

Joint review of planning and buying services and support for people with learning disabilities and complex needs

Gateshead Learning Disability Partnership Board

Draft Action Plan—April 2009

Valuing People Now: Key Policy Objectives for 2009-12

People with learning disabilities and their families will:

- 1 Benefit from Valuing People Now
- 2 Have greater choice and control over their lives and have support to develop person-centred plans
- 3 Get the healthcare they need and the support they need to live healthy lives
- 4 Have an informed choice about where, and with whom they live
- 5 Have a fulfilling life of their own, beyond services, which includes opportunities to study, work and enjoy leisure and social activities
- 6 Be supported into paid work (including those with complex needs)
- 7 Have the choice to have relationships, become parents and continue to be parents, and will be supported to do so
- 8 Be treated as equal citizens in society and supported to enact their rights and fulfil their responsibilities

- 9 Have the opportunity to speak up and be heard about what they want from their lives – the big decisions and the everyday choices. If they need support to do this, they should be able to get it
- 10 Be able to use public transport safely and easily and feel confident about doing so
- 11 Be able to lead their lives in safe environments and feel confident that their right to live in safety is upheld by the criminal justice system

For services:

- 1 Leadership, delivery and partnership structures are put in place that will make sure the outcomes set out in this strategy are delivered
- 2 Effective commissioning in a way that best supports the right outcomes for people with learning disabilities and their families is ensured
- 3 The workforce across services are given the appropriate support and training to equip them with the values, skills and knowledge to deliver the Valuing People Now priorities for all people with learning disabilities
- 4 Learning disabilities will have a clear position in the new performance frameworks for the NHS and local authorities, and there will be a comprehensive range of data sets and reporting mechanisms'

The Joint Review

In 2008, the Commission for Social Care Inspection, the Health Care Commission and the Mental Health Act Commission wanted to find out how Councils and Primary Care Trusts were planning and buying services and support for people with learning disabilities and complex needs.

Working together, they chose to review nine different areas in England

Overall they found that staff are trying hard to make a difference to the lives of people with learning disabilities and complex needs.

However, much more needs to be done more quickly.

Gateshead Action Plan

The following draft action plan details how Gateshead Council and Gateshead Primary Care Trust intend to respond to the review report for Gateshead.

It is proposed that the Learning Disabilities Partnership Board takes responsibility for ensuring that agreed proposals are implemented. The action plan will be monitored quarterly by the Board and this will assist in placing the Board in a strategic role for planning and developing learning disability services in Gateshead.

The action plan will need to be agreed by the Council and the Primary care Trust prior to final submission to the Quality Care Commission.

Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
--	--	---	---	---	--

Recommendation 1—Putting People at the centre of Commissioning

<p>The Council and Primary Care Trust should ensure all adults with learning disabilities and complex needs have timely access to person centred support plans that place them at the centre of Commissioning</p>	<p>We have a team of 4 person centred planning facilitators. One of these posts is a senior person centred planning facilitator who manages the team</p>	<p>Ensure funding is in place to continue these posts</p> <p>Review capacity and sustainability to deliver to all people with learning disabilities and complex needs</p>	<p>Angela Todd/ Helen Nesbitt</p> <p>Alan Cormack/ Julie Walls</p>	<p>June 2010</p> <p>April 2010</p>	<p>Valuing People— all people with a learning disability will have greater choice and control over their lives and have support to develop person-centred plans</p> <p>LAA NI 136 People supported to live independently through social services</p>
--	--	---	---	---------------------------------------	---

Action



Where we are



Tasks– what are we going to do



Who is going to do it



When are they going to do it by



Progress



Protocol for referral system in place

Tell people how they can get a Person Centred Plan

Angela Todd/
Helen Nesbitt/
Graeme Turner

June 2009/June 2010

Plan 6 awareness raising sessions

Choice and Control sub group







April 2009—June 2010







Reviewing system in place



All existing plans done internally and externally should be reviewed and outcomes addressed and passed on to Commissioners
Involve independent advocate in planning process to ensure people's wants and needs are captured







Angela Todd/
Helen Nesbitt/
Graeme Turner/
Julie Walls/ Alan Cormack/
Choice and Control sub group

April 2010







Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
	System now in place to record outcomes	Have a system in place so we can identify on Care First who has a Person Centred Plan	Graeme Turner/ Christine Mantel	January 2010	
	Easy read leaflets designed to make people aware of what a Person Centred Plan is and how they can get one	Identify resources to print and distribute leaflets	Choice and Control sub group	July 2010	




Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
		Raise Awareness of Person Centred Plans and how they can help	Choice and Control Sub Group	April 2010	
	Person Centred Planning Framework written	Person Centred Planning framework to be reviewed in line with the new guidance from Valuing People Now when it is published. The Framework to be signed off by the Learning Disability Partnership Board	Choice and Control sub group – Jill Collerton Lead	December 2009	

Action	Where we are	Tasks– what are we going to do	Who is going to do it	When are they going to do it by	Progress
					
		<p>Set up a process to link Person Centred Planning with Commissioning of Services</p>	<p>Graeme Turner/Katy Lowery/Julie Walls/Alan Cormack</p>	<p>January 2010</p>	
		<p>Develop a system to record unmet wants and needs to feed into commissioning process and report to the Partnership Board every 6 months</p>	<p>Graeme Turner/Katy Lowery/Julie Walls/Alan Cormack</p>	<p>January 2010</p>	







Action	Where we are	Tasks– what are we going to do	Who is going to do it	When are they going to do it by	Progress
	 <p>All people coming through Transition have a person centred review which will lead to a person centred plan and support plan if they choose to have a Personal Budget</p>	 <p>Assess capacity to ensure all people coming through transition have a person centred plan by the age of 18</p> <p>All young people going through transition are offered Advocacy</p>	 <p>Graeme Turner/ Helen Nesbitt/ Transition sub group</p>	 <p>December 2011</p>	







Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
	<p>In Gateshead people who meet Fair Access to Care are offered a Person Centred Plan.</p>	<p>The learning disability partnership board to be clear how it can support people who do not meet Fair Access to Care to have a person centred plan</p>	<p>Learning Disability Partnership Board in Partnership with the Children and Young People Partnership</p>	<p>January 2010</p>	







Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
	Developing Person Centred Reviews for people who meet Fair Access to Care	Ensure everyone is offered a Person Centred Review and if necessary develop a Person Centred Plan	Helen Nesbitt/Graeme Turner/Angela Todd	December 2011	
		Develop and implement a program to make all staff/providers and organisations aware of what Person Centred Planning is and the processes	Graeme Turner/Michelle Kell	April 2011	

Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
	Pilot work on Person Centred Planning ongoing across disabilities and children with disabilities services	Review, evaluate and implement Person Centred working across services	Graeme Turner/ Choice and Control Sub Group/ Children and Young People Services/ Quality Checkers	March 2010	
		Establish links between Person Centred Planning and Health Action Planning to achieve better integration and improved health outcomes	Choice and Control Sub Group/ Good Health sub group	December 2009	







Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
<p>The Council and Primary Care Trust should ensure people with learning disabilities and complex needs have the communication and advocacy support they require to enable them to be actively involved in and influence how their needs are met</p>	<p>Review of Advocacy services in Gateshead carried out</p> <p>GAIN have identified gaps in Advocacy Provision of Carers with a learning disability</p> <p>Gain have secured funding from Department of Health to develop the role and value of advocacy within the Personalisation agenda</p>	<p>Carers sub group to identify funding and commission Carers Advocate</p> <p>Develop a protocol for the commissioning of advocacy services</p> <p>Develop systems and procedures which will demonstrate value for money commissioning of advocacy services across user groups</p>	<p>Carers Sub Group</p> <p>Steve Cowan (Gateshead Advocacy and Personalisation Consortium)</p> <p>Steve Cowan</p>	<p>July 2009</p> <p>April 2009—April 2011</p> <p>April 2011</p>	







Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
		Clarify the distinct role of independent advocacy within support planning	Steve Cowan	April 2010	
	Your Voice Counts is an advocacy service that supports people with a learning disability	Engage with self advocacy groups in Gateshead and better promote the range of advocacy options Monitor the capacity of advocacy services to meet demand	Your Voice Counts/ Gateshead People Partnership Board/Julie Walls	April 2010 April 2010	
		Set and implement standards for advocacy services	Alan Cormack/ Julie Walls/Pat Tatters/ Steve Cowan/GAIN	April 2010	

Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
	Review the offer of communication passports and how they link with person centred plans	Offer a Communication Passport to everyone	Graeme Turner/Jill Collerton/Choice and Control sub group/Transition sub group/Alan Cormack/Julie Walls	20 people to have a Communication Passport by April 2010	
	Communication champions in all day opportunities and community bases	Continue to develop systems of communications for people with learning disabilities	Communication Champions/Jill Collerton/Quality Steering Group	April 2010	
		Identify a communication champion within the social work teams and across all external provider services	Rosemary Wilson/Julie Walls/Quality Steering group	July 2009	







Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
	<p>All information that comes to the learning disability partnership board and sub groups is in easy read format</p>	<p>Continue to promote easy read information to all services and partner organisations</p>	<p>Bernie Cowan</p>	<p>November 2009</p>	







Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
		<p>Partnership Board to identify 3 different methods of communicating and engaging with people with a learning disability.</p> <p>Partner Organisations, people with learning disabilities and family carers to identify and develop 10 key documents that should be in easy read format</p>	<p>Partnership Board</p> <p>Partnership Board</p>	<p>September 2009</p> <p>September 2009</p>	







Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
	<p>Reviewed and looked at different models of involvement and engagement</p>	<p>Develop a service user and engagement strategy for people with learning disabilities and use one of the Consultancy days to develop a Model for Gateshead</p>	<p>Lyn Boyle/Andi Parker</p>	<p>September 2009</p>	
<p>18</p>	<p>There is a Speech and Language Therapy (SALT) action plan in place</p>	<p>Identify ways of increasing knowledge and skills when working with people who do not use verbal communication. Partnership Board to work with Speech and Language Therapy to implement the SALT Action Plan</p>	<p>Jill Collerton/Alan Cormack/ Good Health sub group/ Quality Steering Group</p>	<p>October 2009</p>	




Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
		Identify areas of good practice and visit 3 areas who do it well	Learning Disability Partnership Board	December 2009	
The Council and Primary Care Trust should ensure feedback from individual assessments of need, support plans and reviews actively informs commissioning priorities	Work is underway through the Fulfilling Lives and Employment sub group to look at what people with a learning disability do on an evening and weekend.	Look at the findings and identify the gaps from this work and have comprehensive data to inform commissioning Develop more effective means of gathering information from assessments to influence future commissioning of services	Fulfilling Lives/Employment sub group/Alan Cormack/ Julie Walls Partnership Board/ Rosemary Wilson/ Julie Walls	September 2009	Valuing People— Effective Commissioning in a way that best supports the right outcomes for people with learning disabilities and their families is ensured







Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
		Develop a commissioning plan which is endorsed by the Partnership Board	Alan Cormack/ Julie Walls	January 2010	
		Develop a system of outcome focused care plans with the assessment and review teams	Michelle Kell staff development officer/Rosemary Wilson	April 2010	







Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
<p>The council and its partners should provide clear information and support for family carers to enable them to have a better understanding of self directed care and individual budgets</p>	<p>We have a Carers Partnership and a Carers sub group of the Learning Disability Partnership Board and a Personalisation Partnership Board which includes carers</p> <p>Awareness events for carers are being planned</p>	<p>Ensure that the needs of family carers are reflected in the Gateshead Carers Strategy and the Action Plan that supports Personalisation Partnership and the forthcoming Learning Disability Strategy.</p>	<p>Partnership Board</p>	<p>September 2009</p>	<p>LAA NI 135— carers receiving needs assessment or review and a specific carers service, or advice and information</p>
		<p>Work in partnership with the Voluntary sector particularly Gateshead Carers Association</p>	<p>Personalisation Partnership Board</p>	<p>March 2010</p>	







Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
The Council and Primary Care Trust should review the complaints process in conjunction with people with a learning disability and family carers to ensure increased awareness and confidence in the process	New complaints procedures across health and social care came into effect from 1 st April 2009.	Guidance to be reviewed and produced in Plain English	Alison Routledge/ People with learning disabilities/ family carers	May 2009	
		Leaflets to be produced in plain English	Communications Department	May 2009	







Action	Where we are	Tasks– what are we going to do	Who is going to do it	When are they going to do it by	Progress
					
		Easy Read Com-plaints leaflets will be produced	Alison Routledge	June 2009	
		Gateshead Fo- rum, the Learning Disability Partner- ship Board, Car- ers sub group and Gateshead People will be asked what they think of the leaf- lets	Alison Routledge, Gateshead Peo- ple	June 2009	
		Easy read com-plaint procedures will be put onto CD/DVD for peo-ple	Alison Routledge	December 2009	



Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
		<p>Need to identify issues that prevent people from complaining.</p> <p>Need to actively promote complaints, compliments, concerns and comments across services and with service users and carers</p>	<p>Graeme Lyall Gateshead Carers Association</p> <p>Alison Routledge/ Gateshead People</p>	<p>December 2009</p> <p>April 2010</p>	







Action	Where we are	Tasks– what are we going to do	Who is going to do it	When are they going to do it by	Progress
					
		<p>Commission New Vision to run a training course (DVD) for people with a learning disability and their carers about using the complaints and compliments system</p>	<p>New Vision</p>	<p>April 2010</p>	





Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
Recommendation 2 Understanding the needs of populations and individuals					
The Council and Primary Care Trust should develop a shared strategy and action plan for meeting the needs of people with a learning disability and their family carers including agreement about areas for future joint investment	We have a learning disability strategy for Person Centred Planning Housing Employment Fulfilling Lives Workforce Planning Being Healthy in Gateshead Strategy Quality Framework	Produce a learning disability strategy for Gateshead that encompasses the requirements of Valuing People Now and is adopted by Cabinet and Primary Care Trust	Learning Disability Partnership Board	October 2009—Draft Adopted by Cabinet and PCT by December 2009	Valuing People—Leadership, delivery and partnership structures are put in place that will make sure the outcomes set out in this strategy are delivered







Action	Where we are	Tasks– what are we going to do	Who is going to do it	When are they going to do it by	Progress
					
	<p>We have identified the number of people with a learning disability in Gateshead and what their present and future needs are through the Joint Strategic Needs Assessment</p>	<p>A report will go to the Partnership Board re implications of the Joint Strategy Needs Assessment for People with Learning disabilities</p>	<p>Alyson Learmonth, Public Health</p>	<p>July 2009</p>	







Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
<p>The council and Primary Care Trust should address gaps in understanding of the diverse needs of people from Black Minority and faith communities living in the area</p>	<p>SADA group established for family carers from the Black Minority Ethnic and Faith communities</p>	<p>Invite representation from the Black Minority Ethnic and faith Communities to be a member of the Partnership Board</p> <p>Enable the SADA group to develop into a BME Forum for all carers of people with all disabilities</p>	<p>Chair of the Partnership Board and Valuing People Co-ordinator</p>	<p>September 2009</p>	<p>Valuing People— all people with learning disabilities and their families will benefit from Valuing People Now</p>

Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
	Funding was secured through the learning disability development fund for a Black Minority Ethnic Faith Development worker for 1 year	GVOC is seeking funding via Northern Rock Foundation to build on the work that was carried out by the BME Development worker	Gev Pringle GVOC	July 2009	
		Identify gaps and develop a consultation and engagement process with the Black Minority Ethnic Faith Communities	SADA Group – Malik Chaudhry Lead/Bernie Cowan	December 2009	

Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
<p>The council and Primary Care Trust should improve the identification of the health needs and address the health inequalities experienced by people with learning disabilities and their carers</p>	<p>A Health Action Plan pilot was carried out with 10 people with a learning disability We have offered 108 people a Health Action Plan and 101 people have accepted</p> <p>A strategy for Learning Disabilities has been produced by the North East Commissioning Team</p>	<p>Everybody know to services will be offered a Health Action Plan</p> <p>We will commit to completing 20 health action plans per month</p>	<p>Good Health Sub Group – Tracey Peters</p>	<p>By December 2011 everyone will have been offered a Health Action Plan</p> <p>20 health action plans will be completed each month</p>	<p>Valuing People—get the health-care they need and the support they need to live healthy lives</p> <p>LAA NI 119—Self reported measure of people’s overall health and wellbeing</p>
		<p>Use the Health Action Plans to identify gaps in services</p>	<p>Alan Cormack/ Rosemary Wilson</p>	<p>April 2010</p>	<p>LAA NI 124 People with a long term condition supported to be interdependent and in control of their condition</p>

Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
		<p>Work with young people coming through transition at an early stage to identify their entitlement to continuing health care</p>	<p>Transition Team – Helen Nesbitt</p>	<p>December 2011</p>	
	<p>Funding has been secured through the learning disability development fund to employ 3 people with a learning disability to implement the Being Healthy in Gateshead strategy</p>	<p>Appoint 3 people with a learning disability to implement the work from the Being Healthy in Gateshead Strategy</p>	<p>Good Health Sub Group – Tracey Peters</p>	<p>June 2009</p>	





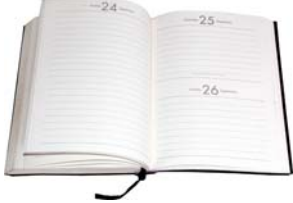

Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
	<p>There is a good health self assessment performance framework which has been fed into the Regional Leadership Group</p>	<p>Self assessment to be carried out on a yearly basis and reported to the Partnership Board</p>	<p>Partnership Board/Good Health sub group</p>	<p>October 2009</p>	
	<p>NTW, Gateshead Health Foundation Trust and PCT have produced an action plan in response to Health Care for All Report</p>	<p>Partnership Board will monitor this work on a quarterly basis</p>	<p>Partnership Board</p>	<p>Quarterly</p>	







Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
The council and Primary Care Trust should address the age related support requirements of people with learning disabilities and their family carers	Commissioning strategy has identified the numbers and needs of older people with learning disabilities and their carers	The Joint Commissioning Strategy to be agreed by Cabinet	Michael Brown /Julie Walls/ Tim Grew/ Gaynor-Zamba/ Rosemary Wilson	April 2009	
	The Housing sub group have identified the number of people with a learning disability living with older carers	The report to be presented to the Partnership Board Partnership Board to agree how to take this work forward	Helen Morris Partnership Board	May 2009 May 2009	







Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
--	--	---	---	---	--

Recommendation 3—Sharing and using information more effectively

<p>The council and Primary Care Trust should strengthen arrangements for sharing and using information to improve analysis of risk and management of outcomes</p>	<p>Gateshead have been involved in the In Control Pilot and Individual Budget Pilot</p> <p>We have established strong links with Supporting People (Housing Support)</p> <p>Primary Care Trust having access to Care First has been set up</p>	<p>Identify key contacts in partner organisations and set up a secure email system</p> <p>ICT Services to set up contacts</p>	<p>Rosemary Wilson</p> <p>ICT Services (David Oates)</p>	<p>July 2009</p> <p>August 2009</p>	
--	--	---	--	-------------------------------------	--

Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
	<p>Positive risk taking policy in place</p> <p>We have multi-disciplinary review meetings in place to discuss updates of risk assessment and risk management plans</p>	<p>Audit the implementation of positive risk taking policy</p> <p>Review, recording and monitoring of risk outcomes</p>	<p>Tim Grew/Gaynor Zamba/Stuart Bracking</p> <p>Rosemary Wilson</p>	<p>March 2010</p> <p>March 2010</p>	


Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
		Identify all out of Borough placements and ensure Person Centred Plans/Support Plans are in place and report numbers to the Partnership Board	Rosemary Wilson	January 2010	
	We have separate Health and Social Care teams	Partnership Board to commission a piece of work to look at the benefits of having co-located integrated teams across health and social care.	Tracey Peters/Rosemary Wilson/Alan Cormack/ Julie Walls	April 2010	







Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
The Council and Primary Care Trust should ensure tighter management oversight of case recording practices to deliver improved standards and support for people using services	Electronic case audit supervision tool is in place to monitor and review compliance	Audit all electronic and paper based care records and ensure that the Partnership Board understands about Electronic and Paper records of people with learning disabilities	Rosemary Wilson/ Tim Grew/ Gaynor Zamba/ Helen Nesbitt/ Sheila Oman	January 2010	
		Implement Care First 6 and ensure staff have necessary skills to use the system	David Oates	January 2010	







Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
--	--	---	---	---	--







Recommendation 4—Assuring high quality providers for all services







<p>The Council and Primary Care Trust should develop shared performance improvement plans for addressing gaps in the level, standard and quality of care provided to people with learning disabilities and complex needs</p>	<p>Quality Standards Framework has been produced and signed off by the Learning Disability Partnership Board</p>	<p>Work underway to ensure quality standards in new contracts</p> <p>All existing contracts to include Quality Standards</p> <p>All existing contracts to be revised and updated to include Quality Standards</p> <p>Contract Monitoring and review to take place for all learning disability services</p>	<p>Julie Walls Commissioning Section</p> <p>Julie Walls/Commissioning section</p> <p>Julie Walls/Commissioning Section</p> <p>Michelle Crawford</p>	<p>April 2010</p> <p>April 2010</p> <p>April 2011</p> <p>April 2011</p>	
---	--	--	---	---	--







Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
	<p>Specialist health providers both statutory and private are regulated by the Care Quality commission and monitored through PCT contract arrangements</p>	<p>Over the next year train 10 People with learning disabilities and family carers will be trained as “Quality Checkers”</p>	<p>Skills for People/Quality Steering group</p>	<p>December 2009</p>	
<p>39</p>		<p>Quality Standards training will take place for staff from the Council and partner organisations. This training will be done by people with learning disabilities</p>	<p>Steve Morgan/ Michelle Kell</p>	<p>October 2009</p>	





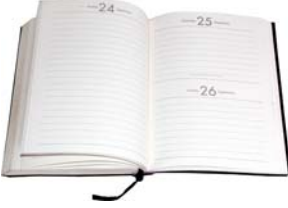

Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
<p>The Council and Primary Care Trust should strengthen its arrangements for developing service specifications and contract monitoring and review across the sector</p>	<p>An integrated commissioning section has been established. Capacity within the team has been increased to ensure a more robust approach to contract monitoring and review across all commissioned services</p>	<p>Contract review officer to review inspection reports for out of borough placements and hospital settings relating to the care of Gateshead people with a learning disability</p>	<p>Michelle Crawford in consultation with people who use services and their families</p>	<p>January 2010</p>	







Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
		Identify appropriate alternative options for all out of borough placements and hospital placements linked to review outcomes	Rosemary Wilson/Tim Grew/Gaynor Zamba	January 2010	
		Link with commissioning section once alternative placements have been identified to develop contracts	Rosemary Wilson/Commissioning Section	January 2011	







Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
		Identify people detained under the Mental Act and review future provision	Steven Jefferies	January 2010	
The Council and Primary Care Trust should ensure greater awareness of individual and organisational roles and responsibilities in managing adult safeguarding activity	Training has been delivered on the Mental Capacity Act, Mental Capacity assessment and best interest decision, and deprivation of Liberty Safeguards. 8 training sessions have been provided by MCA LIN to look at applying the MCA DOL's	Ensure staff are aware of Safeguarding policies and procedures /Deprivation of Liberty Safeguards/ Mental Capacity Act	Quality Sub Group/Steven Down	April 2010	Valuing People—be able to lead their lives in safe environments and feel confident that their right to live in safety is upheld by the criminal justice system

Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
		To provided 2 further MCA courses (1 for medical staff)	Rachel Abbott/ Steven Down	June 2009	
		Provide a number of DOL briefings (Numbers depending on demand)	Rachel Abbot/ Steven Down	April 2010	
		MCA co-ordinator to visit residential homes and to identify those where staff have had no training	Rachel Abbott	April 2010	







Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
	Safeguarding Alerter and Alter refreshing training has been delivered to 298 internal staff and 354 external staff	Arrange further safeguarding Alerting and Alerter refreshing training dates	Steven Down/ Michelle Kell	June 2009	
		Identify representatives from all agencies to deliver train the trainers course	Steven Down/ Safeguarding Adults Board	June 2009	
		Appoint 2 new lead Practitioner post	Steve Down/ Julie Walls	September 2009	







Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
		Improve links with other adult safety partners such as PDP, MAPPA, MA-RAC, Safeguarding children and other safeguarding adult teams	Steven Down	August 2009	
		Review current policies and procedures and re-print and amend web version	Steven Down	April 2010	







Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
		Establish a working group to look at policies and procedures and links with Care First	Steven Down/ Christine Mantell	August 2009	
		Safeguarding to be identified in all adult care policies and procedures	Steven Down	April 2010	

Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
		Partnership Board to receive quarterly reports from the Safeguarding Partnership highlighting safeguarding issues relating to people with learning disabilities	Steve Down	4times a year	
		Partnership Board to be made aware of the Deprivation of Liberty safeguards	Rachel Abbott	June 2009	







Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
Recommendation 5—Recognising the importance of good health services; recognising the interdependence between work, health and well being; recognising human rights					
The Council and Primary Care Trust in conjunction with their health partners should identify and address gaps in the provision of health care for people with learning disabilities and complex needs	<p>There is an Intensive Support Team</p> <p>The Intensive Support Team and the Mental Health team have developed a joint Pathway for people with learning disabilities</p>	<p>Promote the Intensive Support Team</p>	<p>Intensive Support Team/Good Health sub group</p>	<p>September 2009</p>	<p>Valuing People—get the health-care they need and the support they need to live healthy lives</p> <p>LAA NI 119 LAA NI 124</p>

Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
	<p>Gateshead Forum and carers have Identified access issues with dentist, opticians, doctors. These issues have been highlighted in the Joint Strategic Needs Assessment</p>	<p>The Health sub group to address and report to the Partnership Board how the issues raised by people with learning disabilities and carers are going to be addressed</p>	<p>Good Health sub group – Tracey Peters</p>	<p>January 2010</p>	

Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
	<p>13 Heath trainers who work in the wider community and 3 health trainers that work specifically with people with a learning disability in place who have identified the reluctance of some people with a learning disability to engage in health issues</p>	<p>Promote the work of the Health Trainers to engage with more people with a learning disability and their families</p>	<p>Debra O’Keeffe</p>	<p>October 2009</p>	







Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
	<p>Health Group have developed and are delivering training to staff at the Q.E Hospital on disability awareness. Sessions held once a month</p>	<p>Develop a video with Q.E Hospital to highlight the needs of people with learning disabilities when they need to access healthcare</p> <p>Health group to review and evaluation the impact of the disability awareness training</p>	<p>Debra O’Keeffe</p> <p>Health Group/ Good Health sub group</p>	<p>January 2010</p> <p>January 2010</p>	
		<p>Organise an Olympic themed event for people with learning disabilities</p>	<p>Health Group/ Good Health Sub group/Debra O’Keeffe</p>	<p>September 2012</p>	


Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
	Learning Disability liaison nurse has been reinstated	Make family carers aware of this service	Dawn Thompson/Carers subgroup/Carers Partnership	July 2009	
	Currently implementing the Direct Enhanced Services with Primary Care Trust	To ensure all GP practices take up Direct Enhanced Services and people and families take up the offer of annual health checks. Good Health subgroup to report progress on a quarterly basis to the Partnership Board	Alan Cormack/ GP's/ Carers Partnership/Good Health subgroup	April 2010	

Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
The council and Primary Care Trust should review the quality of provision for people placed out of area and develop alternative options for those individuals who no longer require detention under the Mental Health Act	40 people from Gateshead live outside the Borough	Audit all case files of people detained under the mental health act and report to the Partnership Board	Rosemary Wilson/ Tim Grew/ Gaynor Zamba	September 2009	Valuing People— have an informed choice about where, and with whom they live LAA NI 145 Adults with learning disabilities in settled accommodation
53	Funding has been secured for an Independent Supported Living Development officer to developing supported living models	Establish providers for 6 independent living spaces	Independent support Living Development Officer	April 2010	







Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
<p>The Council and Primary Care Trust should ensure high standards of practice in supporting the human rights of people with learning disabilities and in ensuring greater awareness of and compliance with mental health legislation</p>	<p>Appointed a Mental Health Act development worker</p> <p>Approved mental health professional in place</p> <p>2 best interest assessors within the learning disability team</p> <p>There is a dedicated commissioning officer for disabilities</p>	<p>Develop a training program to ensure all staff are aware of their responsibilities under the 2007 (amended) mental health act</p>	<p>Joanne Watchman/Steve Jeffries/ Tim Grew/ Gaynor Zamba, Jo Allott</p>	<p>October 2009</p>	<p>Valuing people— be treated as equal citizens in society and supported to enact their rights and fulfil their responsibilities</p>







Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress going to do it by 
<p>The Council in partnership with others should expand the range of social and leisure opportunities for people with learning disabilities and complex needs</p>	<p>Guidepost drop in is up and running and money has been secured to develop the service</p>	<p>Develop the service and raise awareness to people with a learning disability Need to focus on people with complex needs, people from the BME community and isolated hard to reach people</p>	<p>Renee Laybourne</p>	<p>February 2010</p>	<p>Valuing People— have a fulfilling live of their own, beyond services, which includes opportunities to study, work and enjoy leisure and social activities</p>
	<p>Fulfilling Lives sub group are looking at what people do on an evening and weekends</p>	<p>Provide information to people with a learning disability and carers about all leisure and social activities locally and regionally</p>	<p>Fulfilling Lives/Employee Sub group</p>	<p>December 2009</p>	

Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
	<p>Gateshead Council services developed a pilot adult learning project for people with learning disabilities and complex needs. The project at Lyndhurst Centre has had take up by over 120 people</p>	<p>Provide a joint offer of adult learning and skills opportunities to everyone with learning disabilities and complex needs</p>	<p>Kevin Pearson</p>	<p>September 2009</p>	
<p>56</p>	<p>A listing of adult learning delivered by Gateshead Council Adult Learning and Skills is made available to every household in Gateshead</p>	<p>Increase the curriculum of adult learning available to people with learning disabilities. Ensure funding for the project is mainstreamed</p>	<p>Kevin Pearson</p>	<p>September 2009</p>	

Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
	<p>The Council has agreed to job carve 5 jobs for people with a learning disability this year</p>	<p>Work with other parts of the Council to make sure that appropriate support mechanisms are in place when employing people with a learning disability</p>	<p>Sarah Bastow/Directions</p>	<p>March 2010</p>	<p>LAA NI 146</p>
		<p>Set targets for all statutory organisations to create employment opportunities for people with a learning disability</p>	<p>Partnership Board</p>	<p>December 2009</p>	

Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
	Funding has been secured to employ 3 people with a learning disability in the Primary Carer Trust to implement the Being Healthy in Gateshead Strategy	Interview and appoint 3 people with a learning disability	Sarah Bastow/ Tracy Dawson	June 2009	
	Work is an Option Strategy has been agreed	Implement the Work is an Option Strategy	Tony Hegarty/Partnership Board/ Physical Disability and Sensory Impairment Partnership Board/ Mental Health Partnership	June 2011	







Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
The Council and Primary Care Trust should ensure family carers receive the information and support they require in a timely manner	The Carers strategy group has been reviewed and has now formally become a carers partnership	Establish formal relationships between the Carers Partnership Board and the Learning Disability Carers Sub group	Janet Holliday/ Margaret Barrett/ Graeme Lyall	Monthly	LAA NI 135
	There is a Learning Disability sub group for Carers	Review membership and terms of reference	Carers Sub Group – Graeme Lyall	September 2009	







Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
	<p>Carers assessment sub group of the Carers Partnership is looking to develop a common carers assessment across all statutory and voluntary organisations in Gateshead</p>	<p>Formally agree a common carers assessment across all agencies and a carers support planning framework</p>	<p>Carers Partnership/ Janet Holliday/Margaret Barrett</p>	<p>January 2010</p>	<p>LAA NI 135</p>





Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
--	--	---	---	---	--







Recommendation 6—developing incentives for commissioning for health and well-being







<p>The Council and Primary Care Trust should develop their commissioning arrangements to strengthen the focus on commissioning for health and well-being and ensure that service delivery recognises and meets the equality and diversity needs of people with learning disabilities</p>	<p>Extended the range of providers</p> <p>Held a market place event which was attended by 25 providers</p> <p>The Primary Care Trust commissioners for learning disabilities and mental health are co-located and work together on a range of issues</p>	<p>Organise 4 events for potential and current service providers</p>	<p>Commissioning Section – Julie Walls/Alan Cormack/SADA Group</p>	<p>March 2010</p>	<p>Valuing people—get the health-care they need and the support they need to live healthy lives</p> <p>LAA NI 119</p> <p>LAA NI 124</p>
---	--	--	--	-------------------	---







Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
	Monthly Primary Care Trust and Local Authority panel meetings in place				




Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
	<p>People With a Learning Disability and family carers are involved in Gateshead Link</p>	<p>Link to work with Gateshead Forum and identify appropriate ways to work with and involve people with learning disabilities and their carers in the LINK work program</p>	<p>Gateshead Forum/LINK (Julie Mains)</p>	<p>March 2010</p>	







Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
	Primary Care Trust Sub regional 3 rd sector commissioning group in place				
The council and Primary Care Trust should develop their arrangements for involving family carers in securing new providers and making changes to existing service provision	Independent Living Fund worker provides support to families who are in receipt of Independent Living Fund	Commissioners to work with Carers groups to improve involvement in tendering and developing of the market	Julie Walls/ Alan Cormack	April 2010	

Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress going to do it by 
	<p>Family Carers and people with a learning disability have been involved in North-umberland Tyne and Wear Re-provision</p>	<p>Service users and carers to be involved in the monitoring and review of re-provided services</p>	<p>Alan Cormack/ Julie Walls</p>	<p>May 2010</p>	
	<p>Family carers and people with a learning disability have been involved in the planning and development of the assessment and treatment unit</p>	<p>Commission a new unit</p> <p>Stop admissions to Prudhoe Hospital</p> <p>Admit Patients to new unit</p> <p>Communicate and inform people about the new service</p>	<p>Alan Cormack</p> <p>Kate Simpson</p> <p>Caroline Wild/ Councils Com-munication de-partments</p>	<p>October 2009</p> <p>June 2009</p> <p>November 2009</p> <p>September 2009</p>	

Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
<p>The council should strengthen the range of brokerage and support services available to people using individual budgets and Direct Payments to ensure wider access and confidence in their use</p>	<p>Families in receipt of Individual Budgets are positive about the flexibility they provide</p> <p>GAIN – money about Brokerage and advocacy</p> <p>Self-Directed support team in place</p>	<p>Agree the flexible model of Brokerage and Support Planning for Gateshead to ensure that a range of options are on offer</p>	<p>Penny Gray/ Personalisation Partnership Board/ Learning Disability Partnership Board</p>	<p>May 2011</p>	<p>LAA NI 130 Social care clients receiving self directed support (Direct Payments and Individual Budgets)</p>







Action	Where we are	Tasks– what are we going to do	Who is going to do it	When are they going to do it by	Progress
					
		<p>Work with complaints – encourage people to give us their concerns, comments and complaints to assist in service improvement and development</p>	<p>Alison Routledge/ Rosemary Wilson/ Helen Morris</p>	<p>May 2010</p>	







Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 						
Recommendation 7—Making it happen: local accountability, capability and leadership						The council and Primary Care Trust in conjunction with provider organisations should develop shared approaches to workforce planning and development that addressed gaps in existing capacity and expertise	Workforce development plan for Learning Disabilities	Review and update the Workforce Development Plan and sign off by the Partnership Board	Workforce planning sub group – Geoff Hadaway	October 2009	
The council and Primary Care Trust in conjunction with provider organisations should develop shared approaches to workforce planning and development that addressed gaps in existing capacity and expertise	Workforce development plan for Learning Disabilities	Review and update the Workforce Development Plan and sign off by the Partnership Board	Workforce planning sub group – Geoff Hadaway	October 2009							







Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
	Work ongoing around National Minimum Data Set check with Geoff	Organise a LD specific Providers Forum to ensure route for sharing good practice	Julie Walls/ Alan Cromack	April 2010	
	Training Advisory Group in place to address social care workforce and training issues				
		Contribute to the debate within personalisation partners re skills knowledge experience required by Putting People First	Personalisation Partnership Board	April 2011	

Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
<p>The Learning Disability Partnership Board should exercise stronger leadership and challenge of commissioning and service delivery</p>	<p>Partnership Board has reviewed the way it works</p>	<p>Ensure appropriate senior representation on the partnership board</p> <p>Ensure that all departments in the Council & PCT are aware of the importance of the Partnership Board and the need to keep it informed of all developments re Learning Disabilities</p>	<p>Chair of the Partnership Board</p> <p>Chair of the Partnership Board</p>	<p>July 2009</p> <p>December 2009</p>	<p>Valuing People— Leadership, delivery and partnership structures are put in place that will make sure the outcomes set out in this strategy are delivered</p>

Action	Where we are	Tasks– what are we going to do	Who is going to do it	When are they going to do it by	Progress
		 <p>Learning Disability Partnership Board to complete an annual report which needs to be signed off by family carers and people with a learning disability</p>	 <p>Learning Disability Partnership Board, family carers and people with a learning disability</p>	 <p>Yearly</p>	

Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
		Annual review of partnership board arrangements to ensure high levels of commitments energy and focus are sustained	Partnership Board (Peer Reviewers)	December 2010	
		Review membership, purpose and function of partnership in line with expected guidance	Learning Disability Partnership Board	September 2009	

Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
		Review Gateshead Forum and how partnership board members engage with the Forum and Gateshead People	Forum/ Lyn Boyle/Bernie Cowan/Andi Parker/ Gateshead People	October 2009	
		Need to look at how Forum members are supported to attend Partnership Board meetings	Lyn Boyle/Andi Parker/Bernie Cowan	October 2009	

Action 	Where we are 	Tasks– what are we going to do 	Who is going to do it 	When are they going to do it by 	Progress 
	Northumberland Tyne Wear Re-provision is underway	Update the Learning Disability Partnership on progress	Alan Cormack	September 2009	
	Transfer of money and resources has been agreed	Update the Learning Disability Partnership Board	Alan Cormack/ Julie Walls	July 2009	
	Transfer of commissioning responsibility and resources have been agreed	A section 75 agreement is being developed	Alan Cormack/ Julie Walls	July 2009	