

City of Bradford Metropolitan District Council

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City of Bradford Metropolitan District Council and NHS Bradford and Airedale in conjunction with
Bradford District Care Trust.

‘Changing lives through real partnership’

Changing Lives Learning Disability Programme
Programme Organisation

September 2010

Changing Lives Programme Organisation Content

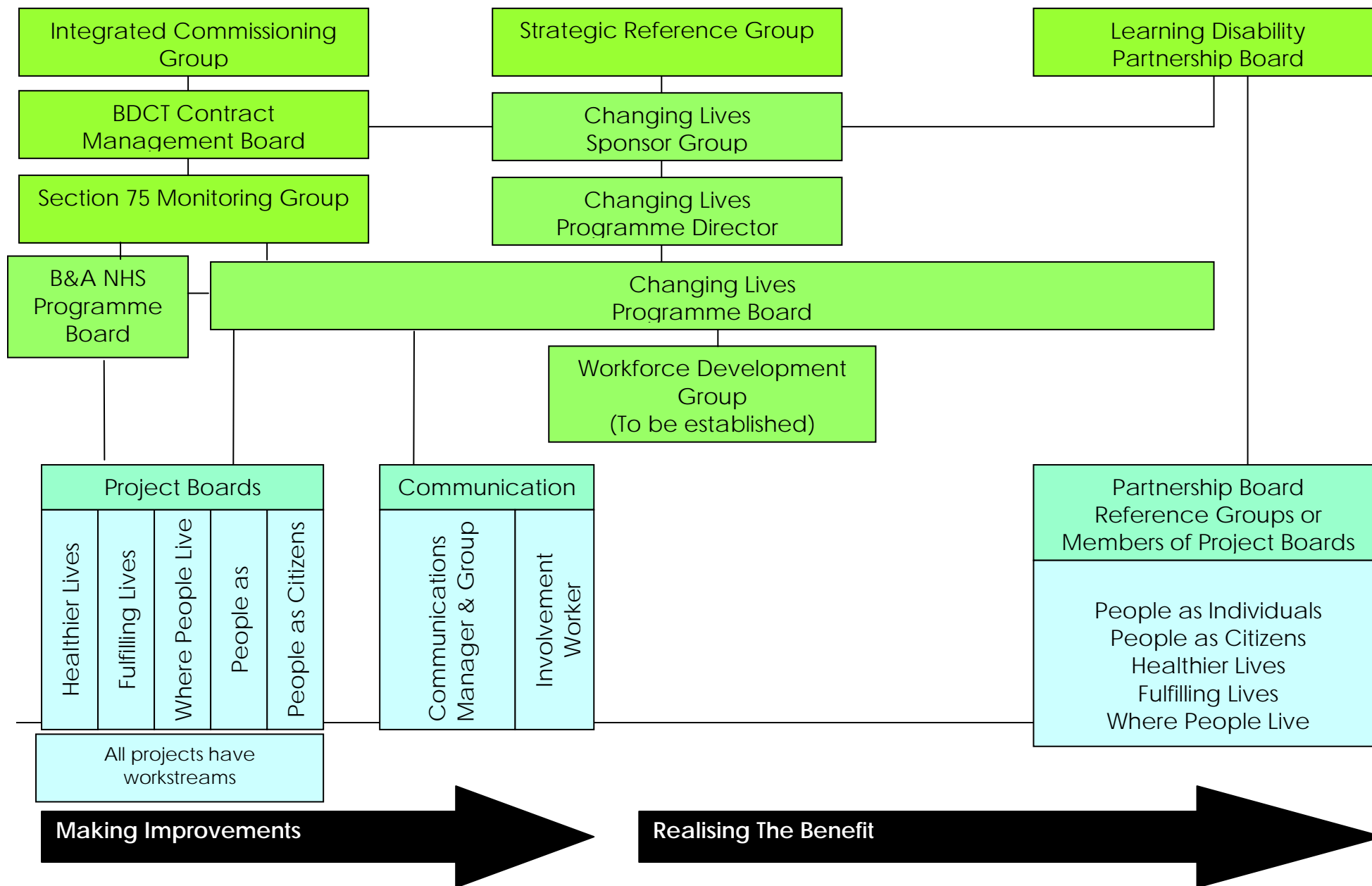
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1. Background Information

The Changing Lives programme will deliver a transformation of services and support for people with learning disabilities who live in the Bradford District.

The plan is derived from the initial benefits mapping work undertaken by the Learning Disability Partnership Board and the Changing Lives Programme Brief.

2. 'Changing Lives' Programme Organisation



2. Changing Lives Project Dossier

People As Citizens

Project Objectives:

- To have a high performing and influential Learning Disability Partnership Board that is independently chaired and achieves Valuing People Now key actions for 2009-2012
- To create systems through which people with learning disabilities will connect into planning processes and influence policy changes across the Bradford District
- To develop carer networks that promote health and wellbeing for carers of people with learning disabilities

What The Project Will Deliver:

- Learning Disability Partnership Board:
 - An Independent Chair and Co-Chair
 - Development Days to ensure meetings are positive and productive
 - Officer Support for Learning Disability Partnership Board
- Learning Disability Parliament:

- Building on the partnership board development, a Parliament 'design', including terms of reference, constitution and costs. Development days will be needed to create this
 - Parliament implementation plan.
- Carer's Networks:
 - Bradford UK Circles of Support
 - A Commissioned Carer's Service with Mencap to deliver the following services and support:
 - Carer's Development Manager
 - Full Time Carer's Advocate
 - 6 Carer's Cafes
 - Carer's Newsletter
 - Carer's Voice Meetings

How the Project Contributes to Programme Benefits:

- People with learning disabilities & family carers will know their rights and responsibilities and how to exercise them
- People with learning disabilities and family carers will be more visible and listened to

- There will be a higher awareness of big issues for people with learning disabilities and their families by local partner organisations and the general public
- More people with learning disabilities & carers in community leadership roles and influencing policy decisions
- Family carers who join Bradford Plan circles and who attend the Carer's Cafes will experience improved well-being through peer support and timely access to more formal services and support
- There will be measurable improvements in the quality of services for people with learning disabilities
- There will be improved awareness within the District of the needs of people with learning disabilities and their family carers.

Links to Other Programme Areas:

- The People as Citizens group will be required to build good links with transport services to ensure transport plans meet the needs of people with learning disabilities. Community safety is an important issue for people with learning disabilities and the project will explore what links can be formed with other service areas (e.g. Police, Safeguarding, Safer and Stronger Communities).

People As Individuals Project:

Project Objectives:

- To develop commissioning systems that will deliver high quality personalised services and support, grounded in sound person centred thinking and planning
- To transform the Assessment & Care Management Team within the Community Team Learning Disabilities (CTLTD) to deliver personalised high quality assessment and care management support
- To implement the Person Centred Thinking & Planning Guidance at the heart of Valuing People Now
- Working with the Personalisation Programme, to implement self directed support for people with learning disabilities & their families
- To ensure commissioned adult care services and support provided are of high quality and delivering desired outcomes

What The Project Will Deliver:

Strategic Commissioning:

- Integrated Learning Disability Commissioning Board
- 5 Year Commissioning Plan

- Adult Services Strategic Commissioning Team
- A Commissioning Framework including:
 - A provider network with clear terms of reference
 - Accredited preferred provider list

Operational Commissioning:

- Transformed assessment and care management team within *Community Team Learning Disabilities* (CTLD), including:
 - A new resource allocation process, linked to the personalisation customer journey
 - Increased management & leadership capacity
 - A Priority Assessment Team to support service improvements delivered by the programme
 - A School and College Leavers Team
 - A reshaped Assessment & Care Planning Team with a clear focus on personalisation and systems for effective caseload management
 - Reliable information systems including a learning disabilities register & RAP/SAS reporting arrangements.
 - An operational protocol describing how assessment and care management functions fit with Health Facilitation and Clinical Liaison teams.

- Implemented Person centred thinking tools and processes (across all commissioning and provider services)
- Implemented Personalisation Customer Journey (self directed support), including IT support and Carer's Assessment
- A clear pathway to continuing NHS Health Care support.

Contract & Quality Monitoring:

- A defined and resourced Adult Services Commissioning Support role for people with learning disabilities, including procurement support & contract monitoring.
- A Self Advocate Quality Checking Team
- An Independent Person Centred Review Team providing independent reviews of individual support plans and feeding review outcomes into contract compliance, commissioning and strategic change.
- A directory of services and support

Links With Other Programme Areas

- Links need to be made between Assessment and care management and the wider Transition Programme.

- The role of community nurses will be re defined via. The Healthier Lives project but needs to link with reshaping assessment and care management.
- The People as Individuals project needs to ensure a good fit between the personalisation programme and other Changing Lives objectives and plans
- Person centred thinking and planning quality standards will be built into contracts with new providers, as identified via. the Where People Live and Fulfilling Lives Projects
- The quality checking service needs to fit well with other quality checking systems in operation, e.g. via. contract compliance and supporting people

How The Project Contributes to Programme Benefits

- There will be greater choice for individuals in when and how services and support are provided
- There will be more service and support options for people to choose from
- People will have clearly expressed and documented life goals and preferences
- Services and support will help people achieve their expressed life goals and preferences
- Carer's needs will be more clearly identified and addressed in care plans
- Commissioners will know what services are working and what services are not working, to drive up quality in existing services and clearly identify where new investments are needed.

Where People Live

Project Objectives

- To ensure accommodation and support services are modern, flexible and of high quality and that all opportunities including home ownership are made possible
- To create a wider range of accommodation and support options that gives real choice and meets people's current and future needs
- To ensure people have access to advice and support in deciding what type of home to live in, who to live with and where to live.

What the Project will Deliver

- A Bradford Housing Partnership for people with learning disabilities and a long term Housing Strategy.
- A re-provided service for residents of 3 x Bradford District Care Trust Residential Care Homes, based on:

- A procurement process to identify new high quality service providers to re-provide services (residents and family members will be involved in selecting new service providers).
 - A full assessment of health and social care needs and person centred plan (one page profile) for each individual
 - Based on individual assessments, new service specifications that will be created by new service providers
- A re-provided service for residents of Branwell Lodge Nursing Home (Yorkshire Housing).
 - New supported living arrangements for an estimated 250 people using supported accommodation provided by Bradford District Care Trust and other providers (e.g. Yorkshire Housing), including:
 - An assessment of needs
 - A review of support options and funding, including Telecare, housing related support and health and social care
 - Separation of accommodation and support costs, via. formal tenancy agreements and individualised budgets
 - Re-provided support services for 150 people using BDCT supported accommodation
 - Re-provided support service for people using supported accommodation from other providers where their current service is not working.

- A workforce development programme for staff who transfer from Bradford District Care Trust to New Providers, with input from the National Development Team for Inclusion (NDTi)
- Refreshed contract arrangements with residential care and supported living providers.
- New operational systems to help people gain access to new housing options:
 - A housing development worker
 - A web-based 'available accommodation' database
 - Joined up operational systems, including needs assessment and recognisable pathways to accommodation support
 - Trust fund advice
 - A Housing & Housemate Finder Project (Brokerage)
- Residential short breaks and emergencies will be included within the project scope when defined within the Housing Strategy.

How The Project Contributes to Programme Benefits

- People will have more choice in what type of home to live in, where to live, and who to live with
- More people will own their own homes or have an individual tenancy

- If people need support at home, they will have more choice in who provides this and how it is provided
- People will have more options about when to leave their parental home
- The Local Authority will have good information to inform commissioning
- Carers will have greater peace of mind

Links With Other Programme Areas

- Links will be made with 3 areas in the People as Individuals Project, as follows:
 - Individual assessments will be undertaken by the Community Team for People with Learning Disabilities (CTLD) and progress with the Where People Live project is dependent upon these assessments being done.
 - Self-Advocate led quality checks will start with supported accommodation services
 - The accreditation of service providers

Fulfilling Lives Project

Project Objectives

- To redesign and re-commission day and employment services to ensure that they:
 - enable more people to gain paid employment
 - enable people to take a greater part in their communities of choice and enjoy their leisure and recreation time

What The Project Will Deliver

- 11 improvement projects to test new ways of working within existing day care and employment services
 - Cornerstone Community Hub
 - Khidmat Centre Community Hub
 - Mainstream Leisure Partnership with Bradford Adventure Activities Development Unit for People with higher support needs.
 - Northcliffe Environmental Enterprises Team to develop into an independent social enterprise

- Partnership development between day service performing arts and the Kala Sangam project
 - Compass Project, leisure opportunities via flexible 1-to-1 support
 - New support options for new entrants
 - Expansion of the Bradford Library Project
 - New volunteering opportunities via the creation of a 'Second Time Around' Charity Shop
 - Pilot to enable 5 people to gain paid employment in the public sector
 - Pilot to support 10 people to gain employment above permitted earnings
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- Working with external consultants, a detailed 'blueprint' of future day & employment services. This will include a plan of how we can move from where we are now to this future state.
 - New providers of day and employment services (The 'blueprint' will be used to create a new service specification for day and employment services against which provider organisations will be invited to tender).
 - Existing day service and employment staff and resources will transferred from Bradford District Care Trust to the new provider organisations, who will then deliver the transformation of services.
 - Commissioning and contract monitoring arrangements will be created to monitoring the transformation of day opportunities by the new service provider(s).
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- A person centred planning support for people using day and employment services.

Contribution to Programme Benefits

Day Opportunities

- Stronger sense of community enjoyed by people with learning disabilities.
- People lead full and purposeful lives within their community and develop a range of friendships, activities and relationships.
- Shift in power relationship between people with learning disabilities and centres
- More flexible use of community resources
- Hub provides a secure base from which community networks can develop.
- Incremental Approach to transformation addresses key risks and more likely to be sustainable.
- Existing staff skills are maintained as new ways of working are added.
- Centre building becomes a resource for the local partnership to use flexibly.
- Centre building becomes a resource for wider community for meetings and activities supporting greater levels of integration – potential revenue.

Employment & Volunteering

- People can make a positive contribution and feel valued
- More people will be in jobs they can do and enjoy
- Increased prosperity for people with learning disabilities
- Raised profile of people with a learning disability as employees and volunteers
- More integration of employment services – shared vision, objectives and operational integration where possible.
- Better information to plan future models and support investment. Clear information for commissioners.
- Employers recognise and realise benefits of employing people with learning disabilities.
- Employers have a better and more diverse workforce
- Businesses more appealing to the public.

Links with Other Programme Areas

- Links will be formed with the Transition Programme for school and college leavers when an officer is appointed to lead on transition.
- Links will be formed with the commissioning management team being developed in the people as individuals project to improve day and employment support for school and college leavers.

Healthier Lives Project

Project Objectives

- To ensure there is good co-ordination of health services and support, via. a General Practitioner, Community Matron and/or a Health Facilitator as needed
- To ensure that a *multidisciplinary team* approach is used for co-ordinating specialist health and social care support, particularly for people with higher support needs
- To ensure a range of high quality therapies are available as part of the multidisciplinary team
- to provide ongoing training and development, not just for specialist professionals, but also for frontline staff, generalists and families and carers

What The Project Will Deliver

- A *Health Facilitation Team* within the Community Team for People with Learning Disabilities that will:
 - Be staffed by 1 Strategic Health Facilitator, 4 Health Facilitators and 4 Learning Disability Community Matrons
 - Provide case management for adults with learning disabilities who have long term health conditions

- Provide Health Action Plans for people with moderate & high support needs
- Support for people going into hospital to support care co-ordination and enable reasonable adjustment
- Create a shared database between the Health Facilitation Team & General Practitioners
- Provide training for primary and community care health providers

- *More therapy staff*, also based within the Clinical Liaison Team within the Community Team for People With Learning Disabilities, as follows:
 - 4.0 WTE Speech and language therapists
 - 1.0 WTE Dietician
 - 4.0 WTE Physiotherapists
 - 3.0 WTE Occupational Therapists
 - 2.0 WTE Psychology (to be confirmed)

- New and existing therapy services will be delivered through updated service specifications created between Bradford & Airedale NHS as Commissioner and Bradford District Care Trust

- An Enhanced GP Service, including longer appointment times for people with learning disabilities and an annual health check (more detail to be added)

- The following deliverables will be scoped in year 2010/11

- Intensive Support Team
- One Stop Health Shop for People with Complex Needs

How The Project Contributes to Programme Benefits

- There will be equal access to health services
- Health care will be safer
- Health care will be timely and well co-ordinated
- People with learning disabilities and carers will experience improved health and wellbeing
- People will live longer
- People will be treated with dignity and respect

Links With Other Programme Areas

- Health Facilitation and therapy service developments will be integrated into CTLD developments being progressed via. the People as Individuals project.
- General Practitioners need to be kept aware of the Health Facilitation Project as it may impact on how people receive health services and support
- The project will link to other MSP programme boards within NHS Bradford & Airedale, specifically long term conditions, primary care, mental health and planned care.