

COMMITTEE	SERVICES SCRUTINY COMMITTEE
DATE	27/09/16
TITLE	<p>CSSIW & HIW INSPECTION OF THE CARE AND SUPPORT PROVIDED BY LEARNING DISABILITY SERVICES IN WALES</p> <p>Link to report:- http://cssiw.org.uk/our-reports/national-thematic-report/2016/national-inspection-care-and-support-for-people-with-learning-disabilities/?lang=en</p>
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Introduction and context

1. This report will firstly provide an outline of the vision for learning disability services in Gwynedd and secondly, a brief introduction to the inspection completed in Gwynedd.

Our Vision for Gwynedd

2. On a regional basis an eclectic approach is adopted when providing services for adults with a learning disability in North Wales. This eclectic approach is informed by a basic understanding of systems theory (Pincus & Minahan, 1973), empowerment, problem solving interventions and a focus on strengths. More specifically, services are now shaped and developed to deliver interventions focused on progression, active support and positive behaviour support (Carr & Sidener, 2002).
3. Active Support, a key priority area within Gwynedd's approach, is focused on placing the progression of needs at the centre of all interventions, to essentially empower service users' to live fulfilled lives. Active Support is a key component of primary prevention within positive behaviour support (PBS), based on the concept that improvements in quality of life results in reductions in challenging behaviour (Allen, 2011; Allen et al; 2008, DoH, 2007; La Vigna et al 1989, Toogood et al; 2009, 2011). Active Support and PBS have shared origins, provide a way for staff to implement values in practice and are evidence based.
4. Gwynedd's vision for the future is focused on progression and enablement to encourage individual independence. This means that the support from social services is designed to help citizens focus on their strengths and

what they can achieve safely on their own. Usually, the outcomes are improved and costs reduced due to the support mechanism of 'moving forward'. Therefore, the focus is on assisting service users to obtain/re-obtain independent living skills.

The inspection process

5. During late 2015 and early 2016 the Care and Social Services Inspectorate Wales (CSSIW) and Health Inspectorate Wales (HIW) completed a national review of the quality of care and support provided by Learning Disability Services in Wales. The aim of the inspection was to evaluate:-
 - *How well local authorities understand the need for care and support for people with learning disabilities in their areas, including support for carers and the development of preventative services.*
 - *The quality of the information, advice, assistance, assessment and care planning provided and how well it demonstrates a respect for people with learning disabilities as full citizens, equal in status and value to other citizens of the same age.*
 - *How good leaders are in delivering a clear vision for care and support for people, aimed at improving outcomes, and which has the support and involvement of partners – including people with learning disabilities and carers.*
6. Therefore, the inspection looked at the quality, efficiency and safety of the care and support provided for adults with learning disabilities.
7. The review included detailed inspections of services within 6 local authorities and an overview to provide a picture at a national level.

Summary of Key Findings

8. Outlined below is a brief summary of the key inspection findings for Gwynedd:-
 - *The Authority has been implementing its operating approach 'Ffordd Gwynedd' which aims to put people at the centre of the Council's work and efficiently deliver what is important to them. The leadership team's initial priority for change has been services for older people and adults with physical disabilities. Modernising services for adults with learning disabilities has not been a priority.*

- *There is good joint working between health and social services at an operational level. However this is not the case at a senior strategic level. There are no regular meetings at a senior level to make progress with the joint service and no shared vision regarding future direction and development. There is however support within the authority for improving the learning disabilities service with the cabinet member with portfolio responsibility for the service. They are highly engaged and supportive of the need to modernise the service and the need to do this jointly with the health service.*
 - *The quality of practice in the protection of vulnerable adults was deemed to be reasonable in the cases we saw. However we were not confident that there was clarity regarding the roles and responsibilities of officers and in quality assurance arrangements. This is an area to which the Director of Social Services should give urgent attention.*
 - *Assessments and reviews were not always updated and the Authority cannot be sure that people consistently get the right help at the right time, in the right place, at the right cost.*
 - *People generally get coordinated services that make sense to them, but this was not always the case. We saw good examples of person centred practice. However there were also some instances where progression for individuals was slow. Care managers were dedicated and had developed a positive relationship with people, carers and colleagues. This was a consistent message in the inspection and the quality of the Authority's learning disability services is primarily dependent on the work of the area teams.*
 - *The Authority has a learning disability commissioning plan (2011-16), but progress in implementing this has been piecemeal rather than part of a determined and wide ranging improvement drive.*
9. The Authority has had the opportunity to discuss the report with the inspectorate. They key findings and recommendations are accepted and although there has been some discussion regarding the emphasis and phrasing within some sections, there is general agreement regarding the areas identified as requiring actions.
10. It should be noted that some of the actions identified had already been programmed at the time of the inspection and these and others have been implemented since. CSSIW's recommendations and an update on the Council's response is provided in the table below.

Recommendations & inspection action plan

	Recommendation	Update on Gwynedd Council's response
1.	<p><i>The local authority should give a higher priority to meeting the needs of people with learning disabilities. Leadership is needed to provide direction for improvement, professional support for staff and wide ranging engagement with stakeholders.</i></p>	<p>Since April 2016 a new Senior Manager has been appointed with the overall responsibility for learning disability services in Gwynedd, including the learning disability internal provider provision (see appendix 1 for an outline of the new structure adopted in May 2016). A summary of the key changes are outlined below:-</p> <ul style="list-style-type: none"> • Appointment of new Senior Manager; • Appointment of new County Manager; • Appointment of new Senior Practitioners; • Appointment of new Provider Manager; • Revised focus on development and modernisation projects; • Amalgamation of adult social care and internal provider unit for adults with a learning disability; • Secondment of a training officer focused on promoting active support, progression and PBS. • Establishment of a management team for this service (several meetings and a development day have taken place).
2.	<p><i>The local authority should establish channels of communication to achieve</i></p>	<p>The service is committed to ensuring effective channels of communication and engagement.</p>

	<p><i>meaningful engagement with people, families and carers - using advocacy services as needed.</i></p>	<p>As a result, the service has established a new ethos of promoting regular person led engagement sessions. These sessions are focused on an informal approach of 'paned a thrafod'. The service will continue to facilitate more formal engagement when seeking specific views on particular modernisation projects. In addition, in August 2016 the service launched its own newsletter.</p>
<p>3.</p>	<p><i>Strategic planning with health colleagues is needed to develop long term aspirations and plans. A joint commissioning strategy should be developed between health and social services based on an analysis of need.</i></p>	<p>Work is underway to develop more robust strategic links with our health colleagues, both on a regional and local basis. We aim to develop our commissioning strategy as a direct outcome of our population needs assessment which will to be submitted to WAG in 2017. Also, a new modernisation forum is to be established in October 2017, with all key stakeholders (including health colleagues and external providers) invited to attend as core members.</p>
<p>4.</p>	<p><i>The local authority should develop and improve its communication with providers of services, involving them in the construction of a market position statement and in discussions about a joint commissioning strategy with health.</i></p>	<p>All providers will be invited to attend the modernisation forum to be established in October 2016. In addition, all providers will be invited to attend consultation events on service changes that may impact the delivery of services.</p>
<p>5.</p>	<p><i>The local authority should review its arrangements for adult safeguarding ensuring that there is clarity regarding roles and responsibilities and quality assurance arrangements.</i></p>	<p>Agreement has been given to establish a new safeguarding and quality assurance unit for adult services. A new management post focused on adult safeguarding and quality assurance is currently advertised and will lead on the work of this unit under the supervision of the</p>

		Learning Disability, Mental Health and Safeguarding Senior Manager.
6.	<i>The local authority should review the way in which it safeguards the rights of people where their liberty is being deprived to ensure that human rights are properly supported and protected.</i>	As above, the new Manager will focus his/her attention on this specific work stream. The aim is that several members of the new safeguarding unit will be trained as 'Best Interest' assessors and therefore will have the relevant skills to assess those adult subject to deprivation of liberty (DoLs) measures. In addition, a new work plan focused on developing safeguarding and quality assurance systems and measures will be formulated and operationalised during autumn 2016.
7.	<i>The local authority needs to ensure appropriate performance management and professional advice is in place to support the workforce.</i>	Systems are now implemented to ensure that the learning disability management staff receive professional supervision from the Senior Manager.

Conclusion

11. In conclusion, we believe the service is making positive progress through the continued commitment and drive of its workforce. There is a positive attitude and an ethos focused on embracing change, sharing ideas and developing services for the benefit of our citizens and wider community. Several modernisation projects are underway, with a focus on achieving positive outcomes for those adults we support, their carers, the community and focusing on 'best value' service provision.
12. The Authority's progress in responding to CSSIW's recommendations will be assessed and sensitized by the inspectorate in their quarterly meetings with the Authority and will feature in their annual report. This report will be submitted to the Scrutiny Committee in line with the usual arrangements.