



WANDSWORTH'S LEARNING DISABILITY

Commissioning Strategy 2021-2026



South West London
Clinical Commissioning Group





‘We want to see
what is changing
for the better’

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FOREWORD FROM WANDSWORTH COUNCIL'S CABINET MEMBER FOR ADULT CARE AND HEALTH

As Cabinet Member for adult care and health it is my pleasure to present this, our five-year strategy, for supporting people with a learning disability in the Borough.

People with a learning disability are important, valued and respected members of our vibrant and thriving community in Wandsworth. I therefore want to ensure we collectively support them to remain healthy, live independently, explore new opportunities and that we collectively support people to take control over their lives and the decisions they make. The joint Wandsworth Learning Disability Commissioning Strategy is our collaborative vision developed with partners, providers, the voluntary sector and of course people themselves. This strategy identifies six key priorities covering the whole life cycle of the borough's population which will enable everyone to work together to one set of common aims. The action plan at the heart of this document, supports our integrated approach with local organisations, groups and most importantly people with a learning disability so we can ensure we provide the high-quality health and care services our residents deserve.

I hope you will share our ambition for the years ahead.



CLlr Clare Salier

Wandsworth Council's cabinet member for adult care and health



‘We want
to count’

FOREWORD

Wandsworth is proud of its record in supporting people with a learning disability who live in our borough.

However, we know the world does not stop still and there is much to do to ensure that services continue to be relevant and good enough in helping people with a learning disability to flourish.

We have listened to residents with a learning disability, their families and professionals who support them to identify six priorities to focus on over the next five years. The quotes throughout this document are some of the things local people with a learning disability told us that were important to them. This commissioning strategy sets out our vision and ambition for what we want to achieve, why we think it is important and the practical actions we will take to get there.

This commissioning strategy focuses on what we will do, with a clear action plan at its heart.

There is a wide audience for this plan. People with a learning disability, their families and other residents can use it to hold us to account. We expect service providers to use it to understand our requirements and to develop services in the way that people with a learning disability tell us is needed. Our staff will use it as the basis upon which individual and team plans, and targets are set.

We know that recent events have presented unexpected challenges leading to rapid change to the way we all live our lives. We will continue to listen to people with a learning disability and their families to ensure that we continue to work together in our response to our changing world.

Liz Bruce

Director of Adult Social Care and Public Health
Wandsworth Council

Mark Creelman

Acting Locality Executive Director
NHS South West London CCG

INTRODUCTION

We made this plan to improve the lives of people with a learning disability in Wandsworth.

We know that people with a learning disability face inequality in all aspects of their lives. This has been highlighted over the last two years by the Panorama investigation into abuse at the Whorlton Hall specialist hospital for people with a learning disability, with Black Lives Matter raising awareness of racial discrimination in the UK, and by the unequal impact of coronavirus (COVID-19) on different communities including people with a learning disability.

All our commissioning activities will be informed by a rigorous approach to safeguarding including implementation of the learning from the Learning Disability Mortality Review (LeDeR) programme. This will help people with a learning disability enjoy a range of life opportunities without constraint, to allow individuals, as one family carer put it to lead, “safe and worthwhile lives.” This plan sets out what we want to change, how we are going to do it and what will be different as a result.

To be successful, everyone must be involved, whatever their role. We need change so that people with a learning disability have real influence and have equal access to opportunities they wish for and, where appropriate, the services they need.

We have included some case studies in this plan to help people to understand how people with a learning disability can have different challenges in their life. All the case studies are of real people in Wandsworth but we have changed some details, including names, to ensure their confidentiality.



‘We want to be
part of making
things better’

AMBITION OF THE STRATEGY

Our vision is for people with a learning disability to live an ordinary life, making informed choices about how they live their life just like anyone else, and providing personalised support when they need it.

The aim of this strategy is twofold.

First, it is to enable people with a learning disability in Wandsworth to enjoy independence and to be in control. We expect services to “work with” people to be as independent as possible, rather than help to “do things for” or “to” people.

Services should complement and strengthen people’s natural support networks. People with a learning disability will be involved in the design, delivery and evaluation of services to better meet their needs (this is sometimes called coproduction). Services should address the inequalities that people with a learning disability face, including those who are black, Asian and minority ethnic.

Secondly, it is to provide those who lead professional services a clear context in which their roles are set, and how support and services are developed to enable this.

We worked together with people with a learning disability in Wandsworth, their families and a range of professionals who work with them. This engagement identified six priorities to work on over the next five years:

- 1 My voice is heard – coproduction
- 2 Where I live – housing care and support
- 3 What I do – employment and day opportunities
- 4 Becoming an adult
- 5 I am fit and healthy
- 6 I have choice and control



CHALLENGES

A lot has happened since the 1990s to improve the lives of people with a learning disability.

Research has been published, new laws have been passed and guidance issued to allow health, social care and other public services to support people with a learning disability to be more independent and have more control. Whilst many improvements have been made, much more must be done to ensure people's strengths and abilities are our primary consideration.

The key challenges that remain in Wandsworth are:

- Too many people are still placed outside the borough into care homes, sometimes many miles away and at a high cost
- Many people with a learning disability are excluded from the opportunity of paid employment
- Young people with a learning disability do not experience a good enough transition from children's to adult services
- People with a learning disability have poorer health and die at a younger age than their non-disabled peers
- People with a learning disability tell us that they do not have enough of a say in the services that are provided for them.



‘I need
help to
cook
healthily’

CHALLENGES continued

There is detailed information about our learning disability population and services in the JSNA (Joint Strategic Needs Analysis www.datawand.info/jsna/) due to be published at around the same time as this strategy.

Here are some key facts:

- In Wandsworth there are an estimated **6,453** adults with a learning disability, of whom **1,414** are people with a severe or moderate learning disability
- The population of people with a learning disability is expected to grow more quickly than the overall population between 2021 and 2026, by **7.5% for 18 to 64-year olds** and by **12% for those 65 and older**
- **826** adults with a learning disability were supported by the council in June 2020, expected to increase to **1,039** by 2026
- **1,158** people were registered as having a learning disability by Wandsworth GPs in 2020
- The council and the CCG spend about **£50 million** (in gross budgetary terms) to support adults with a learning disability which includes **£43 million** or **32%** of the council's Adult Social Care budget

- The percentage of GP registered patients with a learning disability who have had a health check is **59.2%** which is higher than the national average of **48.9%** but much lower than the best performing area which had **78%**

Due to the coronavirus (COVID-19) pandemic we need to plan on the assumption that there will be less money than in the past. We need to spend money differently and more efficiently to have a better impact.

We need a more flexible approach so that power and control sit with people and not services.

‘I want to live next to friends so that I can go to see them’

WHY OUR PRIORITIES ARE IMPORTANT

Our Priority	Why it is important
Priority one: My voice is heard – coproduction	<p>People with a learning disability are experts in their life and in what works for them</p> <p>We need to work together to create good solutions to the challenges of living with a learning disability</p> <p>People with a learning disability want to be equal citizens, and sometimes want support to understand the issues and to make their voices heard</p> <p>People with a learning disability have demanded clarity about what will be better as a result of this strategy</p>
Priority two: Where I live – housing care and support	<p>The population of people with a learning disability is growing and we need more good quality accommodation to house people – avoiding traditional residential care</p> <p>Stable housing helps people with a learning disability to have more choice and control</p> <p>There are too many people with a learning disability who to continue to live in a care home but who do not need to do so - this can be more costly and more restrictive than living in your own home</p> <p>People with a learning disability have told us that they want to live independently with support when they need it</p> <p>Also, they said they want to live near shops, public transport and other community facilities, including culturally appropriate services, and to be in a location where they can easily visit friends and family</p>

<p>Priority three:</p> <p>What I do – employment and day-time opportunities</p>	<p>When the local economy has recovered from the impact of COVID-19 more people with a learning disability in Wandsworth could have a job if they were given the chance with the right support and training</p> <p>Having a job makes people feel good, they feel valued when they use their skills, it enhances the natural network around them, it gives them extra money in their pocket, and it benefits our local economy</p> <p>COVID-19 created a sudden need to move away from buildings-based day care to more individualised services, including services based on digital technology - the people who use the services told us they liked the changes</p> <p>People with a learning disability told us that they want to have more choice about what they do with their time, including activities that are relevant to their culture</p> <p>They also said that they want to feel safe when they travel to their daily activities.</p>
<p>Priority four:</p> <p>Becoming an adult</p>	<p>Reaching the age of 18 is typically an exciting stage of life but for young people with a learning disability and their parents the transition from children's to adult services can also be a source of considerable anxiety and uncertainty</p> <p>We also know that the experience of transferring from children's to adult services is not always as good as it could be for some young people with a learning disability</p> <p>It can a difficult time for parents to let go of decision making for their child and instead to support them to make decisions for themselves</p> <p>It can be a formative time of life when people make new friends that last a lifetime and when people could be in a loving relationship for the first time</p> <p>Young people with a learning disability have a more ambitious perspective on their potential and greater awareness of their rights than their older peers had when they were at a similar age</p> <p>Choices made at this stage of life have profound consequences for the rest of life – we want our young people to have a good start in adulthood</p>

<p>Priority five:</p> <p>I am fit and healthy</p>	<p>Some diagnoses of a learning disability are associated with a specific long-term health condition</p> <p>People with a learning disability can be at greater risk to their health due to lifestyle issues such as a poor diet, low level of physical activity and social isolation</p> <p>Some people with a learning disability can be at greater risk to their health due to their dependence on other people to support them in health settings</p> <p>Some people with a learning disability told us that they are fearful of using mainstream health services due to previous bad experiences which were often about poor communication – there was a plea to health staff to “be more patient with us”</p> <p>Too many people with a learning disability are over-medicated, including with anti-psychotics</p> <p>We have a good record in preventing admissions to and minimising lengths of stay in learning disability specialist hospitals, but we must remain vigilant</p> <p>There is a clear opportunity for people with a learning disability to live longer and healthier lives</p>
<p>Priority six:</p> <p>I have choice and control</p>	<p>People with a learning disability have told us that they want to have a say in the decisions that affect them personally – they are the experts in their lives, they know their preferences and they know what works well for them</p> <p>We need to be mindful of exciting developments in digital technology that could have the potential to give people more options to improve their life</p>



| ‘I want to be
independent’ |

HOW WE MADE THIS PLAN

In the early part of 2020 we worked with groups of people with a learning disability to find out what matters to them, reflect on their involvement so far and ensure that the direct voice of people with a learning disability runs through this strategy and shapes how it is delivered.

The six priorities arose from this work.

We also listened to the views of family carers, members of the Wandsworth Learning Disabilities Clinical Reference Group, Thinking Partners, learning disability service providers, and professional health and social care workers in Wandsworth.

Your Voice

We wanted to find out what matters most to people with a Learning Disability and Carers in the borough to ensure their direct voice runs through this strategy and shapes how it will be delivered.

What people with a Learning Disability said:	What the Voluntary Sector, Advocacy and Community Groups said:
<ul style="list-style-type: none"> • Listen! • We want to be the 'Make Things Better' group. • It's about time we are part of what is happening. • We want to create with you. • Be more patient with us. • Give more time. • We want to be more, brave. • When things are put into pictures, we feel more in control. • We feel very happy showing you what we want to say. 	<ul style="list-style-type: none"> • People with a Learning Disability need to be involved in shaping and helping to develop plans. • We need to take a positive approach that focusses on making things better and highlighting the positives. • Be careful about the language we use when delivering the strategy. We need to have a shared language and understanding. • We have an opportunity to create something much more effective in the borough. • We need to create a 'go to' place in the borough for influencing change.

Your voice - continued	
What people with a Learning Disability said:	What the Voluntary Sector, Advocacy and Community Groups said:
<ul style="list-style-type: none"> • We want to count! Sometimes we feel people with a Learning Disability don't count. • We want to know what we can change. We are invited but we don't know what for. • It is important. We can test things out and tell the groups what is best. • Explain what you are going to do. • Monthly discussions help us to think about what to say. • We need visual information. • We need feedback on what has changed. • We would like training and support to chair meetings. • We would like communication passports for creating with you. • We can show you how to involve us. We can train you. • We like to create and see the meeting rules. • We need space to move around when we come together. • We don't want to travel too far. • We need reminders of what we want to talk about. • We want to see what is changing for the better. 	<ul style="list-style-type: none"> • People with a Learning Disability need to live safe, worthwhile and reassured lives to enable an ordinary life. If things are going to change people need reassurance they will improve. • There have been diminishing opportunities for people with a Learning Disability to speak out. By not being able to make a noise, they could become a more at-risk group. • We have a good opportunity to strengthen the joint reference group and ways for people to be more meaningfully involved. The strategy will give this group a clear purpose. • We need to build user groups and work together going forward with user experience running through everything we do. • We need to clarify our definition of and commitment to coproduction. • People with a Learning Disability are best placed to deliver training on how to cocreate. • People with a Learning Disability communicate very well with creative methods like visual storytelling boards, forum and verbatim theatre and books-beyond-words conversation methods. • People with a Learning Disability can be supported to visit and audit services.

CASE STUDY – THE VALUE OF EMPLOYMENT

Shivonne is supported by a carer at Certitude's Shared Lives Day Support service. The service is commissioned by the council to support people with a learning disability who live in community settings.

For a long time, one of her biggest desires was to find employment. She had tried to apply for jobs but was unsuccessful. This made her feel sad and did not help with her motivation. She did not know where to start and what to do.

She felt comfortable to talk to her carer about her dream and the challenges she had faced. Her Shared Lives carer understood that finding a job was important for Shivonne's happiness and wellbeing.

The carer identified that it would be best to focus on Shivonne's strengths discovering that her passion was retail. She supported Shivonne to create a CV and apply for retail jobs. After a few attempts at applications and interviews, and with her carer's encouragement, Shivonne finally secured a job working at the Central London branch of a national food chain. Shivonne says that it gave her a huge confidence boost to have a job, to have a focus during the week, and to have feedback that she is good at her job. She has been furloughed during the Pandemic but has stayed in touch with her employer and is hoping to return to work soon.



OUR ACTION PLAN TO DELIVER OUR JOINT AMBITION 2021-2026

In this plan we talk about people with a learning disability

PRIORITY ONE - My Voice is Heard – Coproduction

Our Shared Vision

- We believe that people with experience of accessing learning disability services and support are the best people to tell us what works best for them
- We believe that delivery of this strategy is not possible without doing this in equal partnership
- We value the strengths and perspectives of people with a learning disability and carers bring
- Coproduction for us means to do things together with people who have a learning disability
- The principles of coproduction which are equality, diversity, accessibility and reciprocity, will be reflected in the delivery of this strategy

Action - what Wandsworth will do

- ◆ We will develop our definition and model of coproduction with people who have a learning disability in Wandsworth
- ◆ We will strengthen the current Learning Disability Clinical Reference Group and Health Action Group ensuring there is improved representation of people with a learning disability
- ◆ We will provide support and training for people with a learning disability to strengthen their voice and co-chair these groups
- ◆ We will ensure there is support for a user led group in the community to link into the Clinical Reference Group and Health Action Group
- ◆ We will support the development of five groups to codesign and monitor the workplan of the five other priorities in this strategy
- ◆ We will empower people with a learning disability to train us on how to codesign this strategy
- ◆ We will adopt creative, visual and effective methods to enable meaningful coproduction reflecting the communication preferences of people we are cocreating with
- ◆ We will develop ways for people with a learning disability to audit the quality of services from their perspective

Action - what Wandsworth will do - continued

- ◆ We will continue to raise awareness of this strategy in the community and of our go to place to influence how the strategy is developed, delivered and monitored
- ◆ We will hold annual listening events to ensure a broader community of interest can find out about this work and contribute to the plans

Impact - how we will know we got it right

- ✓ A Coproduction Charter developed in equal partnership with people with a learning disability and carers will result in increased confidence about working together
- ✓ People will have access to clear, accessible information to support them to get involved
- ✓ There will be increased opportunities to influence improvements
- ✓ People will be able to see that their contribution has influenced services
- ✓ People with a learning disability and carers will tell us that they feel they have more control
- ✓ People involved will share more protected characteristics under the Equality Act
- ✓ People with a learning disability and carers will tell us things are improving
- ✓ People will feel reassured about and involved in change
- ✓ The Clinical Reference and action groups will have a clear purpose and action plans
- ✓ We will have evidence of how people with a learning disability have influenced commissioning decisions

‘It’s very hard
travelling on
public transport
alone’

PRIORITY TWO - Where I Live – Housing Care and Support

Our Shared Vision

- There will be a range of accommodation options so that people have choice
- People will have equal access to different kinds of accommodation
- There will be a pipeline of new accommodation for the growth in the population of people with a learning disability
- People will be able to live in or close to Wandsworth so that they can keep in contact with their friends, family and culture
- People will feel safe in their home
- We will test new ideas and we will learn from best practice in other places

Action - what Wandsworth will do

- ◆ We will open new supported living schemes, including:
 - 8 flats at Colson Way in 2022
 - 10 flats at the old Springfield Hospital site by 2024
- ◆ We plan to designate 13 flats for older people with a learning disability at the new Extra Care Housing scheme in Clapham Junction opening in Spring 2022
- ◆ We will review floating support and outreach services by April 2023
- ◆ We will review the Melody Road supported living scheme by February 2024
- ◆ We will complete a review of placements in out of borough residential care and supported living by 2022, to be assured each placement is appropriate and good value, and to be assured that black, Asian and minority ethnic people and those with other protected characteristics are being treated fairly
- ◆ We will recommission our Shared Lives scheme in 2022 and increase the usage of the scheme to accommodate from 36 people in 2020 to 58 people by 2026, ensuring we reflect the needs of people from different communities
- ◆ The 2021 refresh of the Wandsworth Local Plan will set out our requirements for development of new supported living schemes and we will work closely with Housing to ensure that the requirements are delivered
- ◆ We will ensure that all new specialist housing is designed to enable people to make best use of new technologies that enable greater independence and less reliance on staff
- ◆ We will review our needs for different kinds of specialist and ordinary housing and other accommodation at least once a year

Action - what Wandsworth will do - continued

- ◆ We will review how people are supported to move into their own home in the community with social housing and private tenancies, and with shared ownership (this is sometimes called “general needs housing”)
- ◆ We will require care and support providers in supported living to implement The Learning Disabilities Health Charter for Social Care Providers (2017)¹
- ◆ We will regularly update our “Market Position Statement” so that providers know what kind of accommodation-based services are needed
- ◆ We will establish an approved supplier list for care and support services in supported living
- ◆ The providers of all newly commissioned care support services will be able to demonstrate their capability to recruit, train and retain a workforce that is skilled, agile and of high quality

Impact - how we will know we got it right

- ✓ More people will live in supported living in Wandsworth – from 155 in 2019 to at least 193 by 2026
- ✓ More people will live in “Sheltered” and “Extra care” housing when they get older – from 11 in 2019 to at least 24 in 2026
- ✓ We will reduce the proportion of people who live in a residential care home or a nursing home by 2026
- ✓ It will be normal for all people to use different kinds of technology to help them in their home by 2026
- ✓ The percentage of adults with a learning disability aged 18-64 in settled accommodation will increase from 73% in 2020 to 80% in 2026 (ASCOF indicator)

‘I have a Wiki - my own personalised website - you can look to see my preferred communication method’

¹ https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/655146/Health_Charter_2017_self-assessment_tool.pdf

PRIORITY THREE - What I Do – Employment and Day-Time Opportunities

Our Shared Vision

- People will be able to learn new skills to prepare them for work and for independent living
- People will be able to have a paid job or do voluntary work
- Employers will welcome and support people to work
- People will feel confident in their daily travel arrangements
- People will be able to pursue their interests, including culturally appropriate activities
- Black, Asian and minority ethnic people will have equal access to work and training opportunities

Action - what Wandsworth will do

- ◆ We will recommission the contract for employment support services in 2021 to improve the rate of employment of people with a learning disability, including assurance that black, Asian and minority ethnic people have equal opportunities in employment
- ◆ We will commence 'Job Clubs' over the next year to increase our effectiveness in helping people with a learning disability to find work
- ◆ We will ensure that the 2019 Transport Assistance Policy continues to work well for people with a learning disability, including that it feels safe to travel on public transport
- ◆ We will implement the recommendations of the 2020 review of day centre services, when completed, which will include virtual alternatives to place-based services and work-related skills training and qualifications by 2022

Impact - how we will know we got it right

- ✓ The percentage of adults with a learning disability aged 18-64 in paid employment will increase from 11% in 2019 to 20% in 2026 (ASCOF indicator)
- ✓ People who use day centre services will have a more personalised service by 2023

‘Access to quality employment
needs to improve’

PRIORITY FOUR - Becoming an Adult (this is often called Transitions)

Our Shared Vision

- Young people will have a good experience when they transfer from the care of Children's Services to Adult Social Care
- Young people will be supported to be able to make decisions for themselves
- Young people will be supported to be as independent and self-reliant as they can be with a personal support package when they need it
- Young people will be supported to feel confident about achieving their ambitions and making the most of their potential
- Young people will be able to stay in or near Wandsworth, and near their family and friends
- Young people will have equal access to services
- Care and support providers will be responsive to the aspirations and interests of young people

Action - what Wandsworth will do

- ◆ We have appointed a transitions lead who will:
 - Ensure our Strategic Transition Protocol works more effectively
 - Review information about young people aged 13-17 years to make sure that there is enough service capacity for when they reach 18
 - Ensure equal access to services for black, Asian and minority ethnic young people
 - Maintain the Local Offer with changes to services for young people becoming adults
 - Lead an annual 'listening' programme to learn from young people who have turned 18 about how we can improve how we support people as they become an adult
- ◆ We will work with the market to develop services that are relevant and attractive to young people and that they can use their Direct Payment or Personal Health Budget to purchase
- ◆ All newly commissioned services for young people will support them to understand safe and healthy relationships, including training in this area for families and carers
- ◆ The providers of all newly commissioned care support services for young people will be able to demonstrate their capability to recruit, train and retain a good quality workforce
- ◆ We will expand the provision in local colleges and further education for young people with a learning disability to reduce the need for some of them to attend a residential college

PRIORITY FOUR - Becoming an Adult (this is often called Transitions) - continued

Impact - how we will know we got it right

- ✓ There will be an increase in satisfaction rates with Adult Social Care among people with a learning disability aged 18-25 years and their family carers
- ✓ There will be a reduction in the number of young people with a learning disability who stay at residential colleges beyond the age of 18 by 2026
- ✓ There will be a reduction in the number of young people with a learning disability, aged 18-25, who live in a residential care home or specialist hospital by 2026
- ✓ There will be an increase in the percentage of young people with a learning disability aged 18-25 in employment by 2026

CASE STUDY – HOW INDEPENDENT LIVING GIVES REWARDS AND BENEFITS

Ali is a bright and enthusiastic young man aged 29 with autism and a learning disability. Before moving to supported living, he experienced multiple transitions, including living in a residential home that had shared communal areas.

He struggled to understand the concept of these areas and, being non-verbal, found it difficult to communicate his feelings. In February 2019, Ali moved to a purpose-built supported living service for adults with a learning disability commissioned by Wandsworth council.

Initially, he often presented with a pattern of behaviours that challenged, had a very poor diet, found it difficult to engage in meaningful activities and refused to go out in the community. With substantial input from both Creative Support staff (including their Positive Behaviour Support team) and professionals from Wandsworth council, Ali's outcomes have significantly improved.

A Psychologist from Wandsworth's Learning Disability Team attended staff meetings and worked with Creative Support to develop strategies, and Speech and Language Therapists worked with Ali around his

communication needs. As a result, the number of incidents of challenging behaviour have reduced considerably. A Psychiatrist worked with Ali and his GP to improve his attendance at appointments which has led to better health.

He has his own independent flat in the service, and Occupational Therapists have helped to adapt Ali's living area and bathroom to make it easier for him to move around. They have also worked with staff to engage him in in-house activities, including colouring, cooking, playing the keyboard, attending individual music sessions and having dinner with his housemate. Ali was supported by staff to save for an iPad and he has fallen in love with it! His very limited diet is now healthier, far more varied and is based on his cultural preferences. To help him engage more holistically with the support being offered, a bespoke staff team was also built around Ali's cultural preferences.

Ali is now supported to take daily walks, access public transport and visit shopping centres. Together, with the input from Wandsworth Council, the CCG and his supportive staff team, a strong foundation has been laid for him to live a varied, fulfilling, fun and positive life.

PRIORITY FIVE - I am Fit and Healthy

Our Shared Vision

- People will be supported to look after their physical health, their mental health and their general wellbeing
- People will have better health
- People will have equal access to the full range of our local community health services
- Health staff will have the right skills to support people
- People will be supported to avoid crisis and emergency admissions to hospital
- People will be supported to avoid admission to specialist learning disability hospitals and when this does happen, they will be supported to return home as soon as possible
- Black, Asian and minority ethnic people will be treated fairly in our local community health services

Action - what Wandsworth will do

- ◆ We will support the Health Action Group to monitor and make recommendations about the response to COVID-19 for people with a learning disability across the health and social care system
- ◆ We will carry out equalities' analyses for all our health projects to ensure that there is fair access for people with a learning disability, including for those who are also black, Asian and minority ethnic
- ◆ We will increase the proportion of people on GP registers who have a health check from 59.2% in 2019-20 to at least 75% by 2023-24
- ◆ By September 2021 we will agree a plan and targets with the Learning Disability Health Action Group to increase the proportion of people who have a personal Health Action Plan, and access to cancer screening services, dentistry and eye-care services
- ◆ We will help the Learning Disability Health Action Group to monitor the implementation of the STOMP (Stopping Over-Medication of People with a Learning Disability, Autism or Both) initiative in Wandsworth
- ◆ We will regularly help the Learning Disability Health Action Group to review and make recommendations about reasonable adjustments to mainstream health services and screening programmes
- ◆ We will work with the Learning Disability Health Action Group to review the health impacts of being overweight and write a plan to help people to have a healthy weight
- ◆ We will work with the Learning Disability Health Action Group to review the health impacts of loneliness and write a plan to help people

Action - what Wandsworth will do - continued

with friendships, having a relationship and maintaining family contacts

- ◆ We will review all situations where individuals are at risk of being admitted to a specialist learning disability hospital or “assessment and treatment unit” to take actions to prevent admission, and where admission does happen we will take action to ensure that the stay is as short as necessary
 - ◆ We will review by 2022 the information that we have about people who are treated under the Mental Health Act to make sure that black, Asian and minority ethnic people are not subject to disproportionately restrictive treatments
 - ◆ Positive Behaviour Support and similar psychological therapies will be available to all people who would benefit from it
 - ◆ We will learn from the Learning Disability Mortality Reviews (this is also called LeDeR) to make changes to services that help people live longer and healthier lives
-

Impact - how we will know we got it right

- ✓ More people will be registered with their GP as having a learning disability
- ✓ A higher proportion of people who are registered with their GP as having a learning disability will have had a Health Check
- ✓ A lower proportion of people who are registered with their GP as having a learning disability will miss health appointments (will be recorded as ‘Did not attend’)
- ✓ More people will:
 - Describe their overall experience of their GP as good
 - Find it easy to get through to someone at their GP practice on the phone
 - Describe their experience of making an appointment as good
 - Say that they see or speak to their GP always, almost always, or a lot of the time
- ✓ People who use NHS111 will report that their adviser is able to understand them and is helpful
- ✓ The number of emergency hospital admissions of people with a learning disability will fall year-on-year
- ✓ The proportion of people with a learning disability who have a healthy weight will increase by 2026
- ✓ The average length of life of people with a learning disability will increase year-on-year to be closer to that for the whole population by 2026
- ✓ Healthy life expectancy for people with a learning disability over the age of 65 will increase year-on-year to be closer to that of the whole population by 2026
- ✓ The number of people admitted to specialist learning disability hospitals and assessment and treatment units, and their length of stay, will fall year-on-year
- ✓ There will be increased access to Primary Care for people with a Learning Disability with Long Term Conditions
- ✓ There will be improved use and quality of health care plans

CASE STUDY – BUILDING A SOUND FOUNDATION FOR ADULT LIFE

Owen is a young adult with autism and a learning disability who was referred by the council to Certitude's respite service for support with his transition from children services.

He was 19, living in the family home and was still attending a school for people with special needs. Owen could not express himself with words, was putting weight on and had difficulty in controlling his sexual behaviour. There was a risk of family breakdown. His mother found him very demanding at times – she was exhausted and needed a break.

A personalised package of support was arranged for Owen with overnight stays at the respite service and some daytime activities. The manager and staff built a relationship with Owen and his mother by involving them in the development of a support and activity plan. It was identified that consistency would be key to success and a dedicated team of two support workers who shared his interest in outdoor activities was selected.

The support workers were trained in how to communicate with Owen. They were also trained in Positive Behaviour Support techniques to help him to manage his behaviour and prevent him from becoming socially isolated or being labelled.

Owen now enjoys going out with his support workers to exercise at the park, the gym and the swimming pool. He has learnt how to channel his sexual impulses in a way that respects others and protects his dignity. Owen continues to live with his family with regular breaks at the respite service and personalised day support sessions. His mother is delighted with the change she has seen in him. His weight is now at a healthy level, his fitness has improved, and he is much happier.



‘It’s about time
we had a
real say’

PRIORITY SIX - I have Choice and Control in My Life

Our Shared Vision

- People will have equal access to different kinds of services
- People will be able to control how money is spent to support them
- People will have a say when other people make decisions about them
- People will have a say in how services they use are designed and purchased
- People will be asked what they think about the services they use
- People will feel safe in their home and when they are out and doing things in the community
- There will be a diverse market of different kinds of services available for people to choose from, including culturally appropriate services

Action - what Wandsworth will do

- ◆ We will recommission our Direct Payments Support Service by July 2021 and it will be required to:
 - Promote the increased use of digital technology in enabling people to be independent
 - Ensure that black, Asian and minority ethnic people have access to culturally appropriate services and fair access across the wider market of personalised services
- ◆ We will support people who are eligible for Continuing Health Care funding to have a Personal Health Budget
- ◆ We will develop the market so that there is a good range of choice for people to arrange and purchase services and relevant support using their Direct Payment or Personal Health Budget, including culturally relevant services
- ◆ We will ensure that the adults care directory provided by Careplace accurately provides all the information necessary for people to make informed choices
- ◆ We will ensure that the recently recommissioned carers' service supports the family carers of people with a learning disability
- ◆ We will complete the recommissioning of the advocacy service in June 2021

‘I need
emotional
support’

Action - what Wandsworth will do - continued

Impact - how we will know we got it right

- ✓ There will be year-on-year increases in the number of people who have a Direct Payment and Personal Health Budget
- ✓ There will be year-on-year increases in satisfaction rates with Adult Social Care among people with a learning disability over 18 years old
- ✓ All people with a learning disability will understand what is meant by “abuse” and know how to report it
- ✓ We will be able to evidence how people with a learning disability have had a say in all commissioning decisions
- ✓ All significant commissioning decisions will be informed by an Equalities Impact and Needs Analysis



WHAT HAPPENS NEXT?

The Wandsworth Learning Disabilities Clinical Reference Group will oversee Priority One to make sure that coproduction is central to how we implement the other five priorities. For each of the other five priorities we will establish and support five groups of people with a learning disability to oversee their implementation.

The five groups will report what they find and their recommendations to the Wandsworth Clinical Reference Group, which is our local, joint learning disability partnership board. We will improve the representation of people with a learning disability at this group as well as the Health Action Group.

Workstream leads in the council and the CCG will be identified to review actions and report on progress on each of the priorities to the groups and to the Wandsworth Clinical Reference Group.

The council's Director of Adult Social Care and Public Health and the CCG's Locality Executive Director will be jointly responsible for leading on arrangements to deliver the strategy.

Throughout all of this, we will carry on listening to people with a learning disability to influence how we improve services and make Wandsworth a better place to live.

If you would like to contact us about this strategy, our email addresses are:

Wandsworth Council -
DASSWandsworthLearningDisabilityTeam@
richmondandwandsworth.onmicrosoft.com

South West London CCG - hello@swlondon.nhs.uk



‘Be more
patient
with us’

Photo: FG Trade