

Market Position Statement **Adult Learning Disability**

Adult Social Care 2018



1. Introduction

This Market Position Statement is focused on adults with learning disability. It reflects the priorities and plans set out in “Living Well: the Tower Hamlets Adult Learning Disability Strategy 2017 – 2020”. Both the Living Well Strategy and the Background information document for the Strategy should be read alongside this statement as they provide key underpinning detailed information, only some of which is summarised in this document. It complements a number of other council Market Position Statements; namely for older people, autism, carers and mental health.

People with learning disability have a range of needs and are in contact with different universal and specialist services. We want people to have real choice, involvement and a say. We are looking for innovation, creativity, responsiveness and high quality in services and committed and skilled staff. This includes existing providers, those who do not currently work in the borough and new start-up provider organisations.

Our strategy is an ambitious one and successful delivery requires an equivalent scale of ambition in the services and offers available locally.

If you want to know more about our borough, the key demographic trends, our current plans for services for people with a learning disability and to find out what services we currently commission you will find these links useful:

- For our Learning Disability Strategy and associated action plans;
- For the borough’s Community Plan; and for the Council’s Strategic Plan;
- For information about the council’s Community Commissioning Programme;
- For the North East London Strategic Transformation Plan; and for the Tower Hamlets Clinical Commissioning Group’s Transformation Programme;
- For our Joint Strategic Needs Analysis, including the outputs from various research projects specific to the older population of the borough;
- For more general statistics and research relevant to the borough;
- To find out more about Tower Hamlets Together, our Integrated Care partnership;
- For a list of our current commissioned services, with information about contract values and expiry dates;
- If you are interested in bidding for future contracts and wish to register with our online procurement portal. Once registered you will be able to set up alerts so that you are notified when relevant future opportunities are advertised.

We look forward to working with current providers of care and support and with organisations who want to bring new ideas and new ways of delivering services to the borough to deliver the ambitions set out on the following pages.



2. Commissioning with commitment

We know that not everyone with learning disability will need or want support from specialist services. In June 2017, 882 people were known to the Community Learning Disability Service (CLDS) in Tower Hamlets. This number is likely to increase by an expected 22% from 2016 to 2026 in line with population growth and because people with learning disability are living longer.

Tower Hamlets Local Authority and Clinical Commissioning Group recently developed and published a Strategy for adults with learning disabilities which sets out our ambition for the next 3 year period. We looked at national and local policy and research and what happens in other places to understand what we have to do and what works well. Many local people, staff and organisations gave their ideas. Most importantly, it was the views of many adults with learning disability and their families and carers that determined our priorities.

Living Well: the Tower Hamlets Adult Learning Disability Strategy 2017-2020 defines the key outcomes and partnership actions for improving them:

- Be happy and healthy;
- Live locally;
- Be part of the community and be involved in activities;
- Work or volunteer;
- Have choice and the right support;
- Be respected and safe.

People have told us that overall, the support in Tower Hamlets is good but there are areas which need improvement. Too many people live in residential care outside the borough and too few have jobs. The right support is not always there at the right time.

This Market Position Statement sets out how we see services for people with a learning disability changing over the next three to five years; how services will be funded, commissioned and facilitated; and what our quality expectations are. We believe that by working together, across health, social care, the voluntary sector and with service user and carers, we can more effectively develop and deliver the range of services and interventions that are valued by individuals, families and communities within the borough.

What people with a learning disability have told us about what matters to them:

As part of our engagement to develop the Learning Disability Strategy, adult service users have told us:

- ✓ Having friends, family support and relationships can help you make the right choices – and give you the right support.
- ✓ Support from support workers and staff is greatly valued but staff often change too much.
- ✓ Support has to fit your culture.
- ✓ Support should enable individuals to decide where they live and how they spend their time. People want a choice of accommodation that is local to friends and family.
- ✓ Meeting people and being accepted is important and this is possible by having a range of activities both in the community and with other people with learning disability would in day centres. There are few places to go in the evenings and weekends and they'd like more leisure activities, sports and physical exercise that are affordable.

- ✓ It's hard to access some services and not all services have staff who can communicate well with adults with learning disability. More accessible information in easy read information should be used.
- ✓ More information and support with diet and exercise to be healthy is needed.
- ✓ There should be more jobs and more support to find and access jobs.
- ✓ More training courses for independence – such as life skills, cooking and managing money and paperwork are needed.

The guiding principle

We want to work with providers who take a co-production and partnership approach in all they do and who uphold the following principles in supporting adults with learning disability:

We will expect providers to

- ✓ See and support people as individuals, building their independence as much as possible.
- ✓ Be committed to placing people and their family/carers at the centre of all they do and be able to demonstrate how people are actively involved in shaping the design, delivery and quality assurance of the support they provide.
- ✓ Share information with other providers with the consent of the person concerned to ensure joined up planning and care.
- ✓ Have explicit quality standards and publish results of independent monitoring.
- ✓ Be willing to work with us to develop ways of measuring the quality and the benefit of the service they provide.
- ✓ Measure, analyse and report back on outcomes.
- ✓ Be transparent and prepared to work to an open book accounting approach and to raise and share concerns, risks and issues with commissioners.
- ✓ Want to share and exchange intelligence and expertise with other partners.
- ✓ Continuously improve the quality and effectiveness of provision.
- ✓ Regularly reflect on, analyse and learn from national and evidenced good practice, their own delivery and that of others, sharing learning with commissioners and other partners.
- ✓ Innovate and develop approaches which promote independence and reduce dependency over time.
- ✓ Build extra capacity and continuously improve efficiency.
- ✓ Contribute proactively to service and strategic planning and to the learning Disability Partnership Board activities.
- ✓ Work in effective partnership with other providers, sharing resources and recognising, valuing and harnessing the particular expertise and strength of different organisations to mutually deliver improved outcomes.
- ✓ Be committed to safeguarding principles, to have and to follow their own and local interagency policies and procedures and to be constantly alert and responsive to people to promote their safety.

We want to develop services that are more personalised, that reflect the needs and wishes of individuals and that promote and enable them to be as independent as possible. Care providers will value the role of carers and involve and support them. They will be creative and responsive in developing and delivering bespoke care packages that involve people, reflect their individual needs and promote their strengths and abilities.

We aspire to increase direct payments and the use of personalised integrated health and care

budgets and we will look to work with providers who are committed to this and who will promote, support and enable this with people they work with.

2.1 Residential and supported accommodation

The current range of in borough supported accommodation and registered care provision is limited. The Borough has one registered care home for people with learning disability, with the majority of placements being out of the borough - 60% are currently outside North East London.

Starting in 2017, we will develop a wider range of local accommodation. We know there is a particular need for local supported accommodation and registered care for people with higher needs and currently, too many people live out of borough because there are few local options. We also know that not enough people live in independent accommodation with occasional support when they need it. We want to work with housing and support providers to develop more provision that is in or near the borough. We want a mix of provision, with differing levels of support so people have choice and can have the right level of support to meet their needs.

We would like to see some women only accommodation and some that is aimed at younger people. Within the overall provision for older people, we want to make sure there is provision suitable for older adults with learning disability, including those with dementia. We want to make sure that independent accommodation suitable for adults with learning disability is developed within new housing developments and that appropriate support is offered to them. We also want to increase the local provision for people who have complex needs and challenging behaviour.



Our overall aim is develop sufficient local capacity to enable 59 people (including five young people) who are now placed out of borough to come back to live locally over five years and to ensure that young people now coming up through transition can be placed in the borough rather than having to go to live elsewhere.

We will be working with existing organisations to reshape their provision but we are also interested in approaches from new organisations who are keen to develop local places. We will support providers to seek capital monies where necessary to redevelop the buildings so they fit the model.

We want to make sure people have choice about their accommodation and their support so we intend to spot purchase more for the accommodation and support people need so people can have accommodation and support from different providers if that best meets their needs and wishes. We want to hear from providers who will support the provision of care or accommodation by a different provider and who will work jointly with the other providers to ensure people receive seamless integrated care and support.

We will also develop a Shared Lives scheme where local families are recruited, trained and supported to provide day and overnight care for adults with learning disability so their family and carer have some respite. We will be seeking local residents interested in working with us in delivery of this scheme.

2.2 Community based services

What we want the market to offer over the next five to seven years

- Flexible and localised services that people are able to access at times and in location that suit them;
- High quality information and advice that supports the maximising of independence embedded in all service offers – based on a ‘no wrong door’ approach;
- Locations that offer a focal point for multi-agency, multidisciplinary engagement

We will expect all providers supporting adults with learning disability to promote people’s health, encourage and support them to have vaccinations and screening; to go to the dentist; to eat healthily and exercise; to have an annual health check and to get early counselling help when anxious or sad.

We expect care to continue when people go to hospital, so they are supported by a familiar and trusted person.

Day Opportunities and case community based services

During 2018 and early 2019 we will be refreshing and developing our model of day opportunities which will be followed by a number of formal procurement exercises. We want to enable more personalised and peer led day opportunities with an increased focus on securing employment for people and on supporting and enabling participation in local community activities, while still ensuring there is specific centre based support for those with higher level and more complex needs. We want to ensure people can participate in a much greater range of activities in the evenings and weekends as well as during the day. We want to make sure people are supported

with information, advice and the development of skills needed to be healthy and to live as independently as possible as well as being able to participate in social and leisure activities.

We wish to work with providers who will be creative, responsive, flexible and focused in developing this range of opportunities for local people with learning disability and who will involve them in the development. This will include working together with people themselves to support them in using their own budgets as they wish, in developing pop-up opportunities and in helping promote and develop social enterprise.

We want to work with providers who will work with a wide range of local community groups, organisations and businesses to develop and extend the possibilities that are open to people with learning disability. We will be looking to providers to provide specific support to people with learning disability when necessary, but whose overall approach is to enable and support people to access mainstream services and to work with mainstream services and with people with learning disability to facilitate this.

We will expect that all providers involved in supporting people to live locally, work or volunteer and be part of the community and involved in activities will also support and include people with challenging behaviour and will support staff to work in partnership with others to ensure people have one plan with a consistent positive behaviour support approach.

