



Adult, Culture and Community Services

**Adult Services
People with Learning
Disabilities**

Annual Report 2006-2007

ADULT SERVICES – PEOPLE WITH LEARNING DISABILITIES

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ADULT SERVICES – PEOPLE WITH LEARNING DISABILITIES

Introduction

Adult Services work in partnership with the Haringey Teaching Primary Care Trust (HTPCT) and Barnet, Enfield and Haringey Mental Health Trust (BEHMHT) to provide services for adults with learning disabilities. The Haringey Learning Disabilities Partnership is completely integrated and covers all aspects of the health and social care of clients from a pooled budget.

Our jointly-commissioned and combined services help people with varying levels of need to live as independently as possible in the community through:

- assessment and treatment, using person-centred care
- day opportunities and community support work for development and learning, including an artists' project, employment and training, daily living skills, catering, leisure and recreation
- adult placements with families or in supported accommodation
- residential accommodation
- provision of respite for carers.



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Outcome 1: Improved health and emotional well-being

- Enjoying good physical and mental health (including protection from abuse and exploitation).
- Access to appropriate treatment and support in managing long-term conditions independently.
- There are opportunities for physical activity.

Achievements in 2006-2007

- In line with our strategy to modernise day opportunities we provided over 200 people with the chance to enjoy sports and leisure.
- Our Community Support Work Team, in partnership with Tottenham Hotspur football team and Haringey Mencap, competed with other teams across London.
- As part of the Council's commitment to scrutinising services we completed a scrutiny review of access to primary care health for people with profound and complex needs. This resulted in a joint action plan with the HTPCT.
- Our Combined Team worked with groups to explore the theme *Dealing with feelings* to help people prepare for transition. Our teenage health promotion group supported students in a local special needs school around sexual health and well-being.
- Following a successful funding bid to the Neighbourhood Renewal Fund (NRF) and Transport for London (TfL), we set up two cycling clubs in local parks with special bikes. On average, 30 people accessed these facilities every week.
- Seventeen service users successfully completed the Motor Activity Training Programme (MATP). This enabled them to access regular sports activities in their local sports centres such as curling, table tennis, bowling, and bocha which previously they were not able to do.

Fit for life

Two service users successfully gained an FA coaching certificate allowing them to coach other service users and members of the local community.

In the meantime, other service users now enjoy regular cycling sessions in the local park.



- We produced brochures in an easy to understand format using pictures and symbols to advise people in cold and hot weather periods. We received positive feedback from Vision 20/20, an umbrella organisation for blind and partially sighted people who were particularly impressed with their appropriateness for people with a learning disability and serious sight problems.
- We developed more robust and positive relationships with the BEHMHT in relation to joint protocols around assessments and the needs of people with learning disabilities in acute health. The draft protocol is currently in circulation for final comments.

Plans for 2007-2008

- Improve the health of people with a mild learning disability by implementing the action plan following the recent scrutiny review.
- Continue to modernise day services to provide more opportunities for sports and leisure.
- Use improvements in contract monitoring by increasing the number of health-based outcomes required by providers to assist adults with learning disabilities to enjoy a healthier lifestyle and improved health monitoring.
- Increase access to community buildings by working with providers to ensure the different access needs of adults with learning disabilities and people with a mild learning disability.
- Increase the range of group work to include support during bereavement and loss.
- Finalise the draft protocol to ensure that we continue to develop more robust and positive relationships with the BEHMHT around assessments and the needs of people with learning disabilities in acute health.

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Outcome 2: Improved quality of life

- Access to leisure, social activities and life-long learning and to universal, public and commercial services.
- Security at home, access to transport and confidence in safety outside the home.

Achievements in 2006-2007

- We helped over 140 adults with learning disabilities to live in their own home, following implementation of the Council's Supporting People Strategy – preventing unnecessary admission to residential care.
- Our Accommodation Strategy was completed with the successful opening of a new residential unit in the borough. This enabled four clients to return to Haringey to have their needs met locally.
- We implemented service-based transport in the drive to modernise our day opportunities service – and withdrew from main Council transport provision.
- We were represented on national, London and sector-based planning groups including the National Association of Adult Placement Schemes, the Valuing People Group and the London Carers Partnership Board.
- We delivered outcomes as a result of the previously agreed Day Opportunities Modernisation Strategy. Effective leadership resulted in increased numbers – including people with mild learning disabilities – taking part in sport and leisure opportunities, paid and voluntary work, and further education skills and training. We helped over 200 service users to access sports leisure opportunities such as sailing, the motor activity training programme, cycling, indoor football and cricket every week. We helped nine people to begin paid

Supporting independence

A number of people moved to a more independent living environment. Sharon Bernard (pictured) moved from residential care to independent living.



At the same time, our Community Support Work Team continued to support 100+ parents of people with a learning disability. One recent example included providing support so that a parent could attend meetings at school to help her child complete his homework. Another parent attended a literacy class to help her children.

employment and over 40 people attended further education courses. This included the start of a two-year transition course for eight school leavers with mild learning disability at the local college.

- The Adult Placement Scheme provided five emergency respite placements for older people and people with learning disabilities.

Plans for 2007-2008

- Implement the agreement to set up a Community Interest Company (CIC) to enable the provision of inclusive day opportunities, in particular running a commercial café and arts workshops in a local park. This will be achieved by working with leisure services and other partners.
- Improve our understanding of and response to adults with learning disabilities who have additional mental health needs by recruiting a second psychiatrist and implementing the review of assessment and treatment services.
- Review and improve planning for the individual through better outcome-based person-centred plans and health action plans.
- Improve the process of transition from children's to adult services by understanding the needs of young people at an earlier age and planning and commissioning services to meet them.

Keeping everyone in the know

We held monthly staff fora to ensure staff were kept up-to-date with what is happening in the service and had the opportunity to question senior managers.

Through our carer and service user fora and delivery groups, senior managers were able to be accountable to and develop appropriate plans from the contributions of those attending. In response to a request from service users through the Learning Disability Partnership Board, we now make sure that service users receive the information at least two weeks before the meeting.



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Outcome 3: Making a positive contribution

- Maintaining involvement in local activities and being involved in policy development and decision-making.

Achievements in 2006-2007

- Our partnership board was chaired by an adult with learning disabilities and many people with learning disabilities continued to attend.
- The Council undertook specific consultation with adults with a learning disability with residents, businesses and community groups on the Sustainable Community Strategy 2006-2016. This was the result of joint work between Policy and Performance, Communications and Consultation, and the Haringey Learning Disabilities Partnership. The postcard questionnaire was made clear and easy to understand and it was distributed in the Learning Disabilities Service Users Forum. Twenty-two completed responses were returned. A sample of the postcard questionnaire is on the Council's website at:
http://www.haringey.gov.uk/have_your_say_haringey_community_strategy.pdf
- We set up a volunteer artist scheme to work with other artists as part of our Artscope programme.
- The Haringey Adult Placement Scheme started a national debate to use schemes around the country to provide respite and holiday placements. As a result of this, an agreement with North Tyneside Adult Placement Scheme enabled one Haringey resident to attend a wedding in Newcastle.

Inclusion and achievement

Service user Michael Brookstein chairs our partnership board. We have specific guidelines relating to how the meeting is structured and for people giving presentations. This ensures that information is presented in a way which is easy to understand.

Terms of reference and guidelines on how the partnership board runs are on our easy to understand webpages at:
http://www.haringey.gov.uk/working_together/partnership_board.htm

Michael is supported to read the minutes and agenda before the meeting by an advocate who also supports him throughout the board meeting.

Plans for 2007-2008

- Make sure that advocacy services continue to play an important role in the borough by reviewing the present provision of services.
- Support London's Olympic plans by identifying people who are able to take part in the Special Olympics 2009. Also, in line with the legacy of the 2012 games, we will continue to participate in other events, including sport.

- Increase the involvement of parents, carers and friends by using projects such as the cycling club.

MATP achievement

One of our service users – with profound and multiple disabilities – attended the Motor Activities Programme (MATP) at the local leisure centre and received a certificate of participation for his achievement in 2006.

- Increase the level of participation of people with learning disabilities in local decision-making, we will evaluate the potential of setting up a learning disabilities parliament in Haringey with the election of a speaker.

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Outcome 4: Increased choice and control

- Through maximum independence and access to information.
- Being able to choose and control services and helped to manage risk in personal life.

Achievements in 2006-2007

- We continued to implement the Council's Communication Strategy for Adults with Learning Disabilities. This was approved by the Council and HTPCT in 2005-06 and was implemented in 2006.
- We provided information in an accessible format following extensive consultation with service users and other partners. This included:
 - public information on how to cope in heatwaves and in extremely cold weather
 - producing the Annual Housing Survey in an easy to understand format
 - putting information about the Adult Placement Scheme into our accessible format
 - the option to request our corporate translation and interpretation service to produce information in an easy to understand way using pictures and plain English on all the Council's printed material.
- We worked with service users and the Council's web team to look at the effectiveness of the website and to develop a specific section for adults with a learning disability where information is uploaded in an easy to understand format.
- We launched a Council-wide training plan on communicating with people who have learning disabilities in order to raise staff

Weathering the weather

The Local Government Chronicle of 27 July 2006 mentioned that Haringey Council "sent out an illustrated letter, offering easy to understand advice on precautions to take during the hot weather to 700 people with learning disabilities." A copy of the letter is on the Council's website at:

http://www.haringey.gov.uk/heatwave_letter.pdf



awareness of and openness to a variety of means of communication in order to understand what people with learning disabilities have to say. This has helped to improve the experience of people with learning disabilities when they make contact with us across the Council.

The training plan for 2006-07 was a huge success. All courses were very well attended, many of them with waiting lists. Feedback from participants was exceptional – over 92% stating that the value of the course to their work was good, highly relevant and excellent.

“Both [trainers] performed an excellent insight for me into the numerous communication methods available in learning disabilities. Thank you for a stimulating, pro-active and very educational two-day course. Highly recommend it to all workers across the Trust working with [people with] learning disabilities.” Dr DS

In addition, a post-training questionnaire identified that 90% of participants had *‘noticed positive changes in service user communication because of using [augmentative and alternative forms of communication].’*

To assess the effectiveness of the training, specific systems were put in place:

- On completion of all the training, participants could become communication champions for their place of work.
- Champions to meet every two months with the speech and language therapists to update progress on service action plans, share good practice and problem solve.
- The Haringey Adult Placement Scheme assisted people to access holidays independent of their carers, for example:
 - Two people chose and booked holidays, inviting carers to accompany them
 - One person returned to Jamaica for a holiday.
- Performance improved at the first point of contact and reviews. We achieved 72% reviews from 35% the previous year and initial contact assessment of 72%.
- Nine people moved into paid employment with the support of job coaches.
- A total of nine people now use direct payments, enabling them to have control over their care.

Jobs and benefits support

Thanks to Neighbourhood Renewal Funding (NRF), we were able to offer individual job coaching to ten people, nine of whom went on to paid employment.

As a result of our regular benefits advice and support, we helped one particular individual to apply for benefits to allow him to live in his own flat and pay for his own support.

Plans for 2007-2008

- Examine and review our Supported Living Services to ensure that their links to the wider partnership are fully integrated and maximised to enable them to respond flexibly to constantly changing demand.
- Increase the range and choice of respite for carers and service users and to ensure that it is a positive experience for both.
- Develop more flexible respite methods and improve the targeted allocation of the carers grant following assessment of the carer's needs.
- Improve the planning of individual services by focusing on outcome-based person-centred plans, particularly for young people age from 14.
- Increase the number of people in paid employment by five and also an additional 15 voluntary work placements. The plan is also for 50 people, including those with a mild learning disability, to access further education and training opportunities.

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Outcome 5: Freedom from discrimination and harassment

- Equality of access to services.
- Not being subject to abuse.

Achievements in 2006-2007

- We have continued to monitor access and take-up of services to reflect the diverse mix of culture and ethnicity that is characteristic of Haringey's residents. Around 40% of people (225) aged 18 to 64 receiving services from the Haringey Learning Disabilities Partnership represent ethnic minority communities within the borough.
- Following extensive physical access work covering day and residential sites, all learning disabilities sites are now fully accessible. This was confirmed in a buildings survey.
- The Green Pepper Café was relocated to a more accessible building in January 2007, a move facilitated through partnership working with John Grooms Charity. Benefits included increased opportunities for training in horticulture, catering and customer services. There was an increase in members of the public accessing the café from less than ten daily to an average of 30 at the new site. The training programme continued to provide people with National Proficiency Tests Council (NPTC) qualifications. In 2006-07, five people trained in health and safety and two in horticulture.
- The first older person in 28 years was placed with the Adult Placement Scheme. We also took on placements of three mental health users.

Plans for 2007-2008

- Move Keston Day Service from its current premises in an old school which supports 80 people with learning disabilities in a segregated environment to smaller community-based locations as well as mainstream college, work and leisure opportunities.

Taking care of the future

Our advocacy services helped a number of carers to write wills to make sure that the cared for person is protected from the potential of future abuse.

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Outcome 6: Economic well-being

- Access to income and resources sufficient for a good diet, accommodation and participation in family and community life.
- Ability to meet costs arising from specific individual needs.

Achievements in 2006-2007

- Forty-five people were supported into paid work and 61 people were supported in voluntary work.
- We established good working relationships and links with local businesses. This opened up opportunities for paid work with organisations such as Sainsbury, Pizza Hut, Argos, McDonalds, the Body Shop, local florists and electric shop.
- We helped carers to stay in employment by providing respite day opportunities supporting 220 people with learning disabilities each week.

Employment opportunities

As a result of the way in which we carry out person-centred planning, many people have paid work.

One service user has a paid job in a local florist, while Oliver Keohane (pictured) is now a member of staff at Pizza Hut following support from our job coaches.



- We provided regular benefits advice and support to clients as part of their person-centred planning for people with mild learning disabilities.

Plans for 2007-2008

- Increase from 83 to 150 the number of carers who have their own care plan following an assessment to enable them to participate more fully in family and community life.
- Support an additional five paid work opportunities and 15 voluntary work opportunities by continuing to offer individual job coaching thanks to NRF. We will also extend our good working relationships and links with local businesses.

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Outcome 7: Maintaining personal dignity and respect

- Keeping clean and comfortable.
- Enjoying a clean and orderly environment.
- Availability of appropriate personal care.

Achievements in 2006-2007

- We used robust systems to respond to abuse and provide effective management of in-house services and in those with whom we have contracts.
- There was a significant increase in the number of adult protection cases reported from 13 in 2005-06 to 22 in 2006-07. This reflects our increased awareness following extensive training in safeguarding adults procedures.
- Everyone placed in residential care was given their own room.
- Thirteen direct care staff attended training which included a module on 'Personal dignity and respect'.
- Our speech and language therapists provided communication aids to allow staff to support people at times of distress more effectively, for example, following a bereavement using:
 - social stories
 - life stories
 - communication books
 - photo timetables
 - objects of reference and
 - sensory communication work.

These are not new initiatives but they have become more successful and there is increased awareness and knowledge as they are linked with the implementation of the Communication Strategy for Adults with Learning Disabilities.

Communicating effectively

To help a new mother and her partner at the time of their daughter's birth, we provided intensive support before, during and after. We used communication aids to help her understand what was going on and what she needed to do. This was clearly a very difficult time and we supported her to request further support from her parents that they look after the child.



Another service user was supported with a picture book to help her understand what was going on at her dad's funeral.

- All care plans at Talbot Road respite care home were revised to include a better understanding of clients' needs within the context of person-centred planning.

Plans for 2007-2008

- Ensure our Training Strategy allows us to meet the preferences of service users and carers as expressed in their carer's plan or person-centred plans.
- Improve the understanding of staff in the assessment and treatment service of the consent arrangements for treatment and care in accordance with the Nursing and Midwifery Council (NMC) guidelines. Improve the understanding of staff on consent for treatment, especially when using audiovisual equipment.
- Help staff to improve their understanding of people with mild learning disabilities – particularly those in general health services.
- All members of staff will attend refresher training on the Protection of Vulnerable Adults (POVA) and the POVA register.

Stars in their eyes

Our local group *Stars in the Sky* – a dating and friendship service for adults with learning disabilities - has broken down many of the barriers associated with adults with learning disabilities and relationships. In July 2006, a programme was dedicated to the group's work as part of Channel 4's *Truly, Madly, Deeply* series. The group also won a Haringey City Growth Business Award in March 2006. The awards recognise and reward achievement within the local business community and showcase enterprise in Haringey.



ADULT SERVICES – PEOPLE WITH LEARNING DISABILITIES

Abbreviations

BEHMHT	Barnet, Enfield and Haringey Mental Health Trust
CASSR	Council with Adult Social Services Responsibilities
CIC	Community Interest Company
CONEL	College of North East London
HTPCT	Haringey Teaching Primary Care Trust
MATP	Motor Activity Training Programme
NMC	Nursing and Midwifery Council
NPTC	National Proficiency Tests Council
NRF	Neighbourhood Renewal Fund
POVA	Protection of Vulnerable Adults
TfL	Transport for London