

Briefing Paper: Social Care and Health Scrutiny  
Committee

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The Big Plan 2009 – 2011, Joint Commissioning  
strategy for Learning Disability Services.  
Did it make an impact?

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Social Care and Housing Services

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Department for Communities  
December 2016

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## **1 Purpose of Report**

- 1.1 The purpose of this report is to provide an update on the outcomes and initiatives achieved as a result of The Big Plan.
- 1.2 It will also identify outcomes that have not been achieved and provide rationale for this.

## **2 Clarifying the Purpose of The Big Plan**

- 2.1 The purpose of the Strategy was:

“To ensure people with a Learning Disability enjoy the same basic rights as anyone else. This means they will be housed, be supported to find work or other meaningful occupation, that is suited to them, be able to enjoy time with friends and family and to take part in their local community and the county’s culture. ”

## **3 The Context**

- 3.1 The strategy was to be viewed in the context of continued change. With increasing demand for services and rising costs of service provision, there was at the time an unparalleled challenge for services to use resources at their disposal wisely and fairly, and to ensure that they really were used to achieve the best outcomes for and with people with learning disabilities and their families and carers living in our community.
- 3.2 It was acknowledged that the market for some Learning Disability services was underdeveloped and the strategy aimed to develop new business relationships with local providers in order to increase the range of high quality support options available.
- 3.3 It was hoped that the strategy would ensure that services within Carmarthenshire were able to meet the increased demand for services by making efficient use of resources whilst being community based.
- 3.4 The strategy focused on objectives within several key themes,
  - Transition
  - Better health for People with Learning Disabilities
  - Leisure and recreation
  - Supporting people with Learning Disabilities to be part of their community
  - Supporting people with Learning Disabilities to maximise their independence and keep safe
  - Improving peoples housing situation

## **4 Mental Capacity and Deprivation of Liberty Safeguards (DoLs)**

- 4.1 The Mental Capacity Act (MCA) came into force in October 2007.
- 4.2 The Deprivation of Liberty safeguards were introduced and set out the process to follow to identify whether a person is at risk of being deprived of their liberty. It also set out the safeguards to be put in place to ensure whenever a person is deprived of their liberty; it is done on a lawful basis.
- 4.3 The principles of the MCA and the Deprivation of Liberty safeguards were to be considered throughout the implementation of the strategy.

## **5 Objectives Set**

- 5.1 The strategy aimed to ensure that more people would be able to access education, training and employment together with accessing mainstream services for sport, leisure and recreation. It was hoped that we could move away from the concept of day services and consider how people spend their time in a way that meets their own wishes and needs.
- 5.2 The following table identifies the themes and objectives set within The Big Plan.

THEME	SUB THEME	OBJECTIVES
Transition	Personalisation	Ensure PCP approach throughout transition from Children to Adult services
		Improve joint working with other agencies.
		Increase adults understanding of safeguarding.
		Meet the aims set out in the Children and Young Persons Plan.
Better Health	GP Register	Create a register
	Annual Health Checks	Increase numbers of people accessing annual health checks
		Develop system to monitor uptake of service.
Health Screening	Ensure equal access to screening and health promotion initiatives.	
Leisure	Uptake	Understand how people want to spend their leisure time
		Improve accessibility of community services.
Community Integration	Post 16	Develop and implement a Vision for Adult Learning in Carmarthenshire
	Daily Living Skills	Ensure equal access to these courses in mainstream education
	Work Related Training	Develop and provide training within the workplace and educational establishments.
Independence and Safety	Daytime Opportunities	Develop suitable alternatives to Day services
		Review existing day services
		Develop person centred, responsive day services
	Complex Needs services	Develop person centred, multi disciplinary, responsive day services
	Employment	Post 16 education to be available across the county
		The availability of individually tailored careers advice
		The availability of work related training
Develop a range of employment opportunities		
Housing	Residential Care	Reduce the number and cost of Residential Care placements
		Increase the variety of housing options
MCA	Implementation of the Act.	To support people to make their own decisions.

## 6 Evidence of Change

The following section of this report aims to navigate through the year on year journey we have taken whilst implementing The Big Plan and beyond.

### 6.1 2010/2011

During 2010/11 it was reported that learning disabilities services continued to make good progress against the objectives set out by “The Big Plan”.

This was the first full year that this multi disciplinary team had functioned as a service. They worked towards and actively encouraged families and young people to access college placements within Carmarthenshire. They liaised with the COASTAL project which resulted in some of our young people successfully securing jobs within Carmarthen. They supported and ran a weekly youth club for young people from the ages of 16-25 years with a view to young people running the club themselves in the future. With numbers of young people attending increasing over the twelve months as the transition service expanded.

A successful European funding bid was secured for Carmarthenshire. The Real Opportunities was established which enabled the transition team to recruit an additional 6 workers. They alongside the Transition team and engaged with not only specialist education provision such as Heol Goffa School in Llanelli and at Queen Elizabeth High School in Carmarthen but also mainstream Secondary schools/Colleges throughout the County, Supporting severely disabled pupils to access work opportunities, training and leisure within their local areas. It was envisaged that this new team would work with up to 35 young people in the first year, rising to 75 in the second year. The new team consisted of a transition social worker, a peer mentor, a psychology support worker, a family liaison worker, an independent living skills worker and a finance support worker.

#### Safety

During 2010-11, the Adult Safeguarding Board developed a three-year Business Plan with five key themes, namely:

- Making Adult Protection everyone’s business
- Learning from our practice
- Developing our workforce
- Invest in Adult Protection
- Promoting service user and carer involvement in partnership with Carmarthenshire people first.

Most notably, the department implemented:

- The new Wales Interim Policy and Procedures for Adult Protection;
- A coordinated safeguarding service with a single point of access for referral;

- A duty system to consider all referrals;
- A focussed approach to threshold decision making through the application of a risk-based assessment framework.

The Safeguarding Service, Commissioning and Contracting and Complaints Service were brought together under a single manager in recognition of the close links between the adult protection procedure, the escalating concerns procedure, contract monitoring and the complaints procedure. One of their first tasks being, to write a Provider Performance Monitoring protocol.

This was the 2nd year that we had been implementing the Deprivation of Liberty Safeguards (DOLS) legislation. We considered that implementation in Carmarthenshire had been successful in comparison with the rest of Wales. This was demonstrated by 37 DOLS assessments carried out by mental health professionals of people in care homes. This was a high number compared to other local authorities, indicating that there was good awareness in Carmarthenshire of the new requirements for care homes to make a referral to us, in our role as the supervisory body. Of these referrals, 27 resulted in authorisation.

We continued to improve information and access to services and during this year enhancements had been made to our website, leaflets, documentation, the work of Career Pathway, service user engagement via one-to-one workshops and parent carer representative groups. During 2010/11, the council developed an effective call centre responding to social care enquiries and safeguarding referrals. Careline Plus was developed with Hywel Dda health board as a single integrated point of access to receive enquiries / referrals and provide advice and support.

We expect that this service will be extended during 2011/12 to provide a service for people with a learning disability and their families. We developed various accessible documents including reviews, assessments and support plans using [Total Communication](#) (a method that uses different modes of communication depending on the individual's needs).

The number of supported living arrangements continued to rise with two new schemes opening last year bringing the total of supported living units up to 109. Much work was undertaken to ensure services provided the least restrictive and cost effective support. We have worked very closely with providers to remodel provision where appropriate for individuals whilst also mapping individuals' needs in relation to their existing and potential housing support needs.

ARENA provided individualised supported employment to 40 participants. Work towards the realisation of the Coleshill Centre for Economic Inclusion (CEI) continued, with the business plan approved and development progressing.

Our excellent Workstep programme, which provides tailored support to find, and secure jobs for disabled people with complex barriers to employment, received high praise from an ESTYN inspection in October 2009. The service was then subsumed into Work-choice which supported 262 individuals that year.



We continued to develop day time opportunities in line with our strategy of realigning and reconfiguring services to provide effective support for people which will promote independence through increase options to have a valued role within their community, striving to move away from traditional models of 9 to 5 day services. A programme of person-centred workshops, to identify the needs of those people accessing day services, provided us with the necessary information to develop a range of day opportunities which are community-based and outcome-focused.

There was also a focus on involvement and participation, as demonstrated by the implementation within Johnstown Day Centre of the active support model, which supported people with learning disabilities to plan the best use of their time, with the correct level of support and participate in all activities that make up day-to-day living.

The COASTAL PROJECT built up momentum, with a total of 169 participants enrolled across all of the projects. And all of the projects continued to develop; with plans to reintroduce City & Guilds NPTC accreditation across all 3 STEPS projects.

Service standards were produced by the department and monitoring against these standards was to be undertaken by the contracting team during 2011/12.

The Adult Placement/Shared Lives service at this time was one of the leading services in Wales, with over 20% of all adult placements in Wales being within the west Wales region.

Strategic investment resulted in 985 placements during the year of which 92 were long term and 893 short breaks.

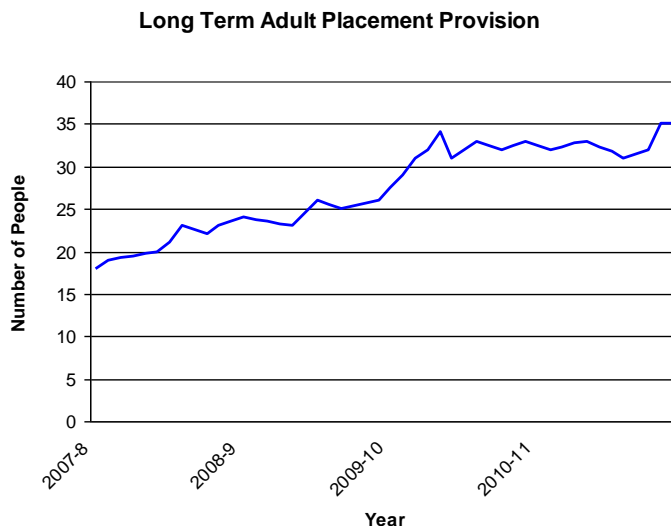
The CSSIW inspection that year highlighted that, "*Service users were appropriately assessed by social workers and other professionals included in the care of individuals and that service users were involved in the composition of their adult plan. Risk assessments were clear with evidence*



*of regular review and that the scheme had in place policies and procedures providing guidance on how allegations of incidents of abuse should be dealt with and that carers had undertaken specific training and guidance on the actions that should be taken should abuse be suspected. The scheme continues to provide a well managed and organised service for vulnerable adults.”*

The Independent Living Fund (ILF) and the use of direct payments continued to provide individuals with a growing range of opportunities for independence. During 2010/11 in Carmarthenshire, 201 people received ILF payments and 80 people utilised direct payments to purchase their own care.

**Respite/short break** provision was a key aspect of the Big Plan in recognition of the vital role played by informal carers. The implementation of the short break policy, following a lengthy consultation process, provided a transparent and equitable allocation mechanism based on need. A respite coordinator was appointed to manage the process as well as providing



carers with a named single point of contact. The respite provision was and still is commissioned with Adult Placement as the first option, the independent sector or the specialist services at Tir Einon for those with health-related needs secondly.

The quality of commissioned services was assured through robust commissioning plans, provider forums, complaints monitoring, supported by the introduction of a new provider performance monitoring system which collated concerns regarding the performance of a service provider. Working together with the provider, actions to address concerns are identified and monitored to achieve the right outcomes for the individual.

The local authority and the NHS were fully aware that neither partner could successfully deliver the required positive outcomes without joint and integrated working. Formal agreement was reached during this year to establish an Integrated Community Team under a single line of general management and commissioning framework led by the local authority. The model was jointly developed and adopted throughout the geographical boundaries of the Hywel Dda Health Board.

## 6.2 2011/12

### Transition

By 2011/12 over 200 young people had been assisted by the team since its establishment many of whom was experiencing a better coordinated and enhanced level of care management during this period of change reflecting our use of person centred approaches. Families were now receiving clearer communication including clarity on funding routes for packages.

Despite improvements with regards individual support, advice and care planning, significant work remained if we were to integrate social care and education career planning, the transition process within Health and improve commissioning.

This year we developed a multi-agency transition strategy which aimed to review existing services and identify the key priorities in developing the service further.

The 'Transition into Employment service' continued to support severely disabled pupils in school to access work opportunities, training and leisure within their local areas, working with up to 75 young people at any one time.

Other local authorities in Wales were looking at our model of person centred working. From July 1<sup>st</sup> the line management arrangements for this service changed with the service now being directly managed by a Senior Manager in Adult Services but with very clear lines of communication to Children's Services and governance through the social care management team. A Transition Strategy was developed highlighting the key priority areas to ensure that we learnt from and built upon this example of good practice.

The creation of a Transition service had improved continuity of key workers for users as they experience significant change and move towards independence. It also informed and focussed the authority on some of the fundamental difficulties facing young people arising from the radically different eligibility and legal frameworks that abound. These difficulties being captured and informing our further developments in this area which for 2012/13 were to focus on four key work streams of improvement.

These being:

- **Health**- Reviewing the processes and structures within health to improve pathways and funding routes both within and outside of health services.
- **Education** – Improving the availability of post 16 placements locally to children and young adults with complex needs.
- **Systems and Processes** – Develop and agree joint systems and processes with key partners
- **Short Breaks/Respite provision** – harmonise policy and provision during the transition into adulthood

A multi agency board was established to oversee this work which was to proceed in conjunction with any national changes planned through the Social Services Bill.

## Safety

A critical aspect of the board's strategy had been improving the quality of and access to public information. Significant investment of resources was put into the publication of leaflets and newsletters, website development and regular attendance at public events and strategic forums, such as the Health and Social Care Scrutiny Committee and the Community Safety Partnership. Additionally, the board adopted a proactive policy of submitting regular press releases to raise local awareness of its work, such as the Disability Hate Crime "open space" event.

While continuing to provide a comprehensive training programme to the health and social care sector on adult safeguarding, we demonstrated our multi agency commitment and strong partnership ethos with evidence of the Investigation Officers course, completed by four senior nurses and eight social workers, as well as an innovative course, "*Interviewing the Accused*," to understand the relationship between adult safeguarding policy and employment law.

We ran a project on "*Building Safer Communities*" with its focus being on disability hate crime. Supported by the Social Services Improvement Agency, this 12 month project proved highly successful in raising the profile of user engagement.

This was evident at the Adult Safeguarding Conference with presentations from the Equality and Human Rights Commission, the Crown Prosecution Service and, most significantly, two learning disabled adults who conveyed the impact of disability hate crime against a close friend, and the importance of ensuring that the service user voice is heard. The project developed a range of training materials for working with housing and public protection officers, for engaging with service user questionnaires on their experience of harm and disability hate crime and how to build links with partner organisations.

The project culminated in an "open space" event with over 70 people attending. The project featured in a national safeguarding "webinar" and was presented at the 2012 Association of Directors of Social Services National Conference.



Access to services had been undoubtedly enhanced by the integrated health and social care management arrangements within the community teams entered into on April 1<sup>st</sup> 2011. The arrangements, led by the two integrated team managers and overseen by a single senior manager, strengthened integrated working via a common emphasis on outcome focussed planning with feedback and training to staff on the quality and content of their assessments.

New “making information accessible” guidelines were written by service users and formed the basis of staff training. People with a learning disability acted as volunteers within the community teams assisting with signing training, participating in audits and administrative duties. Working with the health board’s volunteer coordinator, we developed a comprehensive range of easy read information, including role profiles and induction training material. The health board’s volunteer scheme enables individuals with a learning disability to receive remuneration for their expenses and recognition for their contribution.

The easy access website available at: [Total Communication](#) continued to be developed with new website material that contained sound and video, we hoped this would enable service users to access and navigate the site more easily.

We also developed and produced accessible leaflets and booklets that use simple text and photographs to inform service users and a bank of leaflets providing medication information in easy read format in both Welsh and English which were recognised by the “Welsh Language in Healthcare” award in 2011.

We started a project this year to produce a “review pack” to facilitate service user involvement in their annual review. We also started an “intensive interaction” network of professionals and special interest parties to develop social and communication abilities in people with severe learning disabilities (and often physical difficulties and/or autism) who have little or no functional speech, typically described as difficult to reach.

There were a number of key developments materialising around the assessment and care management process. Despite the numbers of people with a learning disability accessing the service continuing to increase, there were fewer people waiting for assessments and reviews than there were previously. To meet the current demand and projected future needs of people with a learning disability we continued with the implementation of [The Big Plan](#) and continued to make good against the objectives set by our modernisation and improvement programme, which aimed to provide appropriate and timely levels of support for people to access locally available resources and opportunities.

The Big Plan said that we needed to provide more support so that people could stay living in their own communities.

We increased the number of supported living services for people again during this year.



We also reduced the number of people with a learning disability who lived in a residential care home. This meant that people were having more choice in where they want to live and had more control over their lives.

Service users receiving either community or residential based services continued to increase, with the 2010-11 Wales comparative data evidencing a higher rate of increase in Carmarthenshire than either the national or comparable authorities' average client numbers.

Day Opportunities continued to be modernised and increased and there were now more people receiving individualised daytime support. 2011/2012 saw the introduction of new service standards for the provision of day opportunities for people with a learning disability across the whole sector. The redesign of the Heol Goffa service was at an advanced stage and on schedule to be completed by the end of September 2012.

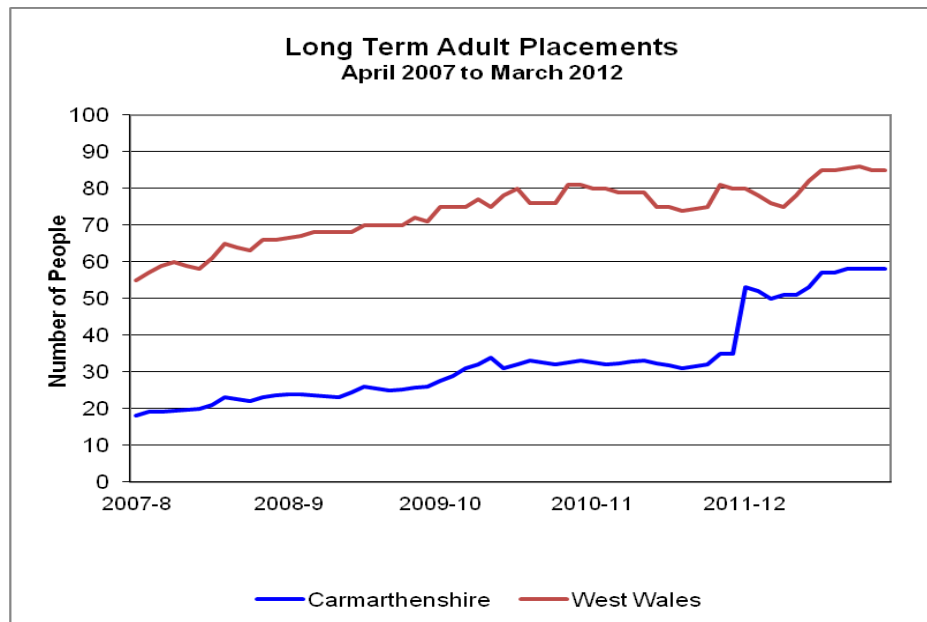
Training and employment services continued to develop as planned with the Coleshill Centre for Economic Inclusion (CEI) preparing for its opening in July 2012. Refurbished through the European Regional Development Fund, the centre offers economically inactive individuals a wide range of training and employment related opportunities with which to enter the employment market and be the hub for all such activity.

Arena continued to provide individualised supported employment opportunities to 42 participants working permitted hours, with our successful Work Choice programme supporting around 120 individuals at any one time. All staff at our three Steps units were trained as NPTC assessors and key staff were qualified internal verifiers.

Carmarthenshire COASTAL Programme was now supporting over 400 people to access training and employment, half of whom have learning disabilities.

As at the 31<sup>st</sup> March 2012 there were 102 Shared Lives /Adult Placement households in West Wales (57 within Carmarthenshire) who were providing

services to 168 individuals. This included short breaks/respite (3111 nights) together with short term (956) and long term placements (94). The service also provided day and sessional services (11) along with emergency placements of which there were 18 during the year.

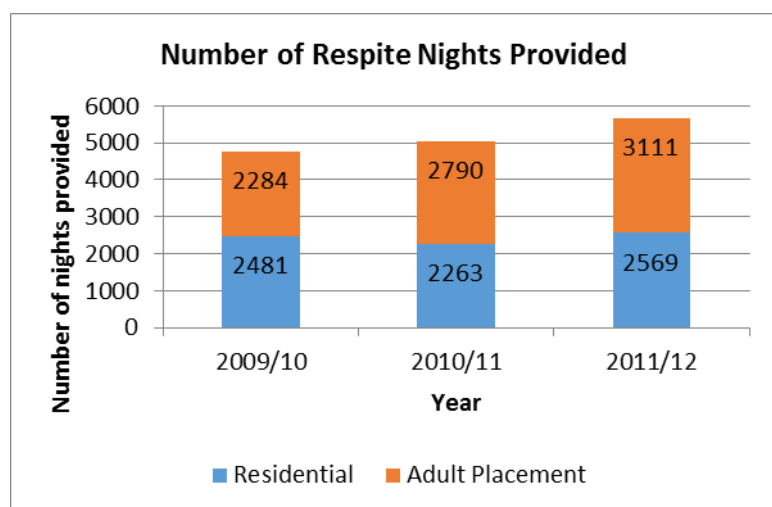


**Respite/short breaks** provision is a key aspect of the Big Plan, in recognition that carers tell us that short breaks are very important to them. Provision continued to be commissioned via Adult Placement as the first option, a number of independent sector providers and the specialist service at Tir Einon. This service undertook an extensive consultation and engagement exercise with parents and its staff as well as a comprehensive qualitative audit of policies and procedures to form the basis of a new operational policy.

2569 residential respite nights were commissioned for 85 individuals during the year.

89 individuals received a total of 3111 nights respite via Shared Lives /Adult Placement

This totals 5680 respite nights, some 915 more nights than 2 years ago, at an expenditure of £1.155 million.



## 6.3 2012/13

### Transition

#### **Real Opportunities, Real People, Real Jobs!**

The Real Opportunities team continued to go from strength to strength with young people being given the opportunity to showcase their talents to prospective employers at an event in Llanelli. The Carmarthenshire Real Opportunities team held a 'Real Opportunities, Real People, Real Jobs' event at Parc y Scarlets in February 2013 which was well attended. The event was aimed at engaging local businesses with the project, as well as providing an opportunity to showcase the employability and abilities of young people with learning disabilities. As part of the event, employers were provided with information about the support available to them if they wished to employ a young person with additional needs.



Whilst the team is now well established and providing degrees of continuity of service for young people, it is recognised that many fundamental difficulties remain to be resolved. Planned closer collaboration with health and further education services in particular will further improve the transition experience.

## Safety

There was a sustained investment by each partner agency towards the adult safeguarding and public protection agenda. During these difficult economic times, each partner agency managed to protect the resources required to maintain the service, as well as developing and extending the service. For example, the Board's Disability Hate Crime project (recognised nationally for its innovative work and now being presented at the European Social Services Conference in June 2013) resulted in Dyfed Powys Police taking the lead role across Welsh police forces in piloting the Disability Related Harassment Multi Agency Risk Assessment Conference (DRH MARAC) which was aimed at enforcement with the "offender" and support to the victim.

The engagement of the service user and family with the adult protection process continued to be a key objective of the Board both at a strategic level and at an operational level. The Board's Annual Safeguarding Conference on "*Engagement with the Service User*", attended by over 100 people including service users, care providers, Police, Health, CPS and council staff and county councillors, was a major success.

The Board paid close attention to the Department of Health report on Winterbourne View Hospital and the Francis report on the care provided by Mid-Staffordshire NHS Trust. As a result of these findings, they began reflecting on their approach to people placed out of county as well as those adults placed in care homes in Carmarthenshire from other organisations. Each care home in Carmarthenshire was requested to provide information on out of county placements and the responses will be collated for the Board's consideration. A quality audit of every learning disabled and mental health care home was undertaken to satisfy the Board of the Council's commissioning arrangements and the well being of the service users residing in care homes.

The Board has noted the Francis Report's criticism of the relationship in Staffordshire between the local authority and NHS, and the apparent lack of rigour in that Authority's safeguarding arrangements in calling to account the performance of Mid Staffordshire NHS hospital. Whilst the Board considered its officers adopt a critical and questioning approach to one another that is both professional and respectful, the Board believed the matter of holding each other to account warranted further work, under the new multi agency Business Plan 2013-16, as a standard by which we must be judged.

With the focus in Wales being regional collaboration, the Adult Safeguarding Service continued to work closely with neighbouring authorities. We assisted in organising a regional workshop in May 2013 to explore a regional Adult Safeguarding Board and a regional Conference in June 2013 facilitated by the Police and Crime Commissioner.



Altogether there were 500 enquiries during this period. The early intervention advisory service demonstrated the ability of the team to adapt and change, dealing with the 500 more enquiries within existing resources, and was a testament to the hard work of the team.

Carmarthenshire Adult Safeguarding Board developed its new multi agency Business Plan 2013-16, identifying seven key strategic objectives to ensure the service was placed to meet the challenges ahead:

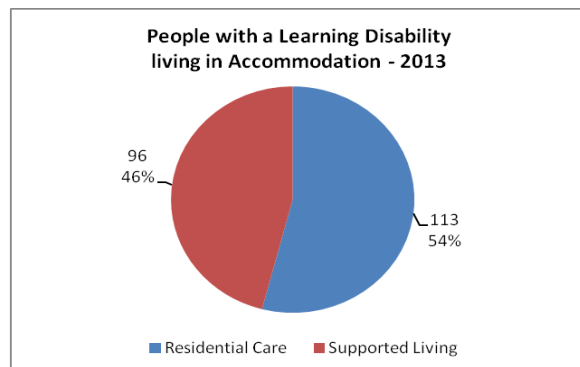
- Effective strategic leadership, accountability and governance;
- Making adult safeguarding everyone's business;
- Develop and implement joint policies, procedures and processes for safeguarding;
- Engagement with service users, carers and partner organisations;
- Develop best practice, experience, skills in safeguarding and adult protection for those who work with adults at risk;
- Ensure that learning is undertaken through serious case reviews, management reviews or appropriate learning experiences;
- To develop a regional collaborative approach.

The Big Plan was updated this year following consultation. We remained committed to providing more support and opportunities to enable people to live and participate in their own communities.

We once more increased the number of supported living units and also increased the use of assistive technology which was particularly useful to promote and maintain an individual's independence. This means that people are having more choice in where they want to live and have more control over their lives. The demand for such accommodation however, continued to outweigh the availability as there were approximately 60 individuals awaiting a community-based supported living option.

Despite these clear advances, we still spent over 68% of the total learning disability service budget on commissioned accommodation services. This remained unsustainable.

Up until this year, there had been a steady reduction in the numbers of people funded by the local authority in a residential setting. There were 113 residential funded placements of which 38 are outside Carmarthenshire. Of these, 17 were at residential college. During 2012/13, the number within a residential setting increased, primarily due to transition cases, the local authority contributing financially to cases of people moving from hospital to residential settings or those already in residential settings whose placement was previously funded by the health board.



We developed a budget strategy for 2013 – 16, along with an equality impact assessment, which was widely distributed to all key stakeholders. This clearly set out how we were remodelling services to ensure that they are fit and sustainable for the future.

Given the unsustainable nature of accommodation services, the accommodation and efficiency programme was systematically reviewing all commissioned residential establishments and supported living schemes to ensure that they remain person-centred, based on a current assessment of needs of the person and crucially that the contractual and monitoring arrangements reflect the identified need. To date the programme had delivered £300,000 of efficiencies with no detrimental impact on the service received by the individual and many examples of positive outcomes.

The journey from Day Services to Day Opportunities was gathering momentum. Day centres were the mainstay of day service provision in Carmarthenshire, providing respite support for families and reassurance that family members are provided with socially stimulating and safe environments. There is no doubt that the services provided are greatly valued especially by those who have been within those services for some time. However, the provision tends to follow a segregated model of provision that is increasingly out of tune with modern values and expectations and does little to enable people to form relationships within their communities.

The nature and functions of day centres have changed over the years changing from “occupation centres” with an emphasis on sheltered work, transforming into “activity centres” whilst retaining a mix of day centres for the more profoundly disabled together with the Steps Units providing more of a daily-life skills and employment-related activities approach.

The solution being adopted widens the focus from trying to resolve the issues purely within learning disability services to that of a much wider issue of social inclusion for a marginalised group of people within society. To provide the optimum level of day opportunities for people requires a total corporate approach to further enhance the working relationships internally within the authority, particularly with the departments of Regeneration and Leisure, Education and Technical Services, together with engaging with a range of statutory and non-statutory agencies across many different sectors.

The building at Heol Goffa closed at the end of March and new smaller services opened at Caemaen and Maes Lliedi in April. These new bases allow for people to access the community more easily. In addition to this change, many people who were receiving a service from Heol Goffa staff now have bespoke packages of support with other agencies. This has allowed people to have a more individualised service that is not restricted by the buildings-based day service. The provision of daytime



support continues to shift towards an increase in people accessing age-appropriate community services wherever possible. The work is ongoing and continues to engage with all stakeholders at every stage. Carmarthenshire People First were and still are very much involved in the work and were also actively engaged in helping us measure how good our existing day services are.



A wide range of training and enterprise initiatives were being delivered at Coleshill, underpinned by a financial plan bringing together budgets from across a range of different services to deliver these services more efficiently and sustainably in the future.

By this time the centre had already been successfully established income streams and was delivering efficiencies by bringing together services such as the former day centre, STEPS 3, Arena, and Work Choice as a single continuum of support services. The new Caemaen Service (former Heol Goffa) will also fully utilise the activities.

The Carmarthenshire COASTAL Programme was now supporting over 700 people to access training and employment.

Thanks to COASTAL, the high demand for catering related training and work placements at Coleshill and SA31 Café at County Hall was met by taking over the former Café at St David's Park, refurbished by the council and turning it into a state-of-the-art training facility called **BLAS MYRDDIN**, which opened in January of this year. Four new people access traineeship opportunities in these facilities every 12-16 weeks, learning vital skills in the catering sector.

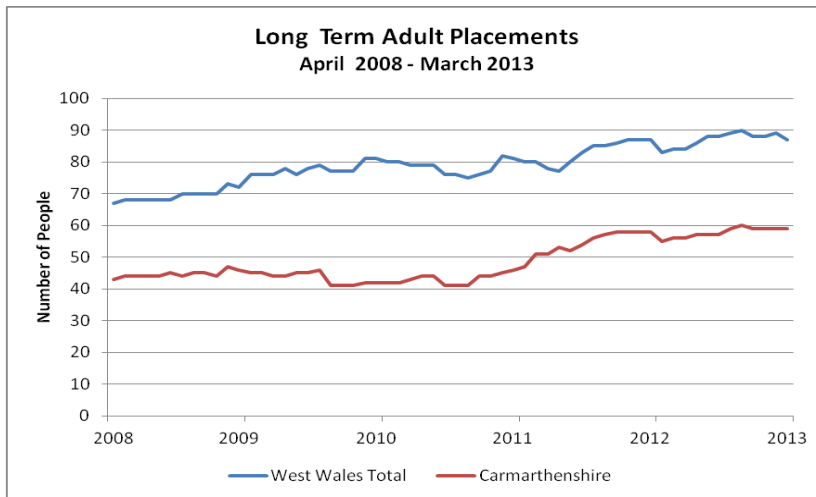


Delivering employment outcomes was particularly difficult in the current economic climate. However, we worked with increasing numbers of employers who were hiring short term workers and particularly traineeship posts, such as the National Botanical Gardens. The COASTAL employment team facilitated weekly job clubs in the main towns in the county to provide support for severely disabled people to maintain their job

search activities (a key requirement from Job Centre Plus) and have timely support to prepare and compete for jobs. The team enabled 15 people enter into employment this year.

**Shared lives/Adult Placement.**

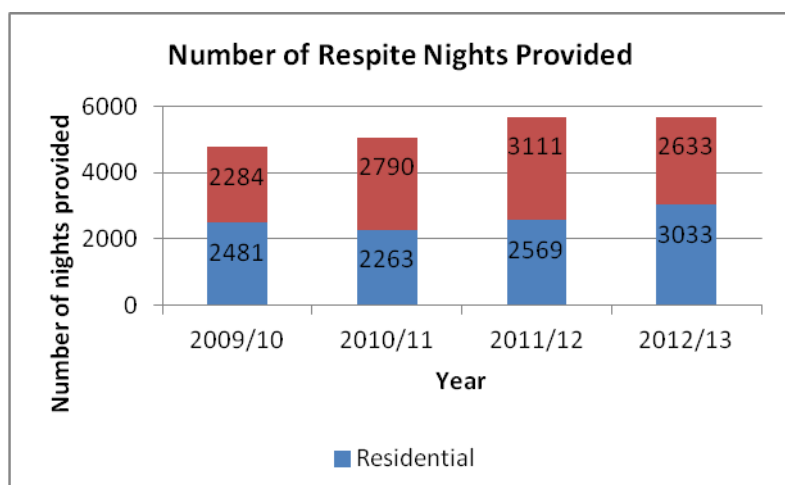
104 Carmarthenshire people received a service over this 12 month period provided from the homes of approved Adult Placement carers.



In March 2013, there were 64 Shared Lives/Adult Placement households in Carmarthenshire, providing services to 104 individuals. This included short breaks/respite (2633 nights). The service also provided day and sessional services to 10 individuals along with emergency placements, of which there were 17 during this year.

Recruitment of Adult Placement carers saw an 11% increase over first half of this year based on applications accepted which indicated the sustainability of the model.

The number of residential-based short breaks increased by 18% during 2012/13 (from 2569 to 3033 nights) and was commissioned for 93 individuals. In-house provision accounted for 39% and 61% was commissioned from the



independent sector. Shared Lives/Adult Placement provided a further 89 individuals with a short break, totalling 2633 nights. This resulted in a total respite provision of 5666 nights.

The key outcomes of service developments in Carmarthenshire during 2011/12 were:

- Sustained increase in the level numbers of assessments and planned reviews undertaken with corresponding decrease in outstanding assessment/reviews
- Increased number and variety of day opportunities
- Reduced reliance on residential care
- Supported living opportunities has increased to 113 places
- Use of adult placements continues to increase (104 individuals)
- Use of direct payments continues to increase (90 individuals)

#### 6.4 2013/14

The main achievements this year consisted of the following, A new assessment format has been introduced to replace the UAP and ensure we were working towards the implementation of the SSWBA. 'My Assessment and Plan' assists practitioners to capture the issues that are important to the individual rather than solely focussing on the concept of assessed needs.

As part of developing our practice under the Mental Capacity Act 2005, one of our Professional Leads was tasked with implementing a toolkit to assist staff. An element of this was the implementation of agreed joint templates with the Hywel Dda University Health Board for assessing capacity and recording best interests discussions.

With the introduction of the Mental Health (Wales) Measure 2010, a proportion of people with a learning disability become eligible for Care and Treatment Planning under Parts 2 and 3 of that enactment. Whilst the principles that drive care and treatment planning were in many ways no different to care planning in other contexts it did bring with it different bureaucratic expectations in terms of paperwork used and returns to Government.

Both the COASTAL Project and the ongoing development of Coleshill in Llanelli played an important part in early intervention, reducing dependency and promoting independence and inclusion. COASTAL's purpose was the promotion of vocational guidance, employment, skills training and lifelong learning opportunities for individuals who are currently economically inactive as a result of illness, disability (mental illness, learning disability, physical disability, sensory impairment), substance misuse problems and/or the serious social disadvantage associated with the transition from long-term care into adulthood.



Following a slow start, we achieved a dramatic improvement in outcomes during the last two years of the project and Carmarthenshire has exceeded its targets - over 1,400 participants were supported and 140 secured employment.

With the project closing this year, the focus turned to continuing the progress made within existing resources. We developed proposals to retain a limited core element of the existing COASTAL Team using a combination of available core resources and ESF funding; and to retain operational posts within certain COASTAL delivery projects through income generation.

It was anticipated that Coleshill would become a forerunner of a free-standing social enterprise promoting social and economic inclusion and essentially a bridge between mainstream opportunities and people who have been economically inactive for reason of disability or disadvantage. It already had series of related small pilot enterprises that empowered all individuals, community groups and organisations to engage and work together; and there were links with activities undertaken elsewhere at all STEPS units, a county-wide 'Ground Force' team and catering facilities at County Hall and St. David's Park, Carmarthen. All the existing enterprises and activities are linked via one business and financial plan which forms the basis for future decision-making.

The regulated West Wales Adult Placement saw investment increase from its two partner authorities whilst for Carmarthenshire there has been a net reduction in expenditure alongside an increase in outcomes and efficiency for the authority. Carmarthenshire's commitment to Adult Placement as a model of provision that complements and provides alternatives to traditional service models continues to be strong and this is evidenced with the scheme continuing to be in a period of growth.

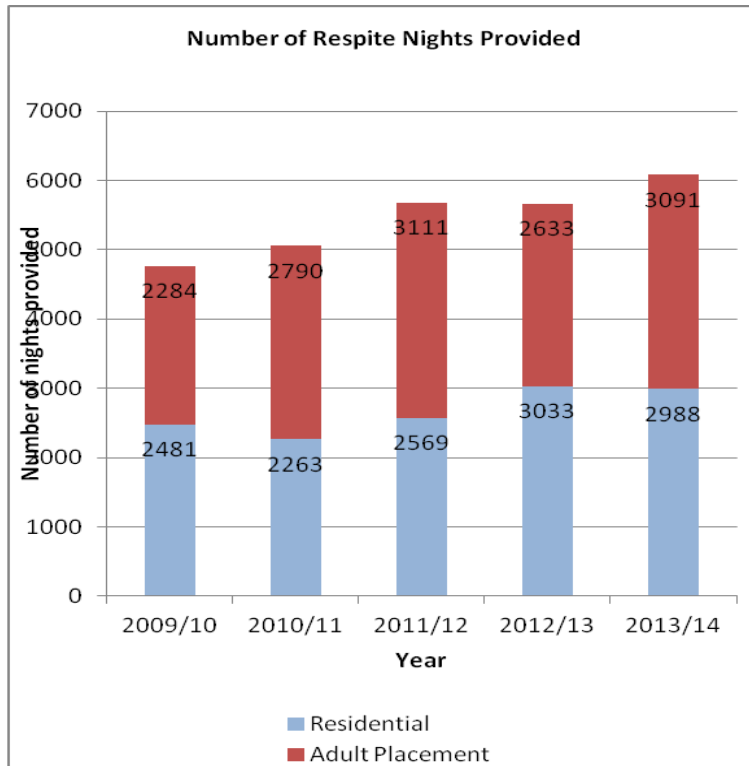
The number of residential-based short breaks decreased slightly during this year for 90 individuals. 44% were provided by Tir Einon and 56% from the independent sector.

Adult Placement provided a further 99 individuals with a short break, totalling 3,091 nights.

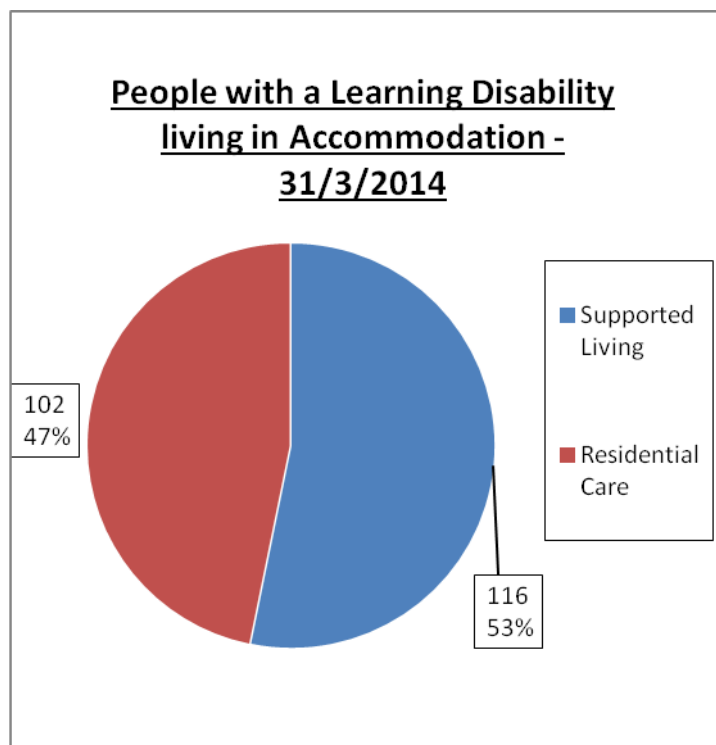
There was therefore a total respite provision of 6,079 nights, an increase of 7% (413 nights) on the previous year.

The service was and still is committed to maximise the levels of independence that the 958 people we currently support can enjoy. One aspect of promoting independence relates to having a place of your own to live, with support where necessary.

During 2013 /14, a number of new supported living opportunities were identified. In response to our commitment, we were developing accommodation for an additional 7 people – 4 in Carmarthen, 3 in Llanelli – which were to be operational in 2014/15.



Work on the accommodation and efficiency programme continued and was now coordinated, from a regional perspective, via the Mid & West Wales Health and Social Care Collaborative. In Carmarthenshire, the programme at this time was engaged with a total of 9 providers reviewing 67 placements and had achieved £600k efficiencies to date (£300k in 2013/14). In addition, there had been significant 'gate-keeping' activity in negotiating new packages and managing requests for increases to existing packages. The detailed information obtained from the in-depth review process involved has provided invaluable data to enable us to improve practice and inform our future commissioning requirements, whilst ensuring sustainability and delivering improved outcomes for the service user.



The Mental Health and Learning Disabilities Division under spent its £27.384m net budget by £632k during 2013/14 due to a combination of increased income (especially from Workchoice), vacancies (many pending the restructure of learning disability services), and reduced placement costs which fall within the learning disability service area.

The key outcomes of service developments in Carmarthenshire during 2013/14 were:

- Sustained increase in the level numbers of assessments and planned reviews undertaken with corresponding decrease in outstanding assessment/reviews
- Increased number and variety of day opportunities
- Reduced reliance on residential care
- Supported living opportunities has increased to 116 places
- Use of adult placements continues to increase (110 individuals)

Use of **direct payments** continues to increase (120 individuals), another area which was relevant to the effect on people's lives was planning for the future for carers. Many of our service users are supported at home by their families and as they themselves get older inevitably there is a need to make plans for the future. One of the values of this (from a social work and care management perspective) is that it assists people, in conjunction with their families, to make choices in good time at a pace they want, as opposed to finding themselves in an emergency or crisis situation. As part of this work, teams were participating with families, Mencap and Carmarthenshire People First in the planning of a forthcoming event on the subject of 'Planning for the Future'.

As part of our arrangements in providing support to people at home or as close to home as possible, we continued to see a good uptake of direct payments, in 2013/14 a trend was developing in its use for overnight respite.

Teams were involved in a programme of person-centred reviews at a range of day service settings across the county, including Manor Road and Maes Lliedi. Whilst the process was more time-intensive from a resource point of view, it makes reviews more meaningful as the person effectively leads the process with support.

During 2013-14, our **ASD Community Mentoring and Support Project** had:

- Supported 25 individuals who do not meet the threshold for adult social care services
- Mapped local services and developed a Service Directory
- Provided awareness raising training sessions across Carmarthenshire – for a wide range of organisations
- Set up groups for adults with Asperger's Syndrome (AS) and high-functioning autism (HFA)
- Provide low level advice via telephone, email or in person to adults with HFA and those who support them

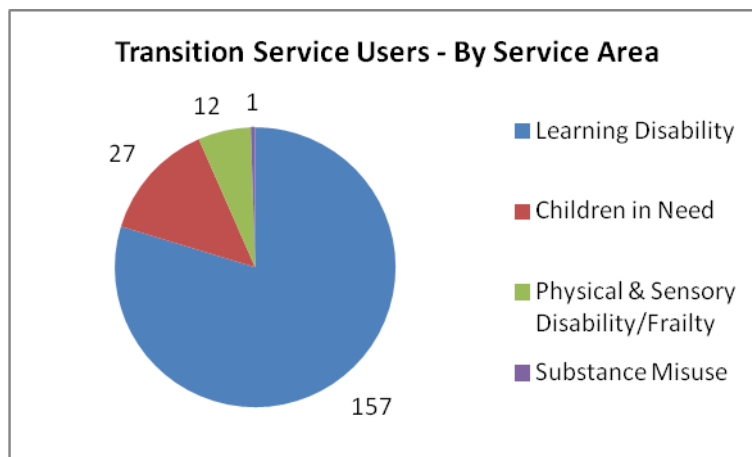


- Established a support group for parents/carers of adults with AS/HFA (with Mencap)

## 6.5 2014/15

### Transition

The team continued to develop ensuring, through person-centred planning processes that the transition for young people and their families is as smooth as possible; with more than 20 new cases every year and increasingly for those with complex needs.



This year they developed innovative arrangements between our Fostering Service and West Wales Adult Placement Scheme. We now had processes in place to enable adult placement carers to be registered as foster carers. This resulted in two carers having 'dual status', allowing us to ensure that children in foster care have stability and continuity through into adulthood.

They worked in partnership with colleagues from Coleg Sir Gar to increase the access to education for disabled young people. This reduced our need for out-of-county and residential college placements.

And identified the level of accommodation need and started to develop additional supported living services in Llanelli and Carmarthen for young people.

During this year, they established a Transition Operational Meeting, further strengthening their approach to integrated working. Monthly joint meetings took place which brings together operational staff from the Children's Disability Team, the Community Learning Disability Teams, Adult Social Care, HDUHB and the Transition Team to ensure they were planning effectively for children and young people as they move between services.

This also helped us to identify unmet need and inform our future commissioning intentions.

The Transition Team fully implemented the use of Carefirst within the team. This ensured we have an effective case management system in place for all young people.

We recruited a Team Manager and 2 additional social workers to the team. This gave the team greater capacity to manage the most complex cases effectively.

We developed two new supported accommodation projects for disabled young people, one in Carmarthen and one in Llanelli. These projects were developed in partnership between the local authority and the third sector. They enabled 5 young people to live independently with support and maintain their links within the community. In particular, this allowed them to continue in education locally as well as maintain existing family and social networks.

The successful Real Opportunities project ended this year and we managed the exit of the project. This ensured that all the young people had exit plans and had ongoing support if they needed it.

Within Carmarthenshire, the following support was provided to young people as part of 'Real Opportunities' during the year:

- 193 participants
- the 'hub' team delivered 385 accredited units (and Mencap 86)
- 8 participants gained a QCF qualification at Award level (Qualifications and Credit Framework is the national credit transfer system for education qualification)
- 145 participants gained one or more units (not QCF)
- 7 parents gained accreditation
- 91 peer mentors gained accreditation
- 99 young people within Carmarthenshire have received certificates since 1<sup>st</sup> April 2014.

**Restructure of Community Services** – following a period of intensive consultation with users of the service, families, carers, staff and trade unions, we took forward and implement the restructure of Day service provision. The appointment of a Service Manager of Community Services in October 2014 enabled us realign the management structure of the day centres. Together with users of the service, there was ongoing consultation to ensure that opportunities continue to be created across the County which take on board the Progression model as outlined in the 'Statement of Intent for Learning Disability Services' which was produced by the Mid and West Wales Health and Social Care Collaborative The restructure of the day centres aimed to drive a person-centred approach which recognises that everyone, regardless of their skills and abilities, should have the opportunity to reach their full potential. This approach has to be embedded into the delivery of all services across the County.

**Deprivation of Liberty Safeguards (DoLS)** – All local authorities have experienced significant challenges this year as a result of the UK Supreme Court Judgment. The impact for us was that the level of referrals increased more than tenfold. The Department responded with an action plan which included training additional Best Interest Assessors from within the workforce and the categorisation of referrals on the basis of risk. This categorisation tool was developed by ADSS and was then adopted throughout Wales. We highlighted the corporate risk which secured additional funding to appoint additional Best Interest Assessors. The CSSIW/HIW National Review, which took place prior to the Judgment, highlighted good practice within Carmarthenshire in respect of the way we were meeting our responsibilities under the Safeguards.

**Closure of the Coastal Programme** – In order to prepare for the completion of COASTAL, we worked to ensure that we retained as much expertise and specialist knowledge as possible so as to provide the basis for the continuation of such approaches, together with the delivery of future employment programmes. The exit plan for COASTAL was delayed due to a combination of the restructuring process and budgetary issues; however the operational end date was 28<sup>th</sup> November 2014.

**Mid and West Wales Health and Social Care Collaborative** - The development of the regional collaboration has enabled the authority to consider a number of key themes. One of the most important is ensuring that services are developed through constructive engagement with users of the service and their families, ensuring they get the right help at the right time within their own community. This is a key message that is incorporated within the Collaborative's Statement of Intent.

**Safety** – Adult Safeguarding remained a top corporate priority during a period of increasing public concern over standards of care provided to vulnerable people. Throughout 2014/15, considerable focus was given to improving links between adult safeguarding and domestic abuse organisations and the 'Keeping Safe' agenda (the way vulnerable adults can help protect themselves). The department continued with a comprehensive training programme for the health and social care sector.

Operationally, the number of referrals and enquiries into the adult safeguarding team continued to increase, leading to significant pressure on the team. The issue over investigation timescales remained a challenging area for the Service which prompted a review of current operations.

In 2014/15, there were some significant developments for our social work and care management provision within the CTLDs, which included changes in the management arrangements. For a number of years, social care staff operated under a single line management structure within the CTLDs with both managerial posts funded by HDUHB but in 2015, following a restructure within the health board, we were requested to consider adopting day-to-day management responsibility for our own staff. To accommodate this, interim management arrangements through the Social Work

Professional Leads were established. The changes will allow us to provide a more unified divisional approach to delivering social care services across the County and to adopt a model which is consistent throughout the region, whilst at the same time enabling us to focus on our core business.

There has also been a review of the Learning Disability Strategic Monitoring Group and the emergence of the Learning Disability Service Development Group. This group, which is made up of members from all the stakeholder groups, has been working on producing a draft Learning Disability Service Action plan which follows on from The Big Plan and to try and ensure:

- We can respond to the needs of individuals within our county,
- We continue to develop inclusive services rather than segregated services and that
- We are able to respond to the implementation of the SSW Act.

The themes of the action plan were identified at the last annual Carmarthenshire People First conference in November 2014, the themes include:

- Accommodation
- Health
- Employment/Day Opportunities
- Leisure Opportunities
- Evening Activities
- Relationships.

As part of our wider accommodation and efficiency agenda, our social workers continued to be involved in assessment and review work which resulted in care packages changing and, in some cases, costs being significantly reduced. From a care management perspective, some dedicated time devoted to this work-stream would in many ways be beneficial as a significant proportion of the work relates to people who are in non-community settings.

We acknowledged that we must provide services which have meaning for individuals, services which respond to their wishes and aspirations rather than services which individuals have to fit into. To achieve this, we have developed new service delivery plans within day opportunities which make use of person-centred tools to ensure services are outcome-focused and individualised. All individuals accessing a service make their own plan which is reviewed on an annual basis or as and when needed.

Within Community Inclusion, our main service priorities for 2014/15 were the Restructure of Learning Disability and Mental Health daytime opportunities, Safeguarding and Commissioning Services and the closure of Coastal.

Our activity June to November 2014 included:

## Supported Employment Projects

There was significant success in the current vocational projects within COASTAL that train and support participants in vocational skills and work ethics. The projects deemed eligible for bridge funding and for delivering additional outcomes were:

- Catering – Blas Myrddin continued to go from strength to strength with a steady growth in income however staffing issues mean we were yet to realise the potential of Cafe@SA31.
- White Goods/Recycling - again we have seen a steady growth in income and, using a grant from the Wallich, we were able to place a container at the local amenity site at Nantycaws to increase the number of units coming into the project.  
[http://www.southwalesguardian.co.uk/news/12942368.Recycling\\_scheme\\_is\\_no\\_white\\_elephant/?ref=fbshr](http://www.southwalesguardian.co.uk/news/12942368.Recycling_scheme_is_no_white_elephant/?ref=fbshr)
- Grounds Maintenance – new contacts and partnerships were maintained and increased upon this year. Current partners include Parc-y-Scarlets and providing services for protected properties. In 2014/15, £8,000 of income has been generated.

Our Centre for Economic Inclusion at Coleshill, Llanelli, continues to grow steadily - 127 people accessing the centre with activities taking place throughout the day, evenings and at weekends. We worked in partnership with at least 9 other organisations providing a range of activities, several advisory services and renting all bar one of our office spaces (Rental from Offices = £2,100 pcm).

We had 31 volunteers who support the running of the centre and provide training sessions. Many of these volunteers would have traditionally been service users but by getting to know individuals, we were able to identify their unique skills/abilities and match them to an opportunity where they can utilise these by supporting others. This approach gives value and meaning to many and allows individuals to learn from their peers fostering more productive relationships, encouraging co-production and increasing the likelihood of sustaining the relationships outside of the remit of the service.

The move from Day Centres to Day opportunities continued, the production of craft items throughout the services continues to provide a positive activity for service users and also saleable goods which could form the basis for a social enterprise model. We were developing partnerships with other projects such as the LIFT project and who were willing to sell the craft products on the Llanelli Market; this also provided retail experience for many individuals using services.



With regard to day opportunities for people with learning disabilities, a new integrated netball session was established at Llanelli Leisure Centre. These sessions were aimed at increasing physical well-being, with participants gaining new skills whilst providing a different type of social experience.

By working with Heol Goffa School on this project, we were providing school-leavers with an opportunity to get to know what activities are available to them and a chance to get to know us in adult services.

Our commitment to Adult Placement as a model of provision that complements and provides alternatives to traditional service models continues to be strong and this is evidenced with the scheme continuing to be in a period of growth.

During the year, we had a visit from Imelda Richardson, Chief Inspector, who said:

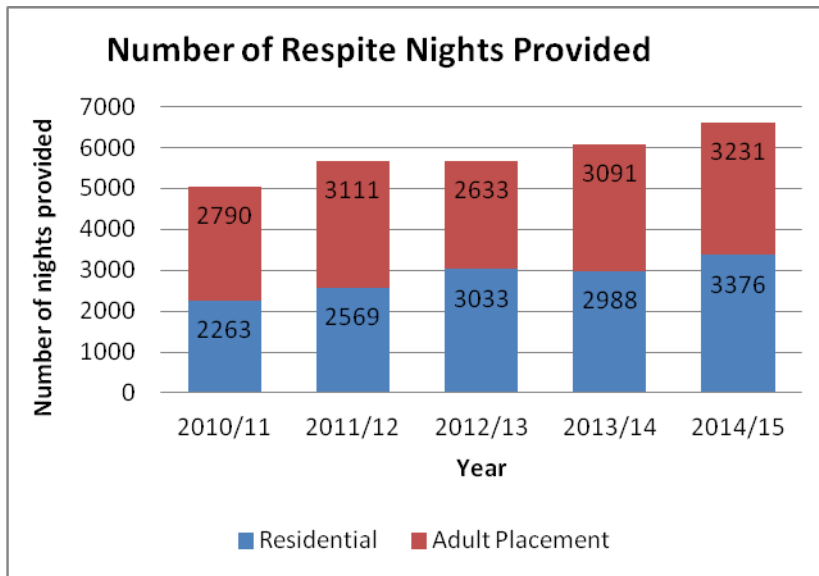
*“The volunteers, independent members of the consultative group and members of staff are committed to improving the lives of people on long and short term placements and I was lucky enough to meet with the younger adults who are currently on placement in the area.*

*The visit was a great opportunity to experience first-hand the high-quality support for people undergoing a number of different challenges and transitions and to hear their views.”*

At the end of March 2015, the West Wales Adult Placement Scheme had 107 approved households, of which 60 were located in Carmarthenshire; this represents a 13% increase in Adult Placement carer numbers since last year. In all, there were 12 new households and 23 new adult placement carers during the year. There were 28 prospective adult placement families, 13 of which completed their initial application checks and at the end of 2014/15 were progressing to the assessment stage.

Long-term placement numbers have remained constant over the last 12 months. We have 67 Carmarthenshire service users residing in long-term placements and 93 of our service users have received a short break (respite) service. In total, this means that 160 Carmarthenshire service users have received a service with adult placement this year.

## Short break/respite

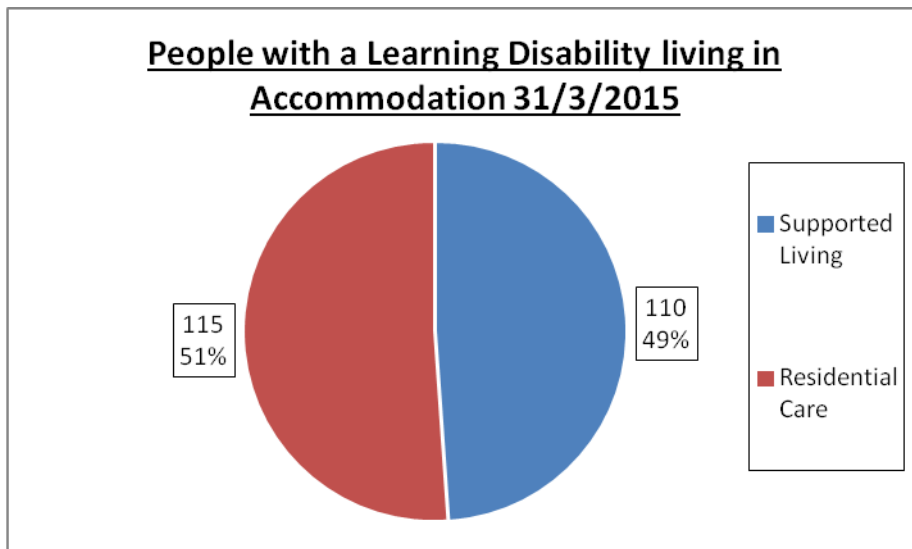


This graph illustrates that 3,376 nights were provided to 93 people with LD in a residential setting, of which 46% (1,563 nights) was provided in-house and 54% (1,813 nights) was provided by the independent sector.

3,231 nights were also provided by the Adult Placement Scheme within the County.

As well as adult placement, Independent Living Fund (ILF) and Direct Payments provided individuals with a range of opportunities for independence. During 2014/15, 145 people with a learning disability received ILF payments totalling £3.9 million and 130 clients received direct payments (an increase of 10 people from the previous year).

The graph illustrates our continued progress in moving people from residential care to community-based services, which is a direct benefit of our Accommodation and Efficiency Programme.



In September 2014, we refocused the programme within Carmarthenshire to concentrate on our spend and the themes that had arisen out of the wider regional work. As well as continuing with the 'right-sizing' of placements, these themes included out-of-County placements, ordinary residency and funding anomalies identified through the project.

The main work programme was based around answering the following 4 fundamental questions:

- Is the individual in the least restrictive setting to meet their current assessed need?
- Is the individual in receipt of the correct level of support to meet their current assessed need?
- Is the correct level of support being consistently delivered in the most effective manner?
- Are we paying a fair market rate for the support delivered?

In 2014/15, we were able to demonstrate the following outcomes for individuals:

The Work Choice Team this year secured 132 jobs for our customers. Our customers' lives were changed for the better, they contributed to the local economy and did not rely on benefits, and this in itself builds on self-esteem, confidence and the general well-being of our customers.

The Coastal and Arena Team worked with 1,265 individuals during the life-span of the COASTAL project. 517 individuals gained accredited qualifications, 141 people were supported to gain employment and 220 people entered further learning.

Although there was a financial incentive attached to the Accommodation & Efficiency Programme in order to realise budget savings, there was a dual aim to identify individual cases or projects which have the potential to lead to better outcomes for service users. Examples include:



- A service user returning to live in county to receive support in supported accommodation where a void existed;
- Service users moving from residential care to tenancies with domiciliary care support or adult placements:
- A service user who was transferred as an ordinary resident in Warwickshire

*A gentleman recently moved from an 'out of county' residential placement to an 'in county' adult placement where he is much happier, in a setting more appropriate to his assessed need (this change also delivered a saving of £37k to our budget).*

## 6.6 2015/16

The story so far this year,

### Mid and West Wales Health & Social Care Regional Collaborative Learning Disabilities Partnership - **Model of Care and support** 2015.

Established a set of guiding principles that people with a learning disability have the right to:

- Be treated as an individual
- Have access to appropriate services
- Be involved in how these services are delivered
- Be supported and enabled to progress, develop and achieve greater independence
- To be free from abuse and harm
- To take an active and productive part in their communities
- To be supported to maintain good health and lead a healthy lifestyle

Under the Regional Collaborative we have seen the emergence of the 3 counties Learning Disability Remodelling group who, have the task of implementing the recommendations in the aforementioned statement of intent. There are seven recommendations we are currently working towards,

- Implementation of a Model of Care and Support for people with a learning disability in Mid and West Wales that enables individuals to achieve what is important to them
- Engage with Service users, Carers and their family to co produce individual support that enables access to services, inclusive delivery models and monitors outcomes for people with a learning disability.
- Create a regional Quality and Governance Framework that enables effective and consistent monitoring and assurance of the standard of care and safeguarding for services to people with a learning disability.
- Define the integrated approach to working in partnership that

supports collaboration in the delivery of high quality cost effective learning disability services at a regional level

- Establish a viable and financially sustainable approach to Joint and regional commissioning for learning disabilities services
- Effective Strategic leadership that provides an agreed and persuasive vision with a compelling narrative to describe what collaboration and integration, and partnership can achieve
- Develop a regional strategic approach to Workforce, Training and Development

**Day Opportunities** – we continue to expand on the variety of options available with the development of the Opportunities team who have successfully engaged with over 90 individuals in one year matching them with a range of educational, vocational and volunteering opportunities, offering individually tailored careers advice.

We have seen four new partnership projects established this year,

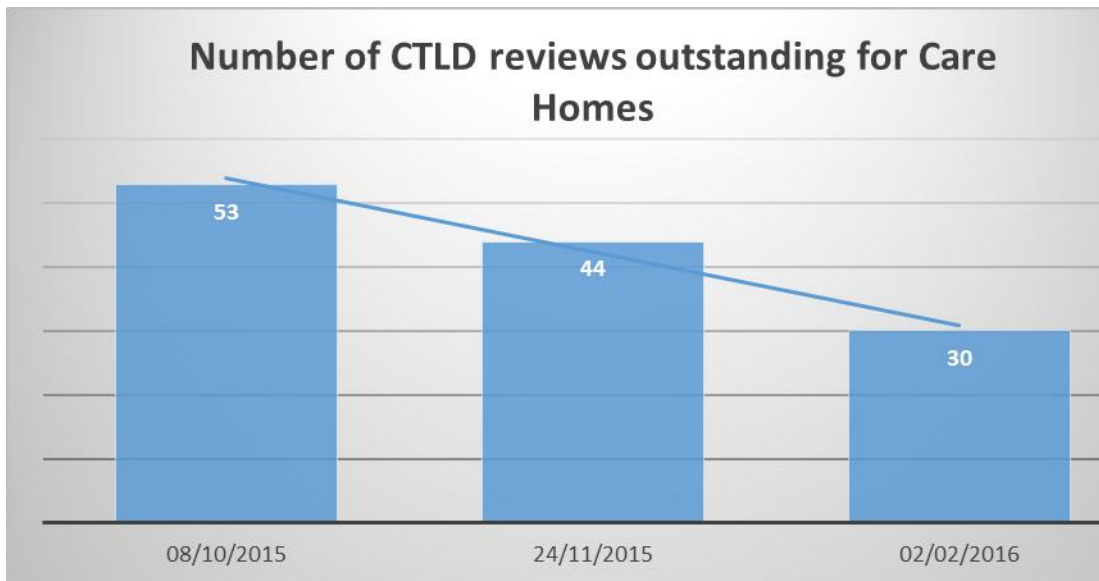
- A partnership with Parks providing opportunities at Llyn Lech Owain.
- A school leavers project, where we are engaging with the local inclusion units and providing taster sessions and work placements,
- The development of a basic skills service in Cross Hands which also forms part of the Libraries service and finally
- The opening of our craft shop in Llanelli supported by Regeneration and the Opportunities Street Grant.

We also eagerly await the outcome of the latest ESF funding bid which we are part of, Cynnydd. Cynnydd is a project which aims to reduce the number of those young people with a disability or work limiting condition that are at risk of becoming NEET aged 16-24. Increasing the number of young people remaining in education, and subsequently entering training and going on to develop careers.

The vision of the project is a beneficiary-led, young person centred network of opportunities, responding to those young people identified as at risk of disengagement and then providing them with the right level of challenge and support, and additional activities to help them make real progress.

### **Realignment of care management teams**

There are two events planned at the end of February to give final feedback to staff in respect of the proposed management restructure. An improvement in performance management has resulted in positive outcomes in key areas. One of the most notable being case reviews that are now being completed within appropriate timescales.. The graph below shows the improved performance of reviews for clients in Residential Placements over the past six months.



### **Accommodation and efficiency update**

The Accommodation & Efficiency Programme continues and has expanded to encompass a number of related work streams. These include:

- Review and right sizing of high cost residential placements
- Opportunities for individuals to move on from residential care to community based services (Progression Model)
- Resolution of Ordinary Residence issues
- Determination of a standard hourly rate for community based services
- The mapping of accommodation needs for the next 3 to 5 years across Transition and CTLD Service Users
- Intelligent commissioning of services that are appropriate to the individual need, safe, cost effective and financially sustainable (Gatekeeping)
- Management of supported living voids

The above work streams are overseen by the Accommodation & Commissioning Strategic Board that meets quarterly, chaired by the Head of Service.

The work to date has achieved in excess of £750k in 2015/16 against a target of £500k

## **7 Judgement**

I think it is fair to say based on the evidence documented in this report that the majority of the objectives set in The Big Plan have been realised and more however, the provision of services is an ever evolving journey. A journey where we must ensure that we are responsive to the needs of our customers, our changing economic status and the emergence of new legislation whilst, at the same time striving to emulate best practice.

As a way of understanding our current position directly from our customers we held a stakeholder event on 22<sup>nd</sup> January 2016. This event was initially planned to understand what was important to people who have a Learning Disability or Mental Health Issue living in Carmarthenshire. To understand what was working and how we could do things differently, the findings going some way to populate “Our Plan” for Learning Disability services. Additional activities took place on the day around, reviewing respite for people with complex needs, the Learning Disabilities – Mid and West Wales Statement of Intent and Our Skills Wall.

An invite was extended to approximately 110 individuals, people who use services, parents, carers and professionals. There was a competition to design the invite, the winner being the Arts group based at Coleshill Centre. **74 people attended!**

Thematic discussions took place around,

- Accommodation,
- Employment/training,
- Accessing Health Care,
- Social and Leisure opportunities,
- Relationships.

As mentioned previously the themes were identified by members of Carmarthenshire People First at their annual conference, each section being introduced via a video blog made by members telling us what was important to them in these areas.

The following questions were asked,

- What resources have we got,
- What works,
- What could we do differently,
- How could we work together?

We are yet to write a full report in relation to the day however, our initial findings are,

### **Accommodation.**

We have lots of options but they are all full, there’s a limited choice in rural areas and a lack of emergency options,

- supported tenancies, shared lives and respite were the preferred models,
- the process to find accommodation takes too long, there’s not enough planning for the future and individuals want to be involved earlier,
- the process is complicated and we need easy read information,
- people want to choose who and where they live and be part of the process, including tenders,
- we need to be person centred and have more information about options

## **Employment.**

- Preferred models of support were job coaches, direct payments, work placements, on the job training, sheltered/ social enterprise,
- There's a lack of information regarding Direct Payments,
- Not enough opportunities, including social enterprises,
- We need flexible transport options or travel training as a lack of transport can stop us accessing an opportunity,
- We need individualised support of varied lengths,
- We need to build networks with employers, opportunities,
- We need more meaningful volunteering opportunities, accredited and non accredited training.

## **Health**

- Health passports and annual health checks are a important to get our needs met, but we need more to be completed,
- We have some really good easy read information from teams, CPF and Macmillan,
- We have good access to specialist LD professionals such as nurses etc,
- We need to increase ASD awareness,
- We need to train hospital and G.P staff as they don't understand our needs,
- We need to make it easier to get a G.P appointment.

## **Relationships**

- we have good training from CPF, Macmillan re staying safe, social media,
- we get to meet people at groups but they are all people with learning disabilities and not integrated,
- most relationships are paid relationships, there's a power imbalance and dictated by shift patterns,
- lack of relationships with people in my own community,
- we have a relationships policy but cannot use it,
- lack of information regarding groups,
- Need to set up network groups so we can become independent e.g., dinning club, holiday groups, safe spaces, speed dating.
- I want to be treated the same,
- "We need to allow a pet in tenancies as my pet is my only friend who isn't family or paid for."

## **Social and Leisure opportunities.**

- We have lots of Learning Disability groups but we need to be within our local community,
- Using my ILF and Direct Payment helps me go out,
- Lots of groups in towns but not many in rural areas,
- We need evening and weekend activities away from centres,
- Support needs to be tailored around what I want to do not staff shifts,

- Ask us what is important to us, we don't want to fit in with services,
- Lack of transport,
- Preferred model is use of ILF and Direct Payments however, "my social needs don't meet the criteria so I cannot get support to do what is important to me."

The table below describes the objectives set in the strategy where more evidence is required to measure success. These areas will also be included in any future development plans.

OBJECTIVES
Increase numbers of people accessing annual health checks
Develop system to monitor uptake of service.
Ensure equal access to screening and health promotion initiatives.
Improve accessibility of community services.
Develop and implement a Vision for Adult Learning in Carmarthenshire
Ensure equal access to these courses in mainstream education