
To: Renfrewshire Integration Joint Board

On: 20 September 2019

Report by: Chief Officer

Heading: Review of Learning Disability Day and Respite Services Action Plan

1. Introduction

- 1.1 In June 2018, the IJB agreed that to commence a review of our Learning Disability Services. This review has been taken forward as part of the Renfrewshire Health and Social Care Partnership (HSCP) Change and Improvement Programme.
- 1.2 Paradigm were commissioned in August 2018 to support the review. The purpose of the review was to assess all aspects of Renfrewshire's Learning Disability Day and Respite Services to ensure they are modern, flexible, outcome focused, financially efficient and 'fit for the future'.
- 1.3 Members of the IJB were updated at the March 2019 IJB on the progress with the review and the planned next steps.
- 1.4 It was agreed at the March IJB that consultation with people who use our services, families and carers and staff would continue to help us to develop an Action Plan.
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2. Recommendations

It is recommended that the IJB:

- Agree the content of the Action Plan;
 - Note the HSCP's progress in strengthening communication and engagement with families and carers; and
 - Note next steps and the HSCP's commitment to continue to work together with families and carers.
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3. Summary

- 3.1 In August 2018 Renfrewshire HSCP commissioned Paradigm to support the review of our Learning Disability Day and Respite Services.
- 3.2 Over the course of the review, Paradigm engaged with over 300 people and undertook research to support recommendations across 4 broad themes. These include:
- Strategic Direction and Relationships
 - Day Opportunities
 - Respite and Short Breaks
 - People and Processes

4. Consultation

4.1 The initial consultation launch took place on Thursday 21 February 2019 at an extended Learning Disability Planning Group Meeting. Prior to the review getting underway, the HSCP had agreed that Paradigm would present the review findings and recommendations to the Learning Disability Planning Group before wider consultation. This initial consultation was attended by over 50 people, including families and carers, people with a learning disability, support staff and management, together with the IJB Chair and Vice Chair. All attendees had contributed to the review in some way and they were invited to the session on 21 February 2019 via their membership of two key groups:

- Learning Disability Planning Group
- Review Reference Group

4.2 The HSCP have been consistent and clear through the review process that we were committed to meaningful engagement with key stakeholders on the review findings and recommendations.

Type	Summary	Reach
Launch - Feb 19	Paradigm presented report and recommendations to extended LD Planning Group and Review Reference Group IJB Chair & Vice Chair attended	50 people
Families & Carers – Mar and April 19	Head of Service, Service Manager and Operational Manager presented to Families & Carers who self-nominated to attend	3 events 62 people
Core Staff Teams – Mar and April 19	Head of Service, Service Manager and Operational Manager presented to core staff teams	3 events 72 staff
Service Users – May 19	Operational Manager & Participation Officer presented to people with a learning disability and staff	1 event 45 people who use our services
6-week consultation	Report on HSCP website for consultation Printed copies left at key locations and available upon request	Accessed over 400 times 2 formal responses
Action Plan consultation – Aug 19	Head of Service, Service Manager and Operational Manager presented draft Action Plan to extended LD Planning Group to agree priority actions based on Paradigm's recommendations	42 people

4.3 One of Paradigm's recommendations was for a Learning Disability Strategy to be developed for Renfrewshire. There were mixed views expressed about this as many felt that there were enough strategies and a Plan of Action was preferred. Since the Spring we have therefore been working to establish an Action Plan.

- 4.4 Through the consultation, there was broad agreement with the recommendations of the Paradigm Report and it was agreed that the HSCP would build on these to establish proposed actions and further consult on these.
- 4.5 Families, carers and staff felt strongly that the Paradigm Review did not highlight the range of activities and developments that are delivered routinely within our services and were keen to address this gap. Attached, at Appendix 1, is a range of service practice highlights for information.

5. Action Plan

- 5.1 Appendix 2 contains the action statements developed through consultation with people with a learning disability, their families and carers, our staff, senior management team and stakeholders from across Renfrewshire.
- 5.2 All recommendations of the Paradigm Review have been considered and discussed. Those shown with a 'ladybird' (*) are HSCP priority action areas. The action statements have been considered and agreed by the extended Learning Disability Planning Group at the consultation session on 7 August 2019.

* Ladybird symbol shown below highlights priority areas of focus and action statement



A = Action

R = Recommendation

6. Next Steps

- 6.1 One of our priorities is to ensure we have the best network of communication and meetings to provide opportunity for the diverse range of views to be captured.
- 6.2 The Learning Disability Planning Group will meet to agree the structure, membership and frequency of future meetings to ensure they are fully inclusive.
- 6.3 The Action Plan will become our LD Planning Group Work Plan and future progress updates to the IJB will be provided as part of our regular IJB Change & Improvement reports.

7. Conclusion

- 7.1 Although the review was initially met with an understandable anxiety and suspicion from some families and carers, we have continued to work in a positive and proactive way to engage service users, families and carers in this work; the involvement of Paradigm has undoubtedly helped in ensuring the review was seen as independently informed and assured. Paradigm engaged with over 300 people over the course of the review.
- 7.2 The HSCP led consultation and engagement over the last six months has been significant, working hard to ensure that the people who use our services could contribute in a range of ways. Through this work, we have gained a greater insight into the needs of the people we support, their aspirations and wishes for the future.
- 7.3 Listening to our staff has also been a central feature of this consultation. Their views have been fully reflected in the Action Plan.

- 7.4 Throughout work, it has been a real positive that families and carers have been keen to express the confidence they have in our staff. They have highlighted the commitment staff have and the kindness and compassion they show in supporting the people who use our services. This has been a recurring feature throughout this process.
- 7.5 Although challenging at times, this review has provided a platform for meaningful and sustained engagement and communication between the HSCP, staff, service users, families and carers and we believe we have made real improvement
- 7.6 The HSCP will move forward on a positive footing, working closely with families, carers and staff to ensure that people with a learning disability can live their best life in Renfrewshire.
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Implications of the Report

1. **Financial** – None. There are no financial savings associated with the Review.
 2. **HR & Organisational Development** – None.
 3. **Community Planning** – None
 4. **Legal** – None
 5. **Property/Assets** – None
 6. **Information Technology** – None
 7. **Equality & Human Rights** – None. On conclusion of consultation, RHSCP will put forward proposals in response to Paradigms recommendations these proposals will be subject to EQIA screening.
 8. **Health & Safety** – None.
 9. **Procurement** – None
 10. **Risk** – None
 11. **Privacy Impact** – N/A
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List of Background Papers – None.

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Good Practice Highlights

Community Networks supports people to undertake voluntary work on a group basis as part of their programme.

8 service users, supported by 2 members of staff, do voluntary conservation work for 3- 4 hours each Thursday. They work with a range of local and national conservation agencies such as RSPB, Glennifer Rangers, Whitelees Wind Farm, Marine Conservation Society, Sustran. The group carries out maintenance and development work in green spaces for the benefit of the wider community and takes part in national initiatives such as beach clean surveys which inform reports conservation agencies.



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Good Practice Highlights

Day Opportunities

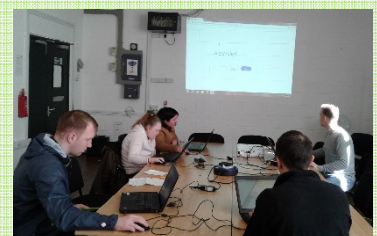
Flexicare support young people from age 14 upwards. Transitioning to adult services can be an uncertain time for young people with autism. One approach taken by Flexicare to ease the transition, is to make sure that the young people work with a volunteer who knows them well.

The volunteer will have built a good relationship with the young people and can identify their needs and support them in taking part in new, age appropriate, social activities in the community. The volunteer will help them to manage their finances in relation to outings, help to guide them on social boundaries and behaviours when accessing community activities and ultimately, help them to form friendships and to benefit from peer support.

Gateway supports people with a diagnosis of autism, learning disability and complex needs. They encourage and support people to access wider community groups and activities in a way that takes account of their individual needs. Some popular activities include an additional needs karate class, online safety workshops, visits to the local race track who open their doors early for them, going to the cinema on a sunny day when its quieter, and a hillwalking group.

The unpredictability of community settings can be a major challenge. Over-stimulation, noise, difference in routine and general confusion are just some of the daily challenges faced

To prepare for unpredictable situations planning ahead is essential. Starting the day with meditation can help people to feel calm. On a daily basis staff carry out risk checks to determine the appropriateness of the planned outing and to determine if a building-based activity is better option. The people at Gateway face a plethora of issues that affect their ability to cope, and these can change on an hourly /daily basis, however, working together barriers are broken down enabling individuals to be active participants within their local communities

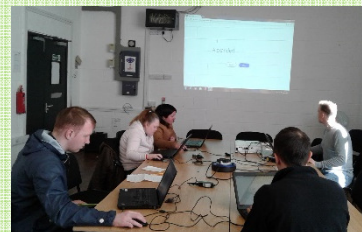


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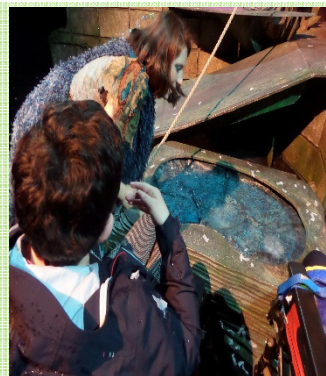
Good Practice Highlights

Day Opportunities

Community Networks works with community partners such as I Am Me, Keep Safe, Common Knowledge UK (CKUK) who deliver workshops and information sessions to our service users. Staff support communication and reinforce learning to enable service users to maintain and develop skills in keeping themselves safe at home, in the community and on-line



people from the **Anchor Day Service** enjoyed an unique theatre experience performed by the Frozen Light Theatre Company. The Company made up university students, created a sensory show using sounds, music, singing, lights and Makaton, helping to bring an inclusive theatre experience to people with profound and multiple learning disabilities



Anchor use bike ability at Glasgow Green in the summer months. There is a great relationship with the staff who make sure that we always have the correct bikes to use. The bikes are adapted to also support people who use a wheelchair, and they can choose from different bikes or go-karts.

We know the area well and access the local park and bike pathways. It's a great community link and the people we support really enjoy the experience. Not only is it fun but keeps us fit and healthy.



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Good Practice Highlights

Respite & Short Breaks

Weaver's have established strong links with local primary schools to raise awareness of issues which affect people with a learning disability. As part of "Learning Disability Awareness Week" 40 pupils from Langcraigs Primary were invited to take part in various activities within Weavers Linn.

The pupils used moving and assisting equipment, experienced what it is like have a sensory impairment and what it was like to be supported to eat/drink. They were also introduced to Makaton, a simple form of sign language, and rounded their day off by performing a song using Makaton.

The event was a big success, enjoyed by the pupils and the people we support. This yearly event helps build and cement excellent local links and promotes Weavers Linn's presence in the local area as an inclusive and welcoming service of the community.



This year the Milldale Band have played at the Anchor Centre, Erskine Hospital, Jenny's Well and Apple Cross Care home's. The Band are now regular guests at Jenny's Well care home, and residents look forward to their visits.

The Band are proud to showcase their musical talent and like to learn requested songs to play at future performances.

They are looking for a name and have asked the people supported at Milldale for suggestions. The winners will be announced soon before the band go on their next tour.



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Good Practice Highlights

Milldale have many community skills groups travelling around Renfrewshire and beyond and often found certain venues were not always accessible. A dedicated “Café Spy” group was established to review accessibility of local venues. The group share their feedback with the Euan’s Guide team who provide a free online guide to accessible venues.



When out and about the group also make sure that the sign that is attached to emergency cords in disabled toilets is on display correctly.

This group continues to review various venues and people can also review places they visit at weekends or on holiday logging it with Euan’s Guide when they return.



The Day Services are working in partnership with Values into Action Scotland (VIAS) to support people to learn to travel independently.

VIAS guide staff on practical ways to provide support to people who wish to learn the skills to travel independently.

Journeys are broken down to learning step, using verbal and visual prompts and reminders to help individuals learn journeys important to them at a pace and time that meets their needs.

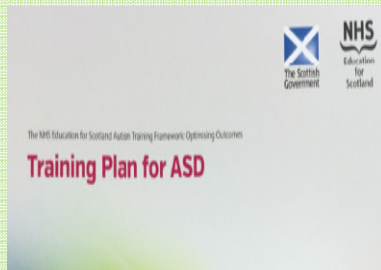
Outcomes for individuals include increase in confidence, greater independence and more opportunity to widen friendships and engage in community activities.

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Good Practice Highlights

People & Processes

Autism Connections have developed basic autism awareness training, now available through CPD throughout the HSCP. The team worked with NHS Education for Scotland and Autism Network Scotland to utilise the National Autism Training Framework as directed by the National Autism Strategy for Scotland.



The team have trained all Learning Disability Staff at the Informed Level of the National Strategy. This has developed confidence and practice within the workforce. The team has also utilised the National Training Framework to develop a very specific training plan for any of the Learning Disability Day Services & Respite services staff, to help develop their skill set through the national framework in relation to autism.

Autism Connections have developed a referral form for all Learning Disability Day Services, Respite and Community Team to access support. The team can be referred for support to help the service in several ways. Support can be sought for transitions, communication, developing support strategies, raising awareness, developing tailored training, developing resources and or anything related to good autism practice.



Once a referral has been received a worker(s) will be allocated to help the service meet a better outcome for the autistic person involved. Examples of this approach has helped with autistic people transitioning into current services, develop confidence of autism practice within staff, promote better autism supports within family homes, support people into a new home, developed specific communication tools for people, and be an all-round general point of contact when people need support.

Review of Learning Disability Day & Respite Services

Recommendations with Health & Social Partnership Action Statements

This document contains the action statements developed through consultation with people with a learning disability, their families and carers, our staff, senior management team and stakeholders from across Renfrewshire.

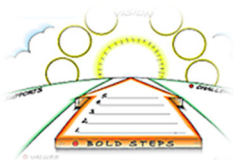
All recommendations of the Paradigm Review have been considered and discussed, those with a ladybird as shown below are HSCP priority areas of focus, subsequently the action statements beneath have been considered and agreed by the extended Learning Disability Planning Group which took place on the 7th August 2019.



Ladybird symbol highlights priority areas of focus and action statement

R - recommendation

Theme 1: Strategic Direction and Relationships



R Co-produce a Learning Disability Strategy, which encourages people with a learning disability to live an active life as part of an inclusive Renfrewshire.



- **We will create a strategic action plan in partnership with all stakeholders**



R Continue to build positive relationships between family and carers and Renfrewshire Health and Social Care Partnership. Ensure current forums for family and carers have opportunities to share their diverse range of views.



- **We will review the structures that are in place to ensure they allow opportunities for all (interested) people to engage**
- **We will explore a range of communication mediums to enhance communication with families and carers at all levels**



R Increase partnership working and commissioning of services delivered by the third sector and community partners.

- A
- **We will work with HSCP Strategic Planning & Health Improvement Team to inform and represent the needs of people with a learning disability**
 - **We will encourage ideas and suggestions within the staff teams including exploring the possibility of a community hub**
 - **We will further explore opportunities for collaboration**



R Publish the cost of attending Health and Social Care Partnership services, to enable people to make better informed choices for their care and support



- **We will work with HSCP Finance Team to publish the unit costs for all of our services.**

R Learn from other areas and support tests of change to translate creative ideas and potential into practical initiatives. This will enable new ways of working to be tested on a small scale and expanded thereafter as determined by their success.



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| | <ul style="list-style-type: none">▪ <i>We will establish a service user, staff and carers group which will research and explore other areas' initiatives.</i>▪ <i>We will take forward test of change via the strategic action plan</i> |
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Theme 2: Day Opportunities



R Continue to improve the existing day opportunities in Renfrewshire, moving closer to a more flexible community-based model which increasingly works with the third sector and community partners.



- **We will showcase the current community-based aspects of our services**
- **We will develop a community focused action plan for our service to further develop the community-based aspects of our services**



R Move towards a service model which includes evening and weekends where possible.

- A
- **We will consider this as part of actions within the strategic action plan, and taken forward by the group considering test of change**



R Work to improve access to a wide range of travel options for people with a learning disability, enabling greater choice and independence in their day-to-day lives.




- **We will continue to support people to gain the skills to travel more independently**
- **We will continue to contribute to the 'Values Into Action' travel training initiative**
- **We will work with Renfrewshire Council to review our current transport arrangements within our services**

R Work with partners to further develop programmes to support people with a learning disability into sustainable paid and voluntary work.

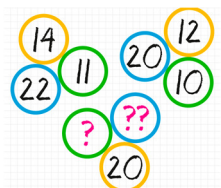


A	<ul style="list-style-type: none"> ▪ <i>We will work with Strategic Planning and Health Improvement Team to engage with Renfrewshire Council and wider partners to identify opportunities to improve employability opportunities for people with a learning disability</i>
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R	<p>Work with educational establishments to further develop the post school education opportunities available to people with a learning disability and the support systems required to enable success.</p>
	<ul style="list-style-type: none"> ▪ <i>We will work with Strategic Planning and Health Improvement Team to engage with Renfrewshire Council and wider partners to identify opportunities to improve employability opportunities for people with a learning disability</i>

Theme 3: Respite & Short Breaks



R Review the allocation policy and its application for residential respite at Weavers Linn, to ensure fairness and equity for all those accessing the service.



▪ **We will review our allocation policy to ensure it is fair and equitable**



R Explore alternative models of respite, for example 'Shared Lives', whereby an approved carer opens their home to share family and community life with a person with a learning disability.



▪ **We will explore and consider alternative models as part of our review and take forward agreed actions**



R Explore ways in which the Health and Social Care Partnership may support people to consider wider alternatives to respite, for example, people going on holiday together or pooling budgets.



▪ **We will explore and consider alternative models as part of our review and take forward agreed actions**

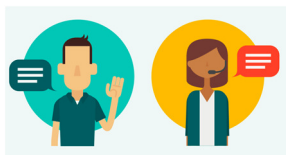
Theme 4: People and Process



R Further invest in the development of support staff to continually improve their skills, enabling them to deliver increased person-centred planning and practice across all services



- **We will recognise and continue to develop the specialist knowledge and skills of the workforce.**
- **We will work with partners to create learning opportunities and share best practice.**



R Support guardians to fully understand and carry out their role in line with the principles underpinning the Adults with Incapacity (Scotland) Act 2000.

A ▪ **We will deliver the support to Welfare Guardians as part of a wider HSCP piece of work on Welfare Guardianship.**



R Further improve the individual planning with people with a learning disability to explore the full range of opportunities, particularly at key transition stages:

- moving into adulthood
- leaving home
- gaining employment
- retirement
- future planning



- **We will review and improve our approach to individual planning at key transition stages and existing transition working group.**
- **We will take forward our identified actions to improve via our strategic action plan, linking with key partners as appropriate.**

p Develop information, advice and guidance resources for people with a learning disability, their families and carers to navigate options and opportunities available to them, for example Self-directed Support.



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| A | <ul style="list-style-type: none">▪ <i>We will review and improve our approach to individual planning at key transition stages and existing transition working group.</i>▪ <i>We will take forward our identified actions to improve via our strategic action plan, linking with key partners as appropriate</i> |
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