Joint Commissioning Strategy
2014 - 2019

Adults with Learning Disabilities in Hertfordshire
Introduction


The strategy has been informed by the following:

- National and local policy
- Outcomes and outstanding areas of development from the current strategy 2010 – 2013 (what worked and what did not work)
- The Learning Disability Partnership Board and feedback from people, families and services

Who is the strategy for?

The strategy is for adults with learning disabilities and their families, and the services and support they use, to assist them to achieve the lives they want to lead.

The strategy covers social care services support for people with learning disabilities who meet Hertfordshire’s eligibility criteria; specialist and universal health services and preventative services that are available to all people with learning disabilities.

Social care and health services are provided by Hertfordshire County Council (HCC) and local NHS.

Making it happen

To ensure that services and providers are working towards and delivering services in the ways described in the strategy an action plan will be developed to identify what we need, who will do what and by when. This will be the implementation plan, that will be reviewed annually. There will also be a mid-way review of the strategy, during year three, to ensure that it is current and useful to continue shaping what is needed.

Hertfordshire’s Joint Commissioning Partnership

has the responsibility for this strategy. Making sure that providers and partner organisations plan, arrange and deliver their services in line with the Joint Commissioning Strategy for Adults with Learning Disabilities in Hertfordshire. The partnership comprises Hertfordshire County Council, Herts Valleys Clinical Commissioning Group and East and North Hertfordshire Clinical Commissioning Group.

The Market Position Statement is aimed at social care provider organisations to give them the direction for services in Hertfordshire, so they can develop and supply what people need and want.

Social Care services eligibility is determined by a Fair Access to Care Services assessment (FACS). Further details can be found at http://www.hertsdirect.org/your-council/hcc/healthcomservices/acs_policies/doqualify/
Population

Hertfordshire has a total population of just over 1.1 million people, with 784,440 resident adults (2011 Census). It is estimated that there are 20,600 adults with learning difficulties or learning disabilities, with almost 4,300 having moderate or severe learning disabilities.

For the 12 months April 2012 - March 2013 there were 3,061 adults with learning disabilities receiving social care services from Hertfordshire County Council, 3559 people identified as having learning disabilities on GP registers and 1,434 people receiving specialist health services provided by Hertfordshire Partnership University NHS Foundation Trust.

Estimates and national policy suggest that there is an increasing population of:

- People with profound and multiple learning disabilities
- Older people with learning disabilities
- People with learning disabilities and autistic spectrum disorders

Needs and demands versus resources

There is a need for HCC Health and Community Services and Hertfordshire Partnership University NHS Foundation Trust to continuously monitor and prioritise needs and ensure budgets are proactively managed and utilised effectively.

Demography

The Joint Strategic Needs Assessment profile for Learning Disabilities is a locally developed tool that assists commissioners to predict future service needs from prevalence data. Information collated is from national and local data covering both children and adults. For further details go to:

http://atlas.hertslis.org/IAS/hwb/priorities/learningdis.html

Improving Health and Lives (IHaL, learning disabilities observatory) national and local health profiles informs local prevalence information and gives health and social care comparators with all local authority areas in England.

http://www.improvinghealthandlives.org.uk/profiles/

Market Position Statement for Learning Disabilities will give further information on learning disability population projections and current state of demand.
National and local context

National policy direction affects what happens locally in Hertfordshire. There have been major changes in 2013 to the commissioning structures of the NHS and the Government has expressed its desire to transform the delivery of adult social care. National economic policy requires plans for support to be seen in context of reductions and effective use of public money.

Recent scandals and failings in health and social care services have driven improvement programmes of services, both specialist and universal, for people with learning disabilities such as Transforming Care: a national response to Winterbourne View hospital (2012) and the Confidential Inquiry into Premature Deaths of People with Learning Disabilities (CIPOLD 2013). At the heart of all these policy and transformation programmes is personalisation.

**Personalisation** is ‘The process by which state provided services are adapted to suit the needs and preferences of the service user’ (NCVO, 2013).

Personalisation is the overarching principle of the Joint Commissioning Strategy. Key areas are:

- Choice and control – adapting what we do to suit people, by working with people and their families as partners
- Living in the community as a full citizen – with local support, leading to a meaningful and safe life
- Better health – supporting people to be healthy as possible
- A capable workforce – working in partnership with providers to employ and develop the right people in their workforce

Everyone’s needs and aspirations are different and the ways to achieve this will be included in the implementation plan.

There is an important link to the role and work of the Learning Disability Partnership Board in improving the lives of people with learning disabilities in Hertfordshire and their work plan 2014 – 2019.
Personalisation

Key strategy principle: Choice and control

This means people with learning disabilities and their families are involved and in control of decisions made about their lives; maximising choice within the resources available. Working with providers to ensure a strong commitment to providing services in a person centred way; finding creative and flexible solutions to get the best outcomes for people.

What this looks like:

- Having good information about what I am entitled to and knowing what my options are for meeting my needs
- Co-production – involving service users, their families, carers in the design and delivery of their support and services
- Good advocacy and self advocacy
- Having a personal budget and more people having their personal budget as a direct payment

The Joint Commissioning Partnership expectations are:

- Service users have clear financial information

   This means that people have clear information about what they are buying, what they get for the money e.g. support hours and that it is best value for the person and the local authority or health funder (personal health budgets)

- Person-centred practice is integral to all roles in services, providers and practitioners:
  - Working with individuals, their families/carers
  - Open and honest conversations
  - Continual listening with commitment to actions
  - Accurate and respectful recording
- There are clear outcomes for people and these can be evidenced

What you told us:

‘It’s really important that I know that I’m being heard’

‘I want to understand what personalisation means to me and my family’

‘How do I get a personal budget?’

‘Who can help me with person centred planning?’

Making it happen:

- Brokerage
- Personal Budgets:
  - Direct Payments
  - Personal Health Budgets
- Outcome based contract monitoring
- People and families are involved in service monitoring as experts by experience
- Better use of the eMarketplace
- Clear financial information
- Good advocacy services
- Applying person-centred planning approaches in all services and roles
Key strategy principle: Living in the community as a full citizen

To lead a purposeful life and be a valued member of the community in a meaningful way; to live in the community with access to housing, employment, leisure, training, learning, friendships and relationships.

What this looks like:

- Living in local communities in Hertfordshire
- Having support to build skills to live as independently as possible
- Support to move through the different transitions in life
- Knowing your rights and responsibilities and being supported appropriately
- Leading a purposeful life that makes sense to you

The Joint Commissioning Partnership expectations are:

- That there is a range of housing and support and personalised short break services available.
- With choice of day, evening and weekend opportunities and support and accessible information about services for people with learning disabilities and their families.
- People living in restricted environments (locked places, or places without tenancy rights) are continually reviewed with move on plans to community settings in Hertfordshire, with support that is right for them.
- That we commission safe services and take prompt action as required where there are concerns
- That there is meaningful progression in people’s lives, support for skill building with individual expectations raised and aims identified and met; with good transitions through life.
- Innovative thinking with and for people who have complex needs.
- A workforce that promotes and supports a balanced approach to risk taking and safeguarding and combating hate crime.
What we know about health inequalities for people with learning disabilities:

- They often have poorer health than the general population
- Die younger
- Have difficulty in accessing health checks
- Ill-health can go unnoticed and therefore untreated
- They are more likely to have problems managing existing health conditions
- There are disablist attitudes amongst some health service staff

For more information:

Health Inequalities & People with Learning Disabilities in the UK: 2012


Making it happen:

- Implement recommendations from CIPOLD and Mencap Charter for CCGs
- Audit, monitoring and support for improved use of the Purple Folder, Annual Health Checks and Health Action Plans
- Create an health partnership review group
- Implement the Health Equality Framework
- Apply learning from Joint Health and Social Care Self Assessment Framework

Key strategy principle: Better health

This is about people with learning disabilities getting the healthcare, support and information they need to live healthy lives.

What this looks like:

- Improved life expectancy
- Reasonable adjustments routinely made as required for individuals by all health services
- Good management of existing health conditions
- High uptake by, and support for, people with learning disabilities to receive quality health checks
- Social care workforce who understand and robustly support the health needs of people with learning disabilities
- High quality, evidence based specialist health services

The Joint Commissioning Partnership expectations are:

- That social care contracts are changed to include clauses on supporting health needs
- All partners, health and social care, sign up to the Joint Strategic Plan for Challenging Behaviour and associated pathway
- That there will be an increase in uptake of Annual Health Checks, with good health action plans and appropriate follow up
- All health services embrace and act on the recommendations of CIPOLD (2013) and the Mencap Charter for Clinical Commissioning Groups (2013)
- Health services, public and private, embrace the Purple Strategy and sign up to the Purple Promise
- Health and social care partners and providers contribute to the annual Joint Health and Social Care Assessment Framework and take on actions from the improvement plan
- Improved awareness, by the health workforce, of individual communication needs and reasonable adjustments required
A national perspective – when the workforce fails in its duties and responsibilities

Recent failings at Winterbourne View and Mid Staffs NHS Foundation Trust highlight the disastrous consequences of bad and illegal workforce practices and organisational failings for vulnerable people.

For further information:

Winterbourne View

Francis Report
http://www.midstaffspublicinquiry.com/

Making it happen:

- Involving people with learning disabilities and family carers in staff selection, training and development, performance monitoring …
- Workforce skills audit
- Tailoring training in Hertfordshire in response to the skills audit
- Support for employers to remodel their workforce
- Improved joint working and partnership

Key strategy principle – A capable workforce

This is about employing the right people with skills, knowledge (or ability to develop them) attitudes and behaviours, who are well supported in their practice. This applies across all providers and includes Personal Assistants.

What this looks like:

- A work force that is adaptable and flexible, multi-skilled and confident in their role
- Respects dignity, choice and control and is compassionate
- Enabling people with learning disabilities to live their lives around their aspirations and aims
- Services are designed and resourced around people not service led

The Joint Commissioning Partnerships expectations are:

- The workforce is signed up to this strategy
- Employers will ensure that their workforce has the right attitudes and behaviours
- Person specific learning and development needs are identified and are not limited to mandatory training
- Commissioners and contract managers will robustly monitor performance management and development processes and support in provider services
- People with learning disabilities and their families are always involved in the recruitment of staff and trained and well supported to do this
- People with learning disabilities and their families are active in learning and training of the workforce in health, social care and community services
- There is a skilled and confident workforce to work with people with the most complex needs and people whose behaviour challenges