



Implementing Valuing People and Valuing People Now update December 2008:

This report gives information about the things we have done since September 2005, to make Valuing People work. It also says what we plan to do in the future to make Valuing People and Valuing People Now work in Bracknell Forest.

It only gives a summary, because there is a lot of detail. If anybody wants more detail on any part of it they can contact:

Nick Ireland, Acting Head of Service, Learning Disabilities. – nick.ireland@bracknell-forest.gov.uk

01344 351652

in Control

One of the most important things that we have been doing is working on In Control. This is VERY important because it is helping us to change how we do everything.

We wrote a plan to say how we will make it happen in Bracknell Forest. This included things like:-


- Telling everybody about it, including young people at school, their families and staff. We have made a “fun” presentation to help with this.
- Setting up a Resource Allocation System (how much money people get for their support).
- Doing more work around Person Centred Planning. This very important for In Control.



To make In-Control work, we need to do all the other things that were in The Plan.

This report says what we have done about those so far:-

**Person-Centred Planning and Person Centred Approaches
PERSONALISATION**

In September 2005 we said:	What we have done since:	What else / what plans do we need to do:
<p>We need to keep making sure people know about person centred work. This means people who work in places like the Leisure centre, and in Housing.</p> <p>We need to collect information about what people need. This will help us to plan services, if services are needed.</p> <p>We also need to make sure that people are supported to get to know people who can support them as friends.</p> <p>This is so important that we need to have somebody who helps everybody do this. The Person Centred Planning sub-group are writing a plan for how to do this.</p> <div data-bbox="225 1196 472 1442" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>It's my Life.....</p> </div> 	<p>Since we wrote this, we have learnt more about "In Control", which includes Person Centred Planning.</p> <p>We have written a plan to say how we will make "In Control" work in Bracknell Forest. This plan says what we need to do about Person Centred Planning.</p> <p>An In-control pilot was started and finished with people having their own budgets. There are now 42 people with their own individual budget.</p> <p>Now all people who want their lives / support to change are given an individual budget to pay for their person centred support plan.</p> <p>Quality Assurance Framework (QAF), makes sure a person-centred approach has been taken and agreed, and is now written into some contracts with providers.</p> <p>There has been Person centred planning awareness and facilitator training.</p> <p>Principles of control and person centred approaches are promoted at all times, and care managers, healthcare professionals and Support Planners / Brokers must show that proposals are based on person centred decisions.</p> <p>The outcomes of two reprovion projects were firmly based on person centred plans.</p>	<p>The outcomes of the present reprovion project will be based on person centred plans.</p> <p>From the PCP's we need to continue to collect information about what people need so we can plan and develop services that people want.</p> <p>Make sure person centred principles are in new contracts with new providers.</p> <p>Use QAF as basis for all monitoring and reviewing activities.</p> <p>We will develop local person centred Performance Indicators alongside the development of outcome-based contracting.</p> <p>We will make sure more people are in control of the support that they need. This will involve giving people their individual budget.</p> <p>Everyone that we support will have a review by someone in the Community Team for People with a Learning Disability (CTPLD) to check that the support they are getting is right for them and person centred.</p> <p>People can have an advocate if they need support to tell their story or speak up. We will help people to have more choice and control through Individual Budgets by helping people understand the different ways they can use and spend their budget.</p> <p>There will be more pcp training for staff.</p>

Supporting Young People in Transition – as they grow to be adults

In September 2005 we said:

Bracknell Forest has agreed the Transition policy, and we need to make sure it works for all young people.

We then need to say how we will make it work. This includes being very clear with staff about what they have to do.

We have asked for a Transition Worker, because CTPLD and the Children's team do not have enough people. Social Services have said we can have one, and we are recruiting now!!

The Locality Manager will continue to meet with the SEN Manager and Service Manager for children with special needs, every term so we can make sure that we know about all the young people with learning disabilities.

What we have done:

We have got a Transition Worker who is working with the team that works with children, with schools, and with young people and their families.

We have all agreed that we will have a Panel to make sure everybody knows about all young people, and who will be working with them. The Panel meets every 3 months.

The Transition worker makes sure that the Locality Manager knows about how much money might be needed to pay for services in future.



What else / what plans do we need to do:

We will make sure more people are in control of the support that they need. This will involve giving people their individual budget.

We will continue to work with young people, their families and carers to plan the support that they need when they become an adult.

We will develop more how we work with the Children's team.

Children's team managers and Development managers will work together so support will be designed in a way that young people want and need: **community capacity building**

We will gather more information from people's transition / person centred plans and children's teams about what young people are saying how they want to be supported and what opportunities they want so that we can look to make this happen.

We will work with colleges so that people with a learning disability have more chances to realise their dreams.

Housing & Support AND BETTER HOUSING TO LIVE IN

In September 2005 we said:

We have to make sure that all the services we have now are doing things right – they must meet the national standards, and do what it says in the Quality Assurance Framework.

We need to make sure that people and their families understand about all the different kinds of accommodation and support that people can have. We will write some information, and make sure people are helped to understand it.

We must make sure that we know what sort of accommodation and support people want from their Person-Centred Plans. We are setting up a Special Needs Housing Panel that will help us do this.

We must make sure that the people who write the Housing Strategy and the Supporting People strategy know what people with learning disabilities want. They can then include them in their plans.

What we have done:

We have worked with Housing and organisations who give support to make sure that all our arrangements are good enough. The landlord should not be the organisation that provides support.

Housing are going to re-write all their leaflets, and when they have done this, we will make sure there are easy-read versions.

The Housing Panel has been set up and is helping people to get housing.

The Development Manager has worked with an agent so we can get housing from some private landlords too.

We are helping people to buy their own homes.

We have written a guide to shared ownership.

Housing guidelines have been developed for staff so they know how to help people with their housing.

We keep a record of what type of housing people want and need.



What else / what plans do we need to do:

We must make sure that people have the right sort of support to be as independent as possible, and choose where they want to live.

We need to work with more agents and private landlords so there is more housing.

We need to continue to make sure we know what sort of accommodation people want and need.

We need to develop other housing opportunities e.g. Keyring, which are suited to what people need.

We need to work with housing and organisations to ensure the support is good enough.

We need to continue ensuring that current Supported Living arrangements comply with appropriate regulatory requirements and conform to National Best Practice guidance.

We need make to ensure people are accessing all appropriate funding sources.

We need to develop user-friendly licenses/tenancy agreements for people.

We need to develop user-friendly information about the different types of accommodation and support.

Staff will undergo training to ensure that they are familiar with all relevant information.

Direct Payments

In September 2005 we said:

We are getting some people with disabilities to do some training on Direct payment. This is particularly important for CTPLD and other teams.

We are making sure that everybody knows about Direct Payments and have the chance to use this if they want to.

We will use Direct Payments for people who want different supports during the day.

We have applied to the Department of Health to see if we can be a "pilot site" for the new Individualised Budgets.

What we have done:

The training was done in a different way, but all CTPLD Care Managers have had the training.

"In Control" has helped us to develop different ways that people can use their money, as well as a Direct Payment.

We now have 57 people who use a direct payment.

We did not get to be a Pilot Site for Individualised Budgets, but "In Control" has helped us.

A new Direct Payment procedure has been written.



What else / what plans do we need to do:

Need to continue close working with DP development worker's to increase staff awareness.

We will work with the DP worker's to make it easier for people to have and manage their direct payment.

We need to make sure all people eligible for support is provided with their own 'Individual Budget' and accompanied by the offer of having their budget through a Direct Payment, with appropriate information and advice.

We will use the QAF as basis for all monitoring and reviewing activities including Direct Payments.

Day Activities / Support

AND WHAT PEOPLE DO DURING THE DAY (EVENINGS)

In September 2005 we said:

We need to make sure that when people use Day Services, or have support during the day, it is because they really need and want to. We will use the eligibility criteria to do this. The day services run by Bracknell-Forest needs to change so they can do what people need and want. To do this they must:-

Make sure that only people who want and need to use the service are there.

Make sure they are only offering transport to people who need it most.

Organise their activities better.

Make sure that staff know how to keep people safe.

Make sure that staff know how to help people develop new skills.

We need to get other organisations involved in supporting day time activities. We are developing a small community support service with one organisation.

We must make sure that people can use the same services as everybody else. If people prefer to, we will use money for direct payments to support them during the day.

What we have done:-

We are looking at a lot of other things that people can do during the day and evening. So far we have:-

- set up a different service for people to get support to do ordinary things
- reduced the number of people who go to the Day Service when they don't need or want to
- Some people now have their own personal budget to spend how they wish. In some cases people have:
 - used some money to have a direct payment instead.
 - Developed a employment advice service in the Town Centre
 - More people now able to use facilities such as Leisure centres where support is available
 - People can have a E+Card
 - Headspace has been opened
 - There is a social club

We have met with the lead transport person to tell him what we need and set up a transport trial.

We are developing a social enterprise to provide gardening and other services.



What else / what plans do we need to do:

We need to continue making sure that there is a choice of things for people to do during the day / evening. People's PCP's will help us to make sure this happens.

We will work with colleges so that people with a learning disability have more chances to realise their dreams

There is a now a review of community and social care transport and we need to make sure what people want is how transport will be provided in the future.

We will work with other partners in the community (leisure, education, voluntary) to build more opportunities (community capacity). A special subgroup has been set up to work on this. This is about making sure people can use the same services used by everybody else and extending them.

We also are looking at the buildings we use to see if they can be improved or if we can move to better places for people.

Give support & advice on training, employment, life skills, and activities.

Involving People AND INCLUDING EVERYONE

In September 2005 we said:

We will train people on how to be joint chairs of planning groups.

We will buy equipment to help us make information accessible. Other people will be able to use this. We have £70,000 (LDDF) to do this.

We will write a Communication Strategy – this will include lots of things:

- what information people want, and who should provide it
- How people communicate
- What training staff and families need so they can understand people, and they can be understood

We will make sure that all our information is in plain language, and when we have the equipment, in a range of formats.

What we Have done:

We now have joint chairs and joint vice-chairs of the Partnership Board.

We try and make sure that as much information as possible is in plain language. The Council said this was good when they saw our plan.

We make sure people are part of meetings and discussions so we hear what people think, need and want. E.g:

- Partnership board
- In-control Subgroup
- Safeguarding Forum



What else / what plans do we need to do:

We are looking at ways in which people can be involved to make sure all people who need support to have the live's they wish:

1. New reference group that hears progress reports and also gives feedback
2. Less formal ways of sharing ideas e.g. lunch group
3. BFBC Internet site
4. Newsletter with feedback opportunity.
5. Using the local radio station

Be Heard help find out and ask what people want and think of things. We will continue to listen to Be Heard.

We have plans to help Bracknell Mencap open again.

Responding to Diversity

In September 2005 we said:

We will make sure that all the plans we write think about people from different cultures and religions.

If we really get person-centred planning and person centred approaches right, this will help us. This is because we will be listening to what is important to the person and their family.

We must make sure that everybody knows what can be done to support them.

What have we done:

We have completed Equality Impact assessments to make sure we are supporting people from different backgrounds in the right way.



What else / what plans do we need to do:

We are writing a plan to make sure people from different backgrounds knows where and what can be done to support them.

Through people's person centred plan's we will help to make sure their are cultural & leisure activities & facilities for people who need support.

We will work with the Council to be aware of the changing make-up of communities (age, ethnic backgrounds) etc.

We will work with and use policies from the new Corporate BME person.

Safeguarding and PEOPLE AS LOCAL CITIZENS

In September 2005 we said:

We must have information about the policy that people can understand. This must say what they can do if they think they are being abused.

We must make sure staff are trained in what they should do if people think they are being abused.

We can work with other organisations in Berkshire to do all this.



What have we done:

Staff continue to have training on this both in social services but also other organisations. The Safeguarding Co-ordinator has helped to make sure this happens.

We take all issues of abuse very seriously and investigate them properly.

We have information about safeguarding in an understandable format for staff.

There has been an Audit checking to see if we are following the safeguarding procedures.

We worked with Ripfa and other organisations to develop a best practise guide for safeguarding for all groups of people in need of support.

We now have a Care Governance group which checks to see if peoples support is good and if not makes sure action is taken.

What else / what plans do we need to do:

We now need to follow the new safeguarding procedures recently written.

We need to develop easy-read information.

We need to make sure people are part of making their risk management plans.

We need to make sure Mental capacity assessments are completed when necessary with people.

We have 1 person with a learning disability who attends the Safeguarding Forum meeting. We need more people to attend.

We need to develop information for people so they know what their rights are so they are better able to protect themselves.

Integrated Teams

In September 2005 we said:

We must always make sure that all team members understand about *Valuing People* and how they need to make it work.

We must always make sure that everybody else understands the role of the team and how they can get help from them.

We will finish the Operational Policy – we need to send this out to people to say what they think.

We will make sure that all our recruitment and training make sure that staff, know how to do their job well.

What have we done:

We make sure that team members always follow what it says in *Valuing People*.

We have now finished the Operational Policy.

We are going to work with the PCT on getting joint arrangements clear.

We are making sure that the Care Managers have clear procedures and know what they are doing.

The team had an away day to think about how they can best help people, and follow what's in *Valuing People*, and *Our Health, Our Say, Our Care*.



What else / what plans do we need to do:

To review the operational policy in the future.

The team needs to complete writing up its plan showing how it will help people.

The team needs to have more person centred planning training.

We must work with the PCT to set up joint spending arrangements.

Employment

In September 2005 we said:

We will make sure that we work with Life Long Learning to train people for jobs when the new Town Centre opens.

We will make it clear which organisations do which things to help people get jobs. This means that we will be able to make sure that all organisations work together to do everything between them so that nothing is missed out.

Day Services are working with other organisations to look at things like Social Firms. They will see if the recycling and Broad Horizons can be part of this.

What have we done:

We are developing a social enterprise to provide gardening and other services called Green Machine.

We have set up a employment advice service (Breakthrough) in the Town Centre and:

Built on partnership work with mainstream employment opportunities (A4E).

The recycling service is being developed to provide employment opportunities.

There are now 30 people in employment.



What else / what plans do we need to do:

We need to make sure that people are supported to think about what work they want, and have a chance to get the skills and experience they need. We can find this out through people's person centred plans.

Green Machine needs to get contracts so there are jobs for people.

It also needs to be self sufficient within 2 years.

Recycling needs get more contracts so there will be more jobs for people.

We will use the local radio station, website and other ways of promoting Green machine and Recycling.

We will work with Lifelong Learning to train people for jobs.

We will try to make more pathways to employment e.g. through College courses.

We need to have Champions throughout the Council and PCT, especially at senior levels, to help promote and raise awareness throughout all organisations.

We will work with all local employers within the BF Partnership and others to help them think about what they can do to employ more people with a learning disability e.g. Job share and looking at job descriptions differently.

Advocacy AND RIGHTS

In September 2005 we said:

The Partnership Board has agreed some money to support:

- Be Heard in Bracknell (self advocacy) and
- A new advocacy service (Just Advocacy)

The new advocacy service started at the beginning of September.

What have we done:

The advocacy service has been on the steering group for In Control. Also the Partnership Board and Safeguarding forum.

We are paying for more advocacy because some homes have to close.

Be Heard in Bracknell are being supported to become as independent as possible.

Just Advocacy has helped with finding out what people think about self assessments and individual budgets.



What else / what plans do we need to do:

We are working with lots of people living in residential homes to find out what their wishes are. Advocacy can help.

It is important we make sure Advocacy is there to support people to speak up and say what they feel when needed.

Good Health AND BETTER HEALTH

In September 2006 we said:

We will work with the Mental Health team to see what we need to do to make sure that if people with learning disabilities have a mental health problem, they get good care and support. We will work with them to do what it says in "Green Light".

The Health Promotion Group will help people to give up smoking.

We will work with Wexham Park Hospital to make sure we all know how to work together when people have been in hospital.



What have we done:

We still need to do some more work on Green Light. There have been lots of other important things for people to do.

We invited the Chief Executive Officer of Heatherwood and Wexham Park Hospitals NHS Trust to come and tell the Partnership Board what they are doing about the Healthcare Commission's three year Strategy. So far we have not had a reply.

CTPLD have worked with staff in Heatherwood and Wexham Park Hospitals to help them to support people better.

CTPLD do lots of health promotion sessions such as 'healthy eating' and 'healthy exercise'.

CTPLD have worked hard to make sure people have Health action plans.

The team had an away day to think about how they can best help people, and follow what's in Valuing People, and Our Health, Our Say, Our Care.

What else / what plans do we need to do:

We need to make sure it is easier to get annual health checks at the doctors. We will work with GP's to make sure this happens.

We need to plan and work with all health services to make sure that all people with learning disabilities get the help they need to stay healthy, and get good care if they are ill. This can be done by doing awareness training.

Training of healthcare staff within CTPLD will continue.

People's health actions plans will be part of their person centred plans.

People's health action plans will be reviewed by CTPLD.

We will make sure more people will be able to go to the Leisure Centre or other healthy activities at the times that they want to.

The CTPLD needs to complete writing up its team plan. The plan will show how, it will help people with their health.

Quality Assurance

In September 2006 we said:

We must now plan to make sure that everybody knows about this:

- People who run services need to know the standards, and make sure they meet them
- People who use services need to know what they can expect
- People who pay for services must make sure they check that they are good one.

We will have some training/conference days this year.

We will make sure that it is included in contracts.

What have we done:

We have written the Quality Assurance Framework. This says how we should make sure all our services are good enough and is also a way of making sure the service you receive is meeting your needs.



What else / what plans do we need to do:

We need to make sure people and organisations who provide support know the standards and make sure they meet them.

We need to make sure people who need and pay for support know the standard they should expect and what is provided is good.

We need to make sure standards are part of the support contract.

We need to make sure people who receive support are involved in monitoring the standards of support. E.g. in their own reviews.

We need to make sure that we are working together with Supporting People, Direct Payments team, and Contracts team to make sure people receive the help they want.

Carers Strategy AND PARTNERSHIP WITH FAMILIES

In September 2005 we said:

We will find out what sort of support families want to help them support their sons and daughters with learning disabilities.

This will include different ways of getting respite care, so we need to listen to what people want and may need to change our services.

We have got a carers worker to help with this.



What have we done:

We asked parents, carers and people with learning disabilities how they would like to be supported.

We are providing different ways in which people have short breaks such as weekends away camping.

People have been able to use their individual budget to enable them to have support in a way they want.

All family carers are offered carers assessments.

Carers are invited on to the Partnership Board, and other sub-groups.

Family carers are encouraged to participate in Regional events and networks.

What else / what plans do we need to do:

We need to continue to provide different ways of getting respite / short breaks. We can find this out through people's pcp's and listening to carers.


All family carers will be offered a carer's assessment / review yearly.

We will work to help Bracknell Mencap start up again and they will employ a family liaison officer to support carers and families.

The family Liaison officer can help with consultation.

We will also work with Bracknell Mencap to develop a carer's network.

The Staff that Support people (workforce)

	<p>What have we done:</p> <p>LDQ has been established and staff are aware of this.</p> <p>Some staff within BFBC LD services are training to gain NVQ2 as a minimum.</p> <p>The person-centred awareness training has been developed and run for the CTPLD.</p> <p>Staff have had safeguarding training.</p>	<p>What else / what plans do we need to do:</p> <p>We need to make sure staff have the opportunity to do the LDQ and NVQ.</p> <p>The person-centred awareness training needs to be provided to all LD service staff and others.</p> <p>Staff need to have yearly safeguarding training.</p> <p>Yearly appraisals and reviews need to happen, so staff, get the training and support they need to help people.</p> <p>This will then help write a training plan by the council.</p> <p>There is a workforce subgroup looking at staff needs as part of the self directed support approach.</p>
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