tool kit to audit and improve mental health services so that these are effective in supporting people with autism and people with learning disabilities. This includes ensuring reasonable adjustments are made by services to support people with a learning disability and/or autism who display behaviour that challenges, including those with a mental health condition. The guidance says that: ***"Everyone should expect mainstream mental health services to regularly audit how effective they are at meeting the needs of people with a learning disability and/or autism."*** The Green Light Toolkit is used to both evaluate services and agree local actions and includes:-

Physical health -In addition to supporting people to access routine health screening our local MH service is taking action to encourage healthy lifestyles and engage with people with autism and learning disabilities. There is a systematic approach to supporting People with autism or LD to ensure eligibility and access to mental health service. This work also addresses secure settings with targeted work to address offending and challenging behaviour in a manner that is relevant and effective for people with any combination of mental

health, autism and learning disabilities needs.

The Green light tool kit works to audit and address assessments, safeguarding issues, equalities, personalisation, staff attitudes and values as well as accessible information for people with Learning disabilities and autism. We will continue to work to improve services and ensure that people with autism or learning disabilities alongside a mental health need receive bespoke services, designed around their circumstances that avoid institutional responses, but use universal community facilities wherever possible.

Personal Health Budgets

As already highlighted in this strategy document, people with learning disabilities are likely (compared to other care groups) to have more complex support packages and to require such support for decades. They experience significant health inequalities and social disadvantages. Personal health budgets help with innovative support packages for individuals with learning disabilities who may otherwise end up in high cost, poor quality services like Winterbourne View.

“People should have choice and control over how their health and care needs are met – with information about care and support in formats people can understand the expansion of personal budgets and integrated personal budgets, and strong independent advocacy.” ***Building the Right Support, NHS England, Local Government Association and Association of Directors of Adult Social Services, 2015**

Emerging evidence from Integrated Personal Commissioning programme has shown that Personal Health Budgets benefit people with learning disabilities through fewer formal services, home based care, less time being referred to hospital, more flexible care and better experiences for individuals.

Individuals accessing Personal health budgets have a significant improvement in their care-related quality of life and psychological wellbeing and Brent is committed to implementing personal health budgets for people with learning disabilities as part of the wider personal health budget programme, including the provision of information and advice, commissioning a wide range of health and social care support required to promote independence and enabling people with learning disabilities to lead a full life including skilled support to plan and a positive approach to managing risk.

Brent is rolling out Personal health budgets for individuals with a learning disability to enable and facilitate more choice and control over what care and support individuals would like to access. This includes traditional NHS support and non-traditional treatments/support, alternative and complementary, fitness and leisure activities. Individuals with Learning disabilities will:-

- Be able to choose the health and wellbeing outcomes they want to achieve;
- Know how much money they have for their health care and support
- Be enabled to create their own care plan, with support if they want it
- Be able to choose how their budget is held and managed
- Be able to spend the money in ways and at times that make sense to them, as agreed in their plan

What we are developing:

Moving forward it is key that services offered to people living with and affected by a learning disability support the aim of ensuring they have the opportunity to live well, enjoy the same rights, responsibilities, choice and control as anyone else to reach their potential.

We will be seeking to work with, develop, modernise the learning disability care and support market to assist with achieving this aim. This will include a focus on developing supported living services which offer security of tenure combined with a personalised, enablement approach to support people to link into their community rather than residential care.

It is important that community services are available, accessible to and accessed by people who have a learning disability. Mainstream community services such as gyms and exercise classes, leisure establishments and classes, libraries, community groups should be available, accessible and tapped into as a resource which can meet the needs of people who have a learning disability reducing reliance upon statutory or specialist services.

We need to effectively manage our learning disability market to ensure they are delivering to our vision, particularly day services where we want to see a greater move towards support which facilitates people to further develop their skills and independence and access non-specialist and non-statutory services where this is achievable and appropriate.

Brent Council, Brent CCG and partners across Northwest London are working in partnership as part of the Transforming Care Partnership to develop health and social care services and the wider community to better meet the needs of the people of Brent living with or affected by a learning disability and/or autism who have mental health needs and experience behaviours which challenge to reduce the number and length of in-patient admissions and inappropriately restrictive packages of care and support in the community.

Currently 22.5% of people with a learning disability known to the council are choosing to use a direct payment to choose and purchase

their support. The Council is committed to continuing to offer this option and to increase the number of people that choose to uptake this option to enable them to purchase appropriate support options and meaningful activities.

There is also the intention to create more opportunities for people with learning disabilities to be able to access personal health budgets throughout the duration of the strategy.

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Enabler Four to achieve overarching objective: Partnership working and co-ordinated support. (Includes End of Life and preventing premature death)

Aim: To optimise people with LD's independence, health and social care outcomes and reduce the health inequalities of people with learning disabilities in Brent.

What we have now:

The Brent Sustainability and Transformation (STP) plan includes people with learning disabilities and is aligned with the North West London STP Delivery Area 4. As part of this plan, there is a specific work stream focussing on people with Learning Disabilities and End of Life.

Our local End of Life Care strategy for individuals with a learning disability includes a Macmillan GP in primary care leading on the delivery of End of life care (EOLC), Co-ordinate My Care (CMC) record system and training arrangements for end of life care for clinical and non-clinical staff across. We work with key providers to realign and better integrate services to support people with learning disabilities towards the end of their life including terminal care. We will continue to work to maximise the dignity of the individual with learning disabilities at end of life as well as relieve as much as is possible the stress for them and their carers and/or family. Our aim is to ensure that people with learning disabilities at end of life are able to be cared for and die in their preferred place as well as to ensure that they are only admitted to hospital where this is clinically necessary or where a hospital is their preferred place of care or death.

What we are developing:

We are working towards developing an integrated health and social care learning disability team which will facilitate better partnership working and co-ordinated support for people who have a learning disability.

We are developing appropriate support levels across all spectrums of need with joint assessments and holistic care provision as key. We will continue to ensure that providers work collaboratively to reduce assessment requirements and that there is on-going training among professionals. People's life expectancy is increasing and support is provided by mainstream and specialist services for all individuals including those with learning disabilities and autism.

We have developed a Single Point of Access (SPA) for End of life care to provide a more responsive 24/7 care service with better

Co-ordination between different teams to meet patients' needs. The SPA facilitates greater collaboration to achieve some of the key aims set out in the Partnership for Excellence in Palliative Support (PEPS) model. The aims and objectives of this service are to:

- Improve the organisation and coordination of packages of care to benefit the discharge process, having an impact on length of stay and reduction in hospital admissions
- Provide a central point of communication about care packages to professionals, patients and their families/carers
- Provide a single point of access for patients who have been assessed as being within the last 12 months of life
- Facilitate integrated working through effective and timely communication between services aimed at providing a coordinated, seamless and equitable service to meet the needs of the patient/carer allowing people genuine choice to be cared for and die in the place of their choice.
- Reduce the risk of unnecessary hospital admissions and facilitate rapid discharge to preferred place of care
- Improve community nursing links with residential and care homes linking with the new integrated model of care.

Recognising gaps in services

Various meetings have been conducted in the form of 'Subgroups' which have helped to build this Strategy. These groups consisted of local Brent professionals working in various areas such as Health, Police, Education, Employment, Allied Health Professions, Libraries, Sports and Leisure, Transportation; as well as colleagues within Brent Council and Brent Clinical Commissioning Group and service users and carers.

The following have been identified as areas and actions for development in these areas:

Police and safety

Developing and implementing training programmes for the Community Safety Unit and front-line PC's on recognising and identifying when someone may have a learning disability and/or autism. To support this we have developed/are developing:

- Leaflet for recognising learning disability
- A helpline locally or nationally for people who have a learning disability who are arrested or need to access legal advice.

The Appropriate Adult Service provides support for vulnerable adults and young people in custody held under the Police and Criminal Evidence Act. This service is being retendered in 2017 as part of wider advocacy support available in Brent.

Health

- Specialised training programmes for all GPs.
- Work to standardise Health passports
- Work to ensure all practices offer an annual health check
- Ensure GP's have knowledge of local Learning disabilities provisions including the local Kingswood in-patient service and the Behavioural Support Team.
- Develop a standardised criteria for Child and Adult Risk Registers across the NWL sector linked to the local Blue light tool
- Ensuring that there are robust Autism diagnostic and assessment arrangements in place and associated self-management self-care training for individuals diagnosed with autism disorder
- LD Champions at the workplace and community. Provide training for champions once a year to include trouble shooting and providing networking opportunities.

- Clear and concise information regarding sexual health and the GUM clinic.
- Accessible Information within the community.
- Induction documents for health staff
- Closer working relationships with local hospitals particularly A&E departments.
- Easier access to information on those repeated attendees who are continually admitted to A&E.
- Further support for families and guardians.

The law says that all health services must think about people with disabilities. They have to ask 'What extra things do we need to do to so people with learning disabilities can get health services as good as other people?' This might be:

- Making sure that information on health services is accessible to people with learning disabilities
- Nurses with specialist skills to look out for people
- Giving people more time with doctors and nurses
- Making sure that annual health checks happen for everyone and that health problems are treated.
- These are called reasonable adjustments. There is guidance for clinicians and others to follow around reasonable adjustments and this continues to be a priority in Brent.

Appendix A: Glossary of Terms

Adult Social Care (ASC): a department in Brent Council which assesses adults who may need help to see if they are eligible for support to assist them. If the adult is eligible a plan of support will be made with them that will help them to live their lives and be as independent as possible.

Better Care Fund (BCF): money that has been given by the Government to Brent to make the NHS and Council work together better.

Care and Treatment Reviews (CTR): are a review process for people whose behaviour is seen as challenging and/or for people with a mental health condition for people living in the community and in learning disability and mental health hospitals. The review is completed by a multi-disciplinary team including local commissioners.

Care Programme Approach (CPA): a care planning process and approach for people with serious mental health problems.

Challenging Behaviour: behaviours a person displays that may cause harm to themselves or to those around them, which may make it difficult for them to go out and about.

Clinical Commissioning Group (CCG): a GP-led organisation in Brent that works to plan and design the health services in Brent. CCG's are given a budget from NHS England to spend on a range of health services that include hospital care, rehabilitation and community-based services.

Commissioning: the process of planning services for a group of people who live in a particular area. It does not always mean paying for services, but making sure that the services people need are available in that area.

Learning disability (LD): a term that is used to describe an impairment of the brain that may make it difficult for someone to communicate, to understand information, or to learn skills.

NHS Central North West London Trust (CNWL): an NHS Foundation Trust caring for people with a wide range of people with physical and mental health needs.

Sustainability and Transformation Plan (STP): brings together providers and commissioners of care (both local government and NHS) to deliver a genuine place based plan for Brent.

Transforming Care Plan (TCP): a plan to change services in a way that will make a real difference to the lives of children, young people and adults with a learning disability and/or autism who display behaviour that challenges, including those with a mental health condition.

National Institute for Health and Care Excellence (NICE): provides national guidance and advice to improve health and social care

Safeguarding: The process of ensuring that adults at risk are not being abused, neglected or exploited.

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Appendix B: Organisations

Brent Carers Centre offers a confidential information, advice and support service to all Brent carers.

Link to website: <http://www.brentcarerscentre.org.uk/>

Brent CVS is an independent, capacity building organisation, supporting groups providing community services on a not-for-profit basis, on behalf of the local community; particularly those local to Brent.

Link to website: <http://www.cvsbrent.org.uk/>

Brent Mencap is the leading voluntary sector organisation in Brent working with and on behalf of people of all ages with a learning disability.

Link to website: <https://brentmencap.org.uk/>

Brent Start is Brent's adult education college. We offer a service to anyone who wants to learn new skills, get into employment, find a better job or improve their prospects in life.

Link to website: <https://www.brent.gov.uk/brentstart>

The Change Academy is a programme being delivered across North West London to transform services.

Link to website: <https://www.healthiernorthwestlondon.nhs.uk/bettercare/ourstaff/changeacademy>

CNWL Patient Support Service offers a single point of contact for patients, and their carers and families, to provide a range of feedback; compliments, comments, enquiries and complaints.

Link to website: <http://www.cnwl.nhs.uk/news/patient-support-service-launched/>

Pohwer provide advocacy support to people who have a learning disability and lack capacity to make a decision about a change of long term accommodation or serious medical treatment and have no representatives to support them with the decision.

Link to website: <https://www.pohwer.net/brent>

Skills for Care helps create a better-led, skilled and valued adult social care workforce. They provide practical tools and support to help adult social care organisations in England recruit, develop and lead their workforce.

Link to website: <http://www.skillsforcare.org.uk/Home.aspx>

Voiceability provide a range of advocacy services across the London Borough of Brent.

Link to website: <https://www.voiceability.org/services/london-borough-of-brent>

The Advocacy Project supports individuals with Learning Disabilities to speak up, understand their rights and make informed choices. They work to address issues of stigma, isolation and inequality as faced by people with learning disabilities, mental health problems, dementia and eating disorders.

Link to website: www.advocacyproject.org.uk