

Cardiff Council, Vale of Glamorgan Council  
and Cardiff and Vale University Health Board

# Joint Commissioning Strategy for Adults with Learning Disabilities 2019-2024

*"Promoting Independence  
and Improving Lives"*



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Caerdydd a'r Fro  
Cardiff and Vale  
University Health Board



## Acknowledgment

We would like to thank everyone who has helped to produce the first joint Learning Disability Commissioning Strategy for people living in Cardiff and the Vale of Glamorgan. Without everyone's hard work and support this would not have been possible.

Special thanks to Cardiff and the Vale People First groups, 3rd Sector partners, the Learning Disability Partnership Board, Cardiff Third Sector Council, Glamorgan Voluntary Services and the Cardiff and Vale Integrated Health and Social Care Partnership.

# Foreword

**We are pleased to present our first joint health and social care commissioning strategy for adults with learning disabilities.**

The Strategy demonstrates our commitment to listen to people with learning disabilities and their families and carers, in order to understand what matters to them, and to put in place health and social care support services to deliver the outcomes that people want.

As partner organisations working together, we are committed to developing services that provide people with a learning disability the choice and control to support them to live their lives in the way they want. We will continue to develop our services, focussing on the strengths of the people we work with, and the services that support people to connect with their communities. By *"promoting independence and improving lives"*, we will support people to live the lives they choose, with access to high quality, flexible health and social care and support when they need it.

By listening to people with a learning disability, and their families and carers, we know we need to work with other services such as housing, education and the third sector, to develop services that provide early intervention, prevent crisis, and are community focussed.

Cardiff and the Vale of Glamorgan Councils and Cardiff and Vale University Health Board will work together to achieve the vision set out in our Commissioning Strategy by jointly developing and delivering services and making best use of shared resources. We will do this in partnership with people with learning disabilities who are the experts in their own lives.

*"Promoting Independence  
and Improving Lives"*



*Susan Elsmore*

Councillor Susan Elsmore  
Cardiff Council Cabinet  
Member for Social Care, Health  
and Well-being



*Ben Gray*

Councillor Ben Gray  
Vale of Glamorgan Council Cabinet  
Member for Social Care, Health  
and Leisure



*Maria Battle*

Maria Battle  
Chair, Cardiff and Vale  
University Health Board

# Introduction

## Joint Health and Social Care Commissioning Strategy for Adults with a Learning Disability in Cardiff and the Vale

Cardiff Council, Vale of Glamorgan Council and Cardiff and Vale University Health Board are pleased to present our first integrated commissioning strategy for adult learning disability services for the people living in Cardiff and the Vale of Glamorgan.

We have worked together with people with a learning disability, their families, carers and the third and independent sector to produce a clear direction for the planning and delivery of adult learning disability services across the region over the next five years.

This strategy describes our shared vision, the core principles that we believe are fundamental to service design and delivery, and the key issues that need to be addressed in the forthcoming years in order to deliver effective, safe and good quality services. This includes ensuring there is sufficient capacity and an appropriate range of provision to meet local need.

## Purpose - Why have a Strategy?

The purpose of our strategy is to describe how Cardiff and Vale of Glamorgan Councils and Cardiff and Vale University Health Board will work together to respond to the needs and aspirations of our adults with a learning disability within the context of national legislation and guidance, wider local plans and available resources. At a local level, our strategy will inform what services each of the three organisations will individually or jointly commission over the next five years.

## Our vision for Cardiff and the Vale - Promoting Independence and Improving Lives

Our vision is that people with learning disabilities have a good quality of life and are supported to live the lives they want to lead; living locally where they “feel good and well”, where they are valued and included in their communities and have equal access to appropriate support that ensures independence, choice and control.

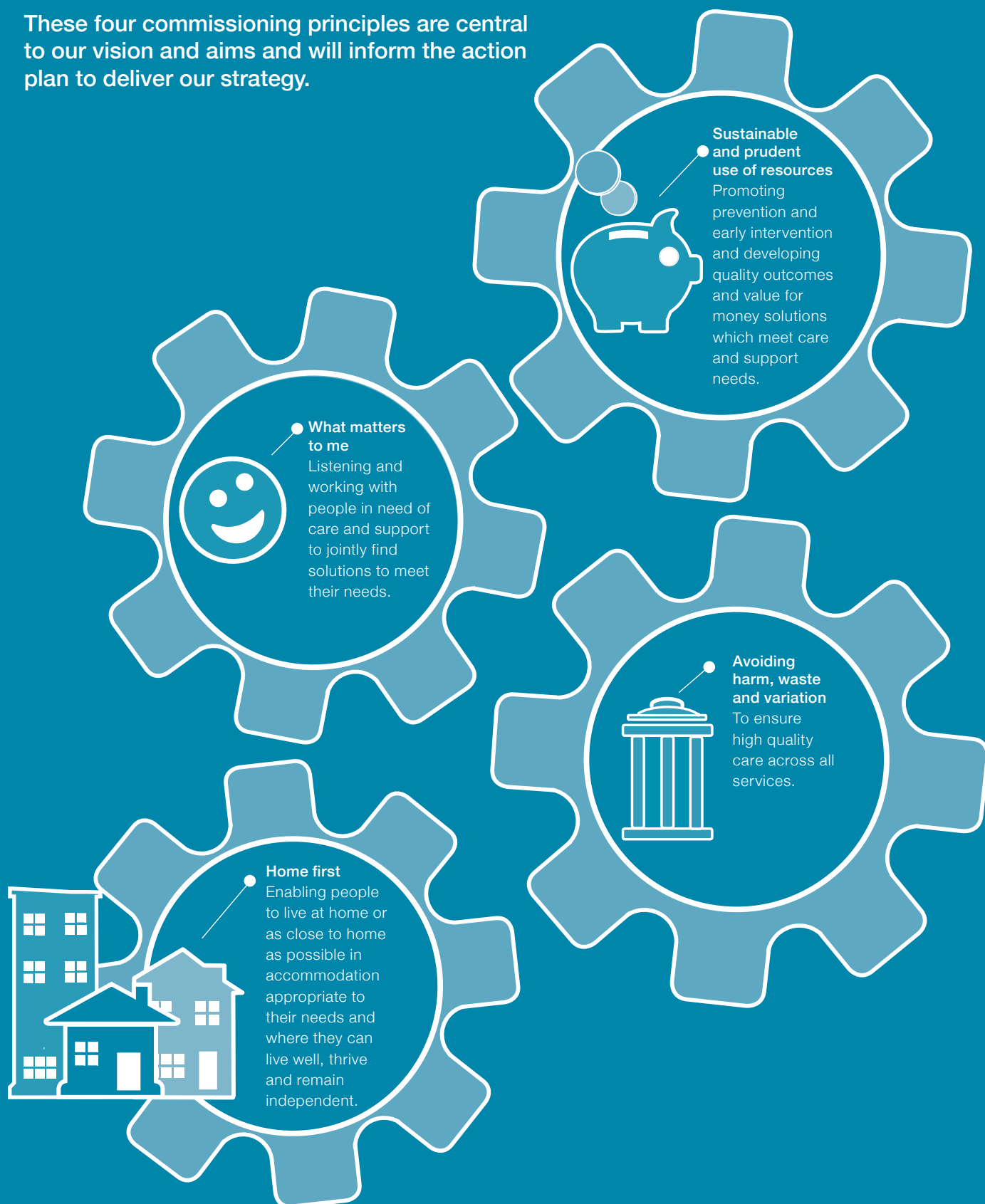
## Aim - What do we want our Strategy to do?

Our aim is to build and expand on our previous successes and continue to transform services that improve the health and well-being of adults with learning disabilities and their carers.

Cardiff and the Vale Integrated Health and Social Care Regional Partnership Board have adopted four commissioning principles:



These four commissioning principles are central to our vision and aims and will inform the action plan to deliver our strategy.



# Welsh Context - The Law

The two main pieces of legislation that are reflected in this strategy are the Social Services and Well-being (Wales) Act 2014 and the Well-being of Future Generations (Wales) Act 2015:

## The Social Services and Well-being (Wales) Act 2014

The Act imposes duties on local authorities, health boards and Welsh Ministers that require them to work to promote the well-being of those who need care and support, or carers who need support.

The Social Services and Well-being (Wales) Act outlines key duties to ensure:

- People have control over what support they need, making decisions about their care and support as an equal partner
- New proportionate assessment focuses on the individual
- Carers have an equal right to assessment for support to those who they care for
- Easy access to information and advice is available to all
- Powers to safeguard people are stronger
- A preventative approach to meeting care and support needs is practised
- Local authorities and health boards come together in new statutory partnerships to drive integration, innovation and service change

The principles of the Act are:

- To support people who have care and support needs to achieve well-being
- People are at the heart of the new system by giving them an equal say in the support they receive
- Partnership and co-operation drive service delivery
- Services will promote the prevention of escalating need and the right help is available at the right time

## The Well-being of Future Generations (Wales) Act 2015

The Act places a duty on Public bodies (including health and social services) to make sure that when making their decisions they take into account the impact they could have on people living their lives in Wales in the future.

The Act requires them to:

- work together better
- involve people reflecting the diversity of our communities
- look to the long term as well as focusing on now
- take action to try and stop problems getting worse - or even stop them happening in the first place







# 2 Cardiff and Vale Context

Cardiff Council, Vale of Glamorgan Council and Cardiff and Vale University Health Board work together formally under the Learning Disability Regional Partnership Board to jointly oversee the development and delivery of integrated health and social care services, to ensure they align with local need.

## How have we developed this Strategy?

It has been very important to us to ensure that people who use services and those who support them tell us what matters to them and what they feel would make a difference to their lives. To capture this information, a range of engagement activities have taken place:

- Between February 2016 and January 2017 we conducted a Population Needs Assessment which took place with citizens across Cardiff and the Vale including the views of people with a learning disability.
- In February 2018 the Institute of Public Care conducted 23 one hour interviews with people working within a range of learning disability services across Cardiff and the Vale, including staff working in education, the NHS, social services, the third sector and community groups.
- We analysed the responses from people using services and their families/ carers who contributed to two online surveys.
- Two accessible engagement events were held by Vale People First for people with a learning disability.
- Cardiff People First collated information they gathered from members on improving local services.
- We have considered responses from individuals and their families following the 2017 review of complex day services across Cardiff and the Vale Councils.
- We established a dedicated email feedback address for citizens to tell us what they think about services for people with complex needs.
- In November 2018, we attended a feedback event led by Cardiff and the Vale People First groups, during which they presented the views of people with a learning disability and support providers on the draft Strategy.







# 3 What's Important to People with Learning Disabilities and their Carers?

From the information gathered from the consultations and activities undertaken with young people, adults with a learning disability and their carers, eight priority areas have been identified;









# 4 Needs and Demand

## **What do we know about people with a learning disability living in Cardiff and the Vale of Glamorgan?**

Many people with learning disabilities will not require social care services or specialist health services. Like the rest of the population on a day to day basis, people with learning disabilities will come into contact with universal community services. Supporting people with learning disabilities to lead healthy, meaningful lives, preventing the need for more intensive, specialist services requires universal community services to be accessible with reasonable adjustments made to facilitate this. In Cardiff and the Vale of Glamorgan, there are 1,623 people with a learning disability over the age of 18 known to our Community Learning Disability Teams.

During January - March 2018, with the assistance of the Institute of Public Care, we reviewed our 'current position', in terms of the needs of the adult learning disability population, existing service provision and national legislation and guidance. This included an examination of:

- Estimated figures on the current and future size of the number of adults with learning disabilities in Cardiff and the Vale
- The number of people supported in council and health commissioned services
- The resources currently used to deliver learning disability services, which include both money and staff
- A map of the range of current service provision and its location

### **In addition to the above activities we have:**

- Analysed national, regional and local information
- Analysed budget and staff resources – current and future
- Analysed current services
- Drawn upon the skills and knowledge of members of the Learning Disability Partnership Group to assist us in reviewing plans

Together, these findings have shaped this strategy and helped to determine the eight key priorities outlined on page 7.



**As of March 2017, in Cardiff:**

- 7,081 people aged 18 and over in Cardiff are estimated to have a learning disability.
- 1,175 people with a learning disability received support from Learning Disability Services. This is 78% of people with a moderate or severe learning disability in the city.
- The number of people known to services is predicted to increase by 125 between 2017 – 2025.
- There are a higher number of men, (59.7%, 701).
- 17% of the Cardiff population are from non-white backgrounds (Stats Wales).
- 84.6% of people with learning disabilities reported their ethnicity as White British (943). This was followed by White – Other Background (3.1%, 35) and Pakistani (2.3%, 26) (CC records).

**As of March 2017 in the Vale of Glamorgan:**

- 2,400 people aged 18 and above are estimated to have a learning disability.
- 448 people received support from the Learning Disability Services.
- This is 90% of people with a moderate or severe learning disability in the county.
- This population is predicted to remain stable between 2017-2025.
- There are a higher number of men (55.4%).
- 2.5% of the County's population were from non-white backgrounds (Stats Wales).
- 391 (95.8%) of those who stated, reported their ethnicity as White British. This was followed by White – Other Background (2.7%, 11) and White – Irish (0.5%, 2) (VOG records)

Both counties will see an increase in people aged 65 and above. Whilst this increase is only 37 in number and represents just 30% of the total increase in numbers, these individuals may be expected to require greater support as they get older including social care and /or specialist health services.

The last census, 2011, identified that over 15% of people living in Cardiff and the Vale identified as being able to communicate in Welsh. In March 2017, council data identified very few adults with learning disabilities as Welsh speaking with only 13 (1.1%) in Cardiff. This may increase over time as more children attend Welsh Speaking schools.

**What do we know about the needs of parent carers of people with a learning disability?**

In 2017 Carers Wales published 'The State of Caring Report' aimed at capturing the day to day experience of unpaid carers in Wales. The report draws upon the experience of 400 unpaid carers across Wales identifying 1 in 10 Welsh people as unpaid carers and estimating the value of the care and support provided at £8.1 billion.



Within Cardiff and the Vale the 2011 census recorded 50,580 people identifying themselves as carers representing a 12% rise from the previous census 10 years earlier. The findings of Cardiff and Vale of Glamorgan 'Population Needs Assessment', undertaken during 2016-2017, resonate with the Carers Wales report and the feedback received from carers of adults with a learning disability undertaken as part of the consultation and engagement for this strategy during 2017/18. Carers have told us they need:

- Information and advice that is accurate and timely
- To be valued
- Respite
- Consistency of support
- Support at times of crisis

### **What do we know about the health and wellbeing needs of adults with learning disabilities?**

We know that people with learning disabilities are at increased risk of experiencing poorer health and well-being than the general population. We also know that people with a learning disability experience unequal access to health services, unequal provision of health service and unequal treatment within mainstream health services. The fact that people with a learning disability are living longer and with more complex health needs, means that there will be increasing demands upon health and social care services in the future.

### **This is what we know in relation to adults with a learning disability:**

- 40% will experience moderate to severe hearing loss, but are less likely than the general population to have their hearing problem diagnosed or managed
- 25-40% will experience mental health issues with a risk that their mental health needs may not be identified due to assumptions that symptoms and behaviours are caused by their learning disability
- Over 20% aged 65 years and above will have dementia compared to 6% in the general population. People with Down's Syndrome are particularly at risk, and can develop dementia 30-40 years earlier than the general population with rates of 40% at age 50
- 15-30% of people with moderate and severe learning disabilities will have epilepsy
- 10-15% of adults will display behaviours that challenge
- 10% are likely to be blind or partially sighted (10 times more than in the general population)

For the health and well-being of adults with a learning disability to be promoted, they need to ensure that they are registered at their local GP practice as having a learning disability in order to have an annual health check. This will promote their health and well-being, and has the potential to prevent crises.

# 5 Current Provision

## What do we know about people with learning disabilities receiving social care services?

A review of Cardiff and the Vale of Glamorgan adult social care learning disability services during 2016/17 told us that:

### Cardiff

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- 62% of adults with learning disabilities were living at home with family members
- There were 111 supported accommodation properties, with three provider agencies and the council supporting 343 people with a learning disability
- 84 adults with a learning disability lived in out of county residential provision.
- 11% of adults received direct payments
- Between 2018/19 and 2020/21, an average of 19 people will transition from children to adult learning disability services every year.

### Vale

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- 40% of adults with learning disabilities known to the Council were living at home with family members
- There were 27 supported accommodation properties with three provider agencies supporting 77 people
- 38 adults with a learning disability lived in out of county residential provision
- 10% of adults receiving direct payments
- Between 2018/19 and 2020/21, an average of 9 people will transition from children to adult learning disability services every year.

Council services for adults with learning disabilities and their families/carers are provided through three Community Learning Disability Teams : Two for Cardiff (East and West) and one for the Vale of Glamorgan. The teams are made up of a range of local authority professionals and provide access to information, advice and support. Staff work alongside people with learning disabilities and those important to them to assess needs, agree outcomes and develop care plans. People are supported to access a wide range of assistance included integrated community facilities, volunteering, employment, domiciliary care, day opportunities, respite care, supported living and residential care. Local authority staff work closely with learning disability health staff to offer multidisciplinary support when required.







## What do we know about people with learning disabilities currently receiving health care?

In Cardiff and the Vale of Glamorgan, adults with learning disabilities access generic NHS services available to the general population, and sometimes may also access NHS specialist learning disability services specific to their needs.

Generic health services include: GP and other primary care services, general specialist healthcare, including general hospital based care and treatments, and emergency care. A review of our generic NHS services during 2016/17 has shown that:

### In October 2017

- 901 adults with learning disabilities had a health check via a GP (792 from Cardiff and 109 from Vale of Glamorgan). At 31 March 2017 there were a total of 1,999 people on the adult learning disability register, this is likely to be a gross underestimate of the number of adults with a learning disability. Even given this figure, only 45.4% had a health check during 2016/17, who were on the register.
- 81 adults were admitted to hospital (76 from Cardiff and 5 from Vale of Glamorgan)
- A total of 1,396 days were spent in hospital (39% in surgical services, 30% in specialist services and 29% in medicine services)
- A total of 776 general outpatient appointments were attended (769 by Cardiff residents and 7 residing in the Vale of Glamorgan)
- There were 214 different attendances to accident and emergency (210 by Cardiff residents and 4 from the Vale of Glamorgan)

For those that need them, there is a range of specialist NHS adult learning disability services available to Cardiff and Vale of Glamorgan residents. These services are provided by Swansea Bay University Health Board through Community Learning Disability Teams, Specialist Residential Services, Assessment and Treatment Units, and Behaviour Support Teams.

## Specialist Community Learning Disability Teams

Specialist NHS community services for adults with learning disabilities and their families/carers are provided through three Community Learning Disability Teams : Two for Cardiff (East and West) and one for the Vale of Glamorgan. The teams are made up of a range of NHS professionals, and provide a single point of access to specialist NHS Learning Disability services such as Specialist Behavioural Services, Specialist Residential Units and Acute Admissions Units.

### In October 2017:

- 980 people were supported by our community teams (753 in Cardiff and 227 in the Vale of Glamorgan)
- 245 people had a learning disability and additional needs (179 in Cardiff and 66 in the Vale of Glamorgan)
- The most common areas of additional need were: epilepsy (25%), mental illness (24%), behaviours that challenge (22%) and autistic spectrum disorder (11%)

- 33 people were receiving support for behaviours that challenge (28 from Cardiff and 5 from the Vale of Glamorgan) Swansea Bay University Health Board areas.

In 2016/17, 725 referrals were received by the community teams (513 for Cardiff and 212 for the Vale of Glamorgan). During this year, 178 adults were discharged from the service.

## **Specialist Residential Services**

Specialist Residential Services (SRS) are small, nurse led units for people whose needs cannot be supported through social care. The units are registered as hospitals and people placed in the units have input into their treatment and support by a psychiatrist and psychologist. There are a total of 43 beds geographically located across the three Swansea Bay University Health Board areas.

### **In October 2017:**

- Over two thirds (68.3%) of people in SRS were aged between 41-60 years
- All bar 3 of the 41 patients were reported to exhibit behaviours that challenge
- The average length of stay across all units was 10 years and 7 months

## **Assessment and Treatment Units**

Assessment and Treatment Units provide inpatient assessment and treatment for adults with learning disabilities whose behaviours present exceptional challenges or have complex mental health needs.

There are a total of 23 beds geographically located across the health areas of ABMU (7), Cwm Taf (8) and Cardiff and Vale (8)

### **In October 2017:**

- Just under half of people who were in the units were aged 21-30 years
- All individuals had at least two additional needs, with many reported as having three or four
- Challenging behaviour was noted in all but one patient and autism in 10 of the 13
- The average length of stay was 184 days

## **Continuing NHS Healthcare Funding**

Continuing Healthcare (CHC) funding is used by Cardiff and Vale University Health Board to purchase packages of care, or residential and nursing home placements where an individual's primary need has been assessed as health-based. Packages of care can be provided in any setting and is part of the continuum of care and support for people with complex needs. It is also recognised that at times a person's needs are such that a jointly funded package of care is most appropriate. Across Cardiff and the Vale a number of people with complex health and social care needs receive joint funding.

# 6 Finance

The table below provides an overview of the total amount of money spent on some key adult learning disability services across the region by organisation in financial year 2017/18.

## Total Spend on Core Adult Learning Disability Services by Organisation

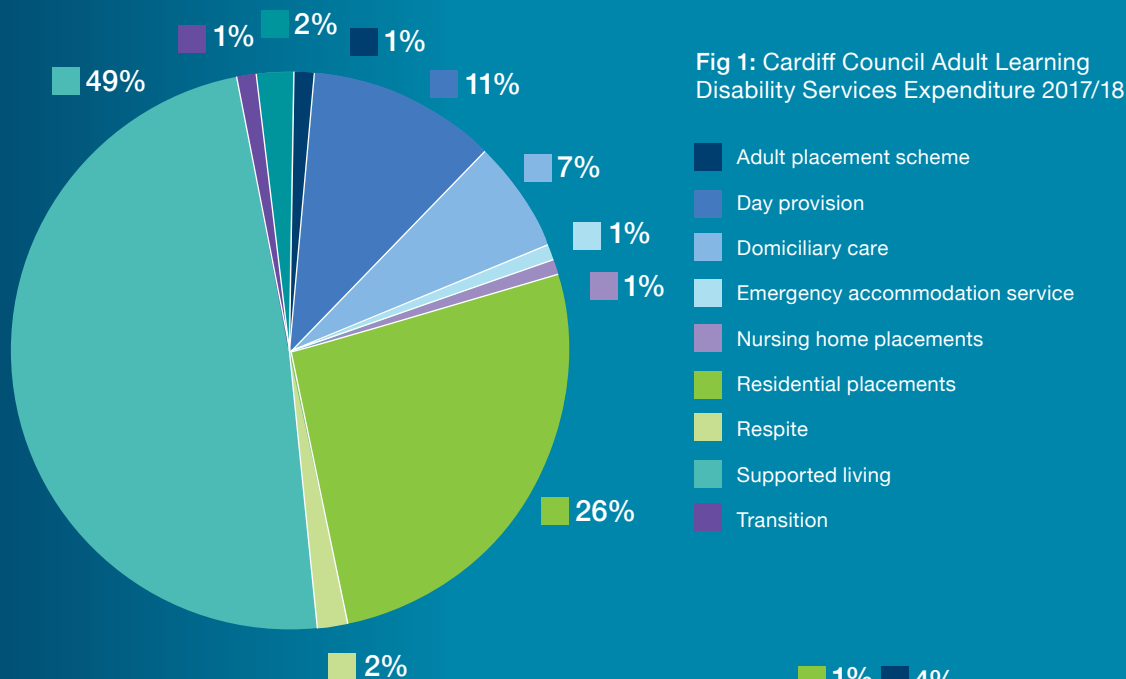
Organisation	Funded Services	Financial Year	Total Amount	Average Spend <small>per person</small>
<b>Cardiff and Vale University Health Board</b>	• Specialist Learning Disability Community Teams	2017/18	£2,295,114	£2,341.95
	• Inpatient assessment and treatment*	2017/18	£693,107	----
	• Specialist residential care (inpatient)*	2017/18	£1,644,994	----
	• Continuing Health Care funded placements	2017/18	£15,805,520	----
<b>Cardiff Council</b>	• Adult social services	2017/18	£36,231,444	£30,646.00
<b>Vale of Glamorgan Council</b>	• Adult social services		£11,918,152	£26,603.00

\* This figure is not confirmed due to budgets currently being allocated across Health Board areas

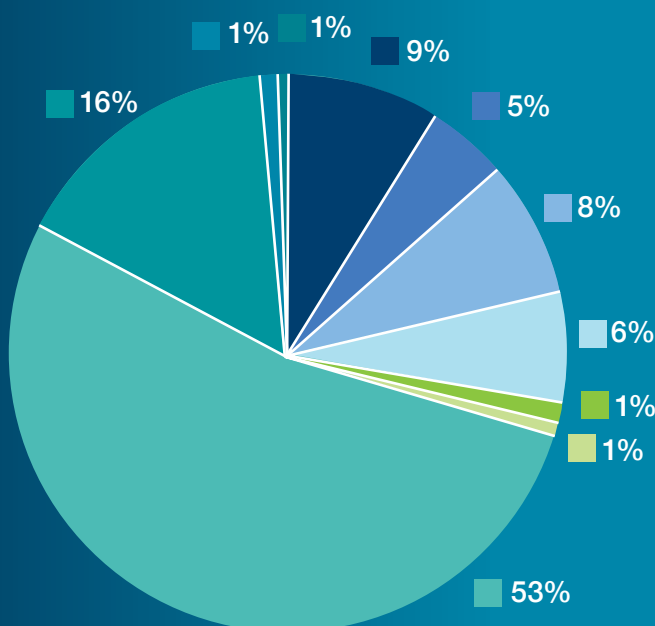
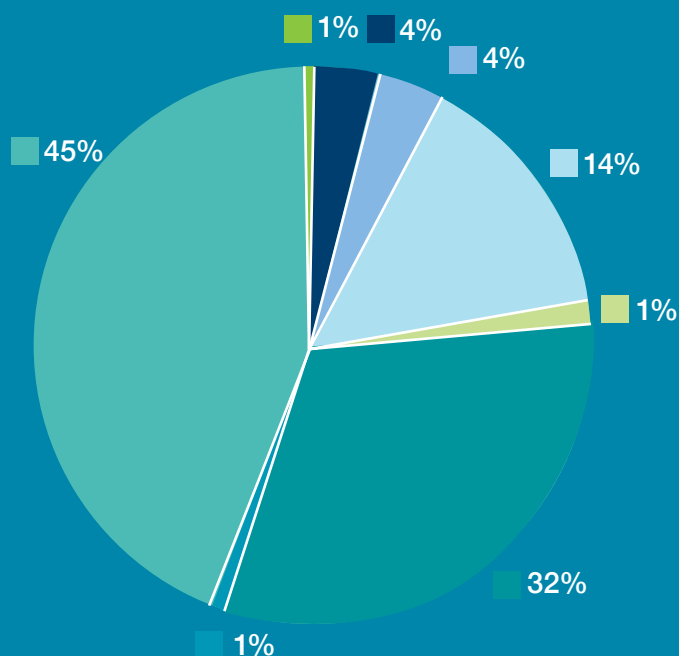
Further breakdowns of how this money was spent on commissioned services within each of the organisations can be seen in **Figures 1 to 3**

With less money to meet demographic pressures it is clear that we have to do things differently. Over the next five years we will have to be more innovative and creative about how we commission services, utilising the skills and knowledge of people with a learning disability, their carers, the 3rd and private sector.





**Fig 2: Vale of Glamorgan Council Adult Learning Disability Services Expenditure 2017/18**



**Fig 3: Cardiff and Vale University Health Board Adult Learning Disability CHC Expenditure 2016/17**



# 7 Quality and Performance Monitoring

Having identified the financial challenges across the region for health and social care, it is important that we continue to strive for the highest quality of service provision for people in the most cost effective way: ensuring commissioning contracts are clear in regards to what and how services are to be provided. Over the next five years we want to work with people receiving services and their carers, to ensure that they are being provided with good quality services that support them to achieve their outcomes.

We will put in place quality assurance measures in line with Health and Care Standards (2015), and the Social Service and Well-being (Wales) Act 2014.







# 8 Key Messages

**There are a number of factors that will inform our strategic direction:**

## Demography

The number of people with a learning disability is increasing. People with a learning disability are living longer and we are expecting to see an increase in the number of adults with profound and multiple needs transitioning from children's into adult services over forthcoming years.

## What people have told us

People identified clearly what their priorities are and have told us that they wish to be involved in choosing their services and support. We have used what they have told us in setting our priorities for learning disability services in Cardiff and the Vale.

## Financial resources

The financial climate facing the public sector is difficult and unlikely to improve in the foreseeable future. In all of our commissioning arrangements, value for money, quality and sustainability will be taken into account.

## Service provision

Currently many Cardiff and Vale residents live in provision which is out of county and a long way from family and friends. To enable those placed away from home to return where appropriate and to offer people improved local options when considering where to live, requires all three organisations to improve their infrastructure to support people to live locally. There is also a need to modernise our NHS service model to prevent lengthy stays in a hospital setting.

# 9

## Implementation

# How we will deliver our strategy?

To achieve our vision and provide services based on what matters to people, we will work together with all of our stakeholders to develop detailed action plans for each of our priority areas. The plans will include actions to improve support throughout people's lives. To achieve our vision, we need to co-produce services with people with learning disabilities and their carers, and also work closely with staff in the NHS and local authorities, to make sure that reasonable adjustments are made for people with a learning disability to access general public services.

Our action plans will be jointly implemented, and our progress will be monitored through our joint learning disabilities partnership structures. The Learning Disabilities Partnership Group will act as our expert reference group in the development and implementation of our action plans.

We will strive to ensure to ensure the highest quality of provision for the best value for money to ensure choice within our allocated resources.

# 10 Our Priorities - Promoting Independence & Improving Lives

**Our commissioning priorities for the next 5 years are based on what people have told us matters to them.**

## Health and Feeling Good:

People have told us that they want to be able to socialise with their friends and have fun. They have also told us they want a range of support from befriending and peer support through to support with meeting complex health care needs.



### The change we want to see:

- More people with learning disabilities accessing an annual health check
- Health inequalities reduced.
- People with a learning disability engaging more in positive lifestyle behaviours such as healthy eating and mental wellbeing interventions.
- More people with a learning disability accessing leisure, social and cultural opportunities in their communities.
- More people with learning disabilities supported to make and maintain friendships.

### This is what we are doing now:

- We support people to access health appointments when they cannot get there without assistance.
- We fund and support people to access social and friendship groups provided by the third sector and we encourage people to form their own groups.
- We support people to have shared support with their friends where appropriate.
- ABMU Health Board facilitates specialist relationship groups for those who require support.

### This is what we will do:

- Develop more varied social groups to encourage friendships and peer support; 'Gig Buddies' for example. Develop the use of Direct Payments to enable shared and group support. *(Projected forecast 2019-2021)*
- Recruit a Learning Disability Liaison Nurse to work with staff on the wards in the University Hospital of Wales to ensure they are able to care for people with a learning disability appropriately through making "reasonable adjustments". The liaison nurse will also ensure that adequate systems are in place to communicate with people/parents/carers and providers. *(Projected forecast 2019)*
- Work in collaboration to embed "social prescribing" throughout our NHS system-learning from the experience of our local authorities. Social prescribing will mean that we will sign post people with a learning disability to a range of non-clinical wellbeing support, enabling them to access leisure, sport and culture opportunities. *(Projected forecast 2019-2021)*
- Improve the uptake and quality of the annual health checks and health related screening offered to people with a learning disability by their GP. *(Projected forecast 2019-2021)*





## Information – Accessible and easy to understand:

People have said they want to know what services are available and that they want to be involved in making choices about the opportunities available to them. They can only do this if information is easy to access and available to them in a format they can understand.



### The change we want to see

- More people with learning disabilities and their families/carers have access to good, consistent and accessible information about services and opportunities available to them.

### This is what we are doing now:

- Developing a resource of accessible leaflets and letters for all community staff to use with the people they are working with to aid understanding.
- Cardiff and the Vale councils have purchased Dewis Cymru, a web-based resource, to provide information that can help people think about what matters to them and learn about local facilities and services.
- Support Planners are able to assist individuals to learn about, and try, local opportunities when developing a care package.

### This is what we will do:

- Work with our Speech and Language Therapists to produce information that is as accessible as possible. (*Projected forecast 2019/20*)
- Work with Dewis Cymru to develop the website to include accessible information and encourage and promote its use. (*Projected forecast 2020/24*)
- Work with our partners to use social media and technology to assist with information sharing. (*Projected forecast 2019/2024*)
- To use our colleagues in the Learning Disability Partnership Group to be 'critical friends'. (*Projected forecast 2019-2024*)

## Choice and Control – Consultation and Inclusion

People have told us they want to be listened to, communicated with, kept informed, have real choices and be involved in decisions about their care and support. People have told us that at times when they need help to make decision they would like an advocate to be available and not have to wait.



### The change we want to see

- People with a learning disability who require a care and support plan, will always be involved in its development and will have their outcomes clearly articulated.
- More people with learning disabilities will have access to advocacy support.
- More carers/parents of people with a learning disability will have access to support when they need it.
- More people with a learning disability and carers of people with a learning disability, will be involved in commissioning activities, and in making decisions which shape services.
- More people with a learning disability will be using direct payments.

### **This is what we are doing now:**

- Supporting staff to complete outcome focused assessments with individuals and their families or important others.
- Support Planner service works with individuals to understand wishes and choices when developing care packages.
- Provision of the Advocacy Gateway to enable people to receive the most appropriate form of advocacy support and advice to meet their need.
- Person centred support plans in place in all internal and commissioned services
- Promotion of use of direct payments.
- Extension of 'Your Choice' domiciliary care project within the Vale to people with a learning disability.
- Dedicated carers officers to support parents/carers of people with a learning disability.

### **This is what we will do:**

- Talk to people using services more. *(Projected forecast 2019-2024)*
- Talk to carers more. *(Projected forecast 2019-2024)*
- Continue to develop outcome focussed /strength based practice amongst all staff and stakeholders. *(Projected forecast 2019-2024)*
- Include people receiving services in contract monitoring and review meetings. *(Projected forecast 2019-2024)*
- Continue to promote the use of direct payments looking to more creative use of this to enable a Personal Assistant to support friendship groups/social groups. *(Projected forecast 2019-2024)*
- Continue to work with partner agencies to develop use of assistive technology. *(Projected forecast 2019-2024)*

## **The Right Support at the Right Time**

The need to have information, advice and if necessary, assistance at the time it is required to prevent the need for more support later on.

Carers have said that at times of crisis they require access to support immediately as well as access to regular respite opportunities.



### **The change we want to see**

- Fewer people will fall between the gaps in services.
- Fewer people will be admitted to specialist learning disability hospital assessment beds, and when they do, they will be discharged earlier.
- More carers will be able to access specialist learning disabilities support and advice when they need it.

### **This is what we are doing now:**

- Specialist social work teams (Emergency Duty Team) are in place to respond to urgent need 24 hours a day.
- We support people to access a range of respite services.
- Increased use of Adult Placement respite and complex needs respite in the Vale
- Cardiff Council is reviewing its respite services.
- Local Third Sector organisations such as People First offer a range of self-advocacy and peer support groups.



- Reviewing our specialist NHS service model to ensure that intensive support is available in the community at times of crisis to prevent people being admitted to hospital, and to ensure that people are able to be discharged from hospital with the right support, as soon as they are ready

#### **This is what we will do:**

- Development of further social groups to encourage friendships and peer support. *(Projected forecast 2019-2021)*
- Encourage peer support amongst carers facing similar concerns. *(Projected forecast 2019-2021)*
- Include people receiving services in contract monitoring and review meetings. *(Projected forecast 2019-2021)*
- Begin implementing our plans to modernise our specialist NHS Learning Disabilities service provision, to ensure that the right support and treatment is available, at the time people need it. *(Projected forecast 2019-2024)*
- We will focus on strengthening our community services to better assist people in times of crisis, prevent unnecessary hospital admission, and work to support people to remain in their own homes. *(Projected forecast 2019-2024)*
- We will work with, and support our residential and nursing home providers across the region to ensure that their staff have the right skills and knowledge to be able to better care for people with a learning disability who also have a mental health diagnosis, including dementia. *(Projected forecast 2019-2024)*

## Work, Volunteering & Day Opportunities

People have told us they want a variety of different opportunities available to them and to have choice and flexibility. Families and carers have told us that having a building base where people with a learning disability can go during the day is important for some people; particularly those with high levels of health and care needs. People have told us that it is difficult to know where to look for available opportunities.

People have commented on how positive volunteering has been for their confidence and independence and how they would like more opportunities to volunteer in a range of different areas. In addition, people have said they want more assistance in getting 'work ready' and more opportunities for paid employment.



#### **The change we want to see:**

- More people with a learning disability, including those with more profound disabilities, will be involved in their local community.
- More people with learning disabilities will be in voluntary and paid work.
- There will be more choice of meaningful activities available to people with a learning disability.

#### **This is what we are doing now:**

- We have developed day services for people with complex needs and we also commission other building based opportunities.
- Cardiff Council has expanded its complex needs day services to meet local need. The service has also been refurbished to improve facilities and enhance the environment for people using it.

- Vale of Glamorgan Council continue to meet the needs of people with a learning disability and complex physical health problems in their day service provision.
- Cardiff Council introduced a Support Planning service in 2016 which has also been introduced in the Vale of Glamorgan. This service provides people with increased support to identify what they want to do in terms of vocational and leisure activities and has resulted in a greater uptake of mainstream services. We have worked to develop a wide range of voluntary opportunities and encourage people to join local community groups.
- Development of DEWIS Cymru.

#### **This is what we will do:**

- Further develop the support planner role in the Vale of Glamorgan. *(Projected forecast 2019-2021)*
- Further develop complex need provision across Cardiff and the Vale with a specific emphasis on the transition age group. *(Projected forecast 2019-2024)*
- Work with Third Sector organisations to increase the opportunities available to people for day opportunities, voluntary and paid work. *(Projected forecast 2019-2024)*
- Develop greater links with supported employment agencies to ensure opportunities for paid employment are available to people with a learning disability. *(Projected forecast 2019-2021)*
- Ensure our contracts for day opportunities are focused on improving outcomes for people using the service and are flexible to allow for creativity and innovation. We will assist people to find out about local community groups and activities available in their areas, and support them to get involved. *(Projected forecast 2019-2021)*
- Work with our third sector partners to facilitate friendships and relationships for people with learning disabilities and promote positive risk taking. *(Projected forecast 2019-2021)*

## The Transition from Child to Adult Services

People have told us that the transition from children's to adult services in health, social care and education is not working. People feel fearful and scared about the future and they don't feel supported by services. Where transition from children to adult services has worked well, we don't appear to be sharing this good practice to ensure this happens consistently. People feel that discussions about their future should start earlier in schools and youth clubs and that they should be fully involved in these.



#### **The change we want to see:**

- A regional Transition Protocol
  - Young people and their carers feel involved and supported through the transition process.
  - Identified transition keyworkers.
  - Education, health and social services working together with the young person to produce clear individual outcome focused plans.

#### **This is what we are doing now:**

- Increasing dedicated transition social work posts.
- Increasing Support Planners to enable support to those transitioning from children to adult services.
- Developing a joint transition protocol across the region.
- Working with education colleagues to plan for the introduction of the Additional Learning Needs and Education Tribunal legislation in 2020.
- Working to develop improved local options for young people leaving school.



**This is what we will do:**

- Continue to listen and learn from what worked what didn't work and using forums such as the Learning Disability Partnership Group / Parents Federation and Cardiff and Vale People First to assist. *(Projected forecast 2019-2024)*
- Improve the information available to young people and their families regarding what to expect from the transition process and local opportunities. *(Projected forecast 2020-2021)*
- Launch the Regional Transition Protocol. *(Projected forecast 2019-2020)*
- Aim to be in contact with all known individuals undergoing transition at age 16. *(Projected forecast 2019-2024)*
- Develop improved data collection methods to plan for young people earlier. *(Projected forecast 2019-2021)*
- Commission Training on the implications of the Additional Learning Needs Act. *(Projected forecast 2019-2020)*
- Develop complex needs day provision specifically for young people coming through transition. *(Projected forecast 2020-2023)*

**Having my own home:**

People have told us that they want to be supported to live as independently as possible and to be able to live near friends and family.

**The change we want to see:**

- Fewer people will be in out of area residential care homes.
- Fewer people will be placed in long term hospital beds.
- More people with a learning disability will have choice and control over where they live and how they are supported.
- More people with learning disabilities will use technology safely to help them live as independently as possible.

**This is what we are doing now:**

- Working with housing departments and housing providers to scope out future demand and need.
- Preparing for the re-tender of supported accommodation in Cardiff and in the Vale.
- Exploring more core and cluster accommodation.
- Expanding the Adult Placement Service within Cardiff and the Vale.
- Developing new accommodation and working to close houses that are no longer fit for purpose.

**This is what we will do:**

- Further develop the Adult Placement Service to promote friends living together. *(Projected forecast 2019-2024)*
- Expand the Adult Placement Service within Cardiff and the Vale. *(Projected forecast 2020-2024)*
- Work together to develop accommodation and support that will enable people who are living out of county or in long term hospital beds to return to their own communities where appropriate. *(Projected forecast 2019-2024)*
- Enable people to have their own tenancy wherever possible when they move away from their families. *(Projected forecast 2019-2024)*

- Encourage and promote the use of new technologies to help people to live as independently as possible. *(Projected forecast 2019-2024)*
- Development/reconfiguration of community step-down facilities to enable move-on for people in NHS and independent hospital beds and to prevent young people being placed out of county. *(Projected forecast 2019-2024)*

## Collaboration and Co-Production

People have said professionals need to work together and that all professionals need to work collaboratively with the people they support. Professionals need to take a strengths based approach, using people's personal knowledge of what they can do and the strengths they have in order to achieve their own goals.



### The change we want to see

- More care and support plans will be outcome focused, based on an individual's strengths and abilities and co-produced with the person.
- More people with a learning disability are fully involved in developing their care or support plans.
- A reduction in the number of people who have multiple care and support plans- people will have one plan, wherever possible.
- More care and support plans will include goals that have been identified by the individual.

### This is what we are doing now:

- Rolling out the 'Your Choice' policy in the Vale of Glamorgan
- Using the Learning Disability Partnership Group as the vehicle for information sharing to a range of other agencies, people using services and carers.
- Promoting a change in culture across both councils to ensure we understand people's strengths and networks and focus on people's identified outcomes.
- We listen to the views of citizens via surveys, compliments and complaints letters.

### This is what we will do:

- Cardiff and Vale Councils will introduce strengths based practice training for staff. *(Projected forecast 2019-2022)*
- Talk to people and talk more often. *(Projected forecast 2019-2024)*
- Keep people informed in a more consistent way through better use of the Learning Disability Partnership Group. *(Projected forecast 2019-2024)*
- Use the Learning Disability Partnership Group more pro-actively for discussion and debate about current and future needs. *(Projected forecast 2019-2020)*
- Use the Learning Disability Partnership group as the forum for the development and on-going monitoring of the implementation plans for the eight priority areas. *(Projected forecast 2019- 2024)*
- Expansion of 'Your Choice' for people with learning disabilities in the Vale. *(Projected forecast 2019-2021)*
- Explore the potential to integrate health and social care management structure. *(Projected forecast 2023-2024)*
- Co-locate our NHS and Social Service Learning Disability Team in Cardiff. *(Projected forecast 2019-2021)*



# 11

## Next Steps

Our next task is to produce detailed action plans for the future based on the eight key priorities identified. The Learning Disability Partnership Group will develop and monitor the plans.

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### How will we know when we have achieved our priorities?

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Each action plan will be reported on at the regular Learning Disability Partnership Group meetings to monitor progress. Each year we will consult with people with learning disabilities to discuss whether we have achieved our aims. Ultimately we will know we have achieved our priorities when people tell us that the quality of their lives has improved.

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# Appendices

## Appendix 1: Links to Relevant Legislation, Guidance Documents and Regional Plans Reviewed

- Welsh Government (2007) Statement of Policy and Practices for Adults with a Learning Disability  
<https://gweddiill.gov.wales/topics/health/publications/socialcare/guidance1/disability/?lang=en>
- Carers Strategies (Wales) Measure 2010  
<https://gweddiill.gov.wales/topics/health/publications/socialcare/guidance1/carers/?lang=en>
- Equality Act 2010  
<https://www.gov.uk/guidance/equality-act-2010-guidance>
- NHS Wales (2011) All Wales Prioritisation Framework  
[http://www2.nphs.wales.nhs.uk:8080/HealthTopicLeads.nsf/85c50756737f79ac80256f2700534ea3/c997185d64441b3980257bb80049f48d/\\$FILE/Prioritisation%20Framework\\_Final%2021-12-11.pdf](http://www2.nphs.wales.nhs.uk:8080/HealthTopicLeads.nsf/85c50756737f79ac80256f2700534ea3/c997185d64441b3980257bb80049f48d/$FILE/Prioritisation%20Framework_Final%2021-12-11.pdf)
- The Scottish Government (2012) Strengthening the Commitment: The Report of the UK Modernising Learning Disabilities Nursing Review  
<https://www2.gov.scot/Publications/2012/04/6465/downloads>
- Welsh Government (2012) More Than Just Words – Strategic Framework for the Welsh Language in Health, Social Services and Social Care  
<https://gweddiill.gov.wales/topics/health/publications/health/guidance/words/?lang=en>
- All Wales Challenging Behaviour Community of Practice (2013) Transforming Care in Wales for People with Learning Disability and Challenging Behaviour
- Public Health Wales (2014) Achieving Prudent Healthcare in Wales  
<http://www.1000livesplus.wales.nhs.uk/prudent-healthcare>
- Social Services Improvement Agency (2014) Transforming Learning Disabilities Services in Wales  
<https://socialcare.wales/research-and-data/research-on-care-finder/transforming-learning-disability-services-in-wales>
- The Social Services and Well-being (Wales) Act 2014  
<https://socialcare.wales/hub/sswbact>
- Well-being of Future Generations (Wales) Act 2015  
<http://futuregenerations.wales/about-us/future-generations-act/>
- Welsh Government (2015) Health and Care Standards  
[http://www.wales.nhs.uk/sitesplus/documents/1064/24729\\_Health%20Standards%20Framework\\_2015\\_E1.pdf](http://www.wales.nhs.uk/sitesplus/documents/1064/24729_Health%20Standards%20Framework_2015_E1.pdf)
- Nurse Staffing Act (Wales) Act 2016  
<https://www.legislation.gov.uk/anaw/2016/5/section/1>
- Regulation and Inspection of Social Care (Wales) Act 2016  
<http://www.legislation.gov.uk/anaw/2016/2/contents/enacted>
- Cardiff and Vale University Health Board (2017) Shaping Our Future Well-being 2017-2025  
<http://www.cardiffandvaleuhb.wales.nhs.uk/sitesplus/documents/1143/10%20-%20UHB%20Shaping%20Our%20Future%20Wellbeing%20Strategy%20Final.pdf>
- Public Health (Wales) Act 2017  
<http://www.legislation.gov.uk/anaw/2017/2/contents/enacted>
- Welsh Government (2017) Prosperity for All: The National Strategy  
<https://gov.wales/prosperity-all-national-strategy>
- Additional Learning Needs and Education Tribunal (Wales) Act 2018  
<http://www.legislation.gov.uk/anaw/2018/2/contents/enacted>
- Cardiff and Vale of Glamorgan Integrated Health and Social Care Partnership Area Plan for Care and Support Needs 2018-2023  
<http://www.cvihsoc.co.uk/about/what-we-do/cardiff-vale-glamorgan-area-plan/>
- Cardiff and Vale University Health Board (2017) Cardiff and Vale Integrated Medium Term Plan 2017/18  
<http://www.cardiffandvaleuhb.wales.nhs.uk/cav-imtp>
- A Healthier Wales: Our Plan for Health and Social Care (July 2018)  
<https://www.basw.co.uk/system/files/resources/180608healthier-wales-mainen.pdf>
- Cardiff and The Vale University Health Board (2015-2025) Shaping our Future Wellbeing Strategy  
[www.cardiffandvaleuhb.wales.nhs.uk/sfw-strategy-2015-2025](http://www.cardiffandvaleuhb.wales.nhs.uk/sfw-strategy-2015-2025)
- Cardiff Council (2018) Cardiff's Well-being Plan  
<https://www.cardiff.gov.uk/ENG/Your-Council/Strategies-plans-and-policies/Local-Wellbeing-Assessment/Draft-Local-Well-being-Plan/Pages/default.aspx>
- Vale of Glamorgan Council (2018) Vale of Glamorgan Public Services Board Well-being Plan 2018-2023: Our Vale – Our Future  
<https://www.valepsb.wales/en/Our-Plan.aspx>
- Welsh Government (2018) The Parliamentary Review of Health and Social Care in Wales  
<https://gov.wales/sites/default/files/publications/2017-07/170714-review-interim-report-en.pdf>
- Welsh Government (June 2018) Learning Disability Improving Lives Programme  
<http://allwalespeople1st.co.uk/wp-content/uploads/2018/06/Improving-Lives-Programme-Report-June-18.pdf>

Cardiff Council, Vale of Glamorgan Council and  
Cardiff and Vale University Health Board



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CYMRU  
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Bwrdd Iechyd Prifysgol  
Caerdydd a'r Fro  
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