

# LIVING WELL IN TOWER HAMLETS

## The Adult Learning Disability Strategy 2017-2020



Tower Hamlets  
**Health and  
Wellbeing  
Board**

# CONTENTS

Foreword	3
Introduction	4
The Tower Hamlets Context	5
What people said	8
What are our aims?	10
Our ways of working	12
1. Be happy and healthy	13
2. Live locally	15
3. Be part of the community and involved in local activities	17
4. Work and volunteering	19
5. Have choice and the right support	21
6. Be respected and safe	25
Transforming care	27
Making it all happen	29

# FOREWORD

Hello and welcome to the Strategy.

Both of us, the Health and Wellbeing Board and all the member organisations are determined to do everything we can to make sure that all people with learning disability in the borough live well and enjoy a full life, with as much independence as possible.

We are proud that there is good support for people in Tower Hamlets, but we know there are many things that could be better. We want to make improvements in the next three years. The Council, the NHS and other organisations have limited resources and we can't do everything at once. This Strategy sets out the most important things and we will focus on these.

We want to make sure people with learning disability are treated equally and respected, that their rights are recognised and that they can more easily access local support. We want to do more to promote their inclusion and independence.

This is a partnership Strategy for everyone. Many people from local organisations, the Council, the NHS, private companies and community groups will have to work with each other and with people with learning disability and their families and carers to make improvements happen. We know that when people work together for something they believe is important they can do a lot. We want to encourage everyone in Tower Hamlets to play their part and work together to make sure that adults with learning disability in Tower Hamlets really do live well.



**Cllr Denise Jones**  
**Chair of Tower Hamlets**  
**Health and Wellbeing**  
**Board and Cabinet**  
**Member for Health and**  
**Adults Services**



**Dr Sam Everington**  
**Vice Chair of Health**  
**and Wellbeing Board**  
**Chair of NHS Tower**  
**Hamlets Clinical**  
**Commissioning Group**

# INTRODUCTION

This Strategy builds on the Health and Wellbeing Strategy priorities of

- Communities driving change;
- Creating a healthier place;
- Employment and health;
- Developing an integrated system;

and says more about achieving these for adults with learning disability.

In developing the Strategy, 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. We considered the data in the Joint Strategic Needs Assessment.

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 the key things we will do.

Many people are supported in the community by family and friends. In the consultation, people 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.

People with learning disability have the right to be treated equally and to control their own life. The Equality Act says adults with learning disability must be supported to live an ordinary life in the community. Government learning disability policies say that the Council and the NHS have to:

- reduce health inequality;
- reduce the number of people who are in hospital or registered care homes and how long they stay there;
- improve the quality of hospital and community provision;
- have more community services; and
- increase employment.

This Strategy says how we will do that in Tower Hamlets. It covers:

- What adults with learning disability say is important in their life;
- What we have been doing to support that;
- What we will do next and how we will know it is working.

The background information document, which can be found under Help for Adults at [www.towerhamlets.gov.uk](http://www.towerhamlets.gov.uk), explains in more detail why and how the outcomes and action were decided.

# THE TOWER HAMLETS CONTEXT

From national estimates

**2.17%**

of the adult population would be expected to have learning disability which equates to

**4,848**

people in Tower Hamlets.



This will increase due to:

**population growth**

(Tower Hamlets population is expected to grow by 22% from 2016-2026) and

**longer life expectancy**

for those with learning disability.



In March 2017,

**961**

people in Tower Hamlets were registered with GPs as having a learning disability

**46%**

of these were of Asian background, mostly Bangladeshi.



## NOT EVERYONE NEEDS SPECIALIST SUPPORT

In June 2017,

**882**

people were known to the Community Learning Disabilities Service in Tower Hamlets which is below national estimates

that **1,100** people or **0.5%** of the adult population would be known to local Council or health learning disability services.



## People have different levels of care and support, depending on their needs

**659**

people had paid support

**154** people received a direct payment

**20** people with the most complex needs have a continuing healthcare package.



## Adults 18-25

Adult services work with people over 18. The law says that children's services should continue to support young people with a disability until they are 25. So the Children and Young People Plan and the Children's SEND Strategy is also relevant for people aged 18 to 25 and children and adult services have to work together from when young people are 14 to meet their needs. A review looking in detail at transition has just started and will report in the autumn.

## Linked plans

The Ageing Well Strategy covers plans for improving outcomes and support for all people over 55, including those with learning disability, so it is also relevant. The Autism Strategy and the Carers Strategy are also relevant to adults with learning disability.



---

## Inclusion

---

Adults with learning disability are equal to everyone else with the same rights to participate in and be included in the community. The Equality Act 2010 says disability is a protected characteristic and organisations have to make reasonable adjustments and include adults with learning disability. There are many other plans and strategies that talk about improving things for everyone. These plans include:

- The Community Plan
- The Housing Strategy
- Economic Development and Employment Strategies
- The Community Safety Plan
- London Adult Safeguarding Procedures
- The North East London Sustainability and Transformation Plan.

We will work together with the people responsible for these plans and strategies to make sure they understand and include the specific needs and concerns of adults with learning disability and follow the priorities and plans in this Strategy.

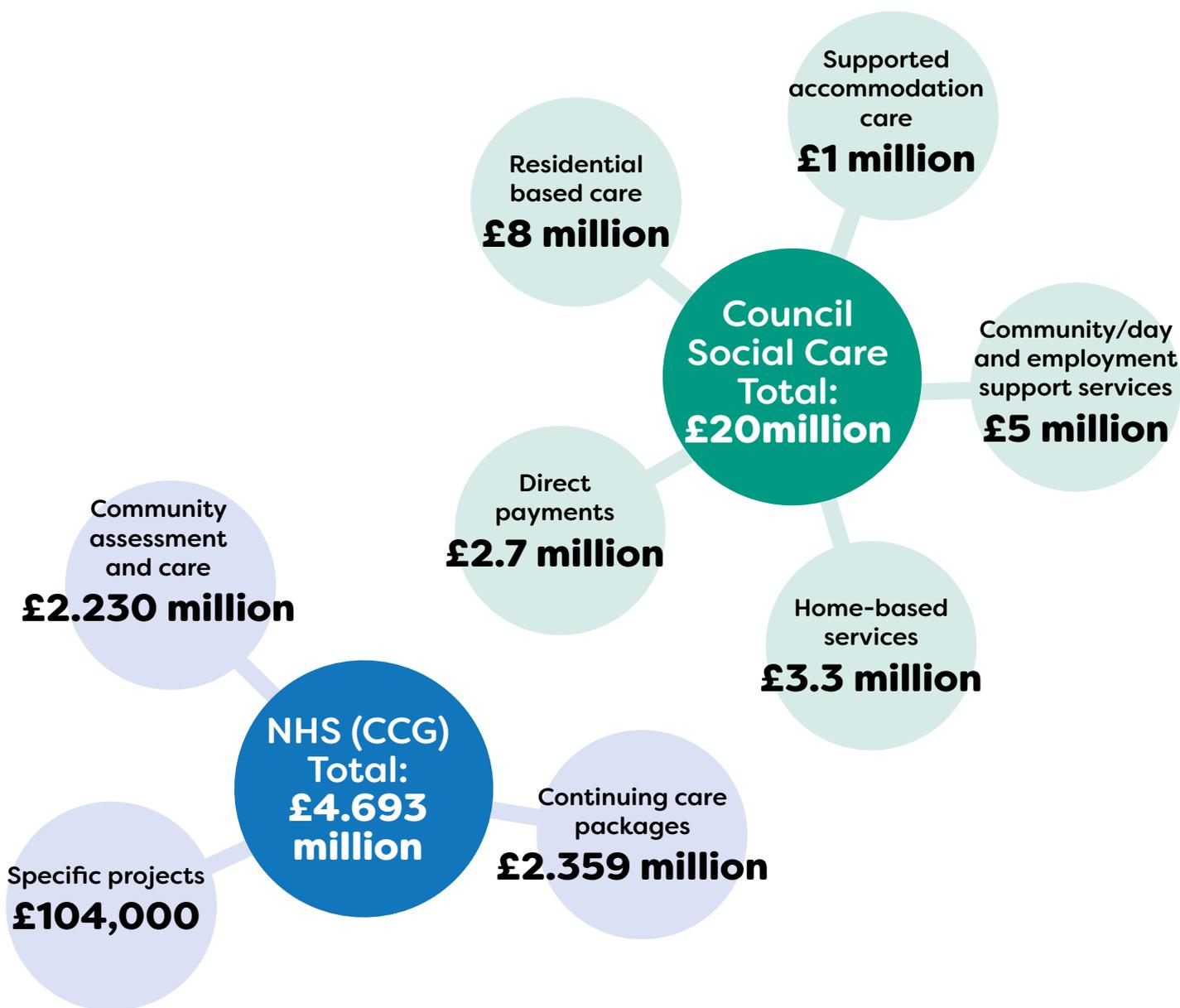
Adults with learning disability can get support from different levels of service. At each level there are things for everyone and things specially for people with learning disability. In Tower Hamlets there are many different types of support at all levels.

- **Family and Community:** such as family members, partners, neighbours, community members and groups, self help groups and advocates.
- **Primary or Universal:** services for all such as information and advice; general practices, Idea stores, leisure centres and community centres.
- **Secondary:** services for people with more needs such as supported housing, care packages and specific group activities and day centres.
- **Tertiary:** services such as placement in registered accommodation.

The Council and NHS will keep making sure there are many different places in the community where adults with learning disability can get good quality support. Community groups and voluntary organisations give a lot of the support and add extra resources themselves such as grants from trusts and donations. We will encourage businesses to give resource and support too.

The total amount of local Council and NHS money that will be used for specific services for adults (over 18) with learning disability in 2017-18 is given in the diagram below.

The actions to improve things depend on building self help and community support, using money differently and changing ways of working rather than just spending more money because this is the right way forward.



The plans, actions and outcomes set out in this Strategy need to be delivered within the agreed resources available in future years and therefore, may need to be adapted.

# WHAT PEOPLE SAID

In spring 2017, we asked people what is important in their life, what they can do themselves to achieve that and what ideas they had to better support adults with learning disability to achieve those outcomes.

We had responses from 106 adults with learning disability living in the borough (11 by online survey, 62 by easy read questionnaires and 33 in face to face discussions).

46 supported having “live well” and 43 supported having “a full life” as the vision. Several favoured both.

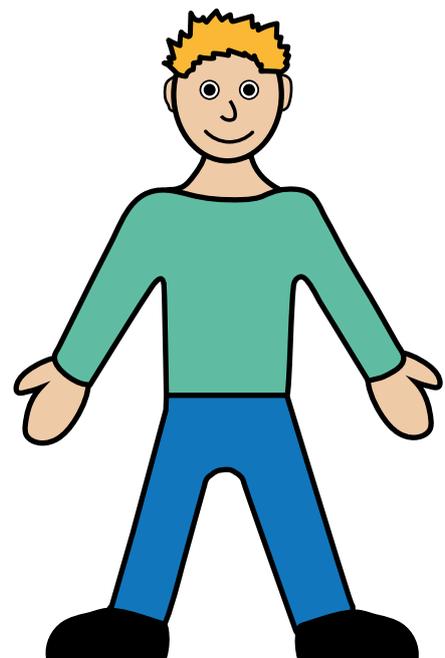
Most people said there is good support in Tower Hamlets and this should be maintained. They told us what was important to them. This determined the outcomes that we want to achieve.

We looked at what adults with learning disability, carers, service staff and members of the public said as part of 11 consultations undertaken between 2014 and 2016.

Forty-eight carers, seven carer support workers and 157 service staff and members of the public participated in discussions (during 2017) about what would improve outcomes.

These discussions shaped the plans in this Strategy for what we will do next.

Many people said it was very important that the actions were implemented; that the Strategy does not just sit on a shelf.



## What people with learning disability said was important

More leisure activities, sports and physical exercise that are affordable



Having friends, family support and relationships



Being able to do a wide range of activities - and join in social clubs and community activities open to all



Have places to go and things to do in the evenings and weekends



Choosing what you want to do and where you want to live



Improving communication so people do not ignore you and understand you



Living locally near family and friends and not having to travel far



Getting information from staff and support with diet and exercise to be healthy



Having a job and help to get it and there should be more jobs



Having training including life skills needed for independence



Having more easy to read information in people's own language with more pictures and less words



Being listened to, respected and heard by professionals and being treated as an individual



# WHAT ARE OUR AIMS?

**OUR GOAL (VISION) is that – Adults with learning disability in Tower Hamlets live well.**

This means they will:



These are the outcomes we want to achieve.

They reflect the Tower Hamlets Outcomes Framework.

To achieve these outcomes, the Strategy has objectives to:



# OUR WAYS OF WORKING

Everyone has to support the values and principles of the Equality Act and UN Convention on the Rights of Persons with Disabilities and work in ways that show this.

- Treat people with respect and dignity and recognise them as rights-holders.
- Recognise people as independent and entitled to make their own choices and decisions and to give consent and facilitate this with access to appropriate advocacy when required.
- Communicate effectively and provide information in accessible and easy read formats in line with the accessible information standard.
- Actively encourage and facilitate the meaningful and effective participation of people, ensuring they have influence.
- Actively promote inclusion and empower, consult and engage with people with disabilities.
- Ensure people can effectively access the full range of support including information, communications, facilities and services and the physical environment.
- Respect people's differences, accept people for who they are, recognise and value their strengths and ensure people have the same opportunities as everyone else.

# 1. BE HAPPY AND HEALTHY

## Key points

- People with learning disability have poorer health and die younger with a lifespan that is 14 years less for males and 18 years less for females.
- Adults with learning disability should have a health check every year but in Tower Hamlets last year only 57% of people did. This is above the national average of 46%.
- When adults with learning disability have physical health problems, support staff do not always understand their needs. Health services do not always communicate well with the adults, their carers and other staff. The right care is not always given.

**“My doctor sent me an easy read letter to tell me that my annual health check was due. They give me a double appointment every time I go there. It feels like they know and respect me. I want them to give me information back when I have seen them. I often have to go to hospital for my health problems. I wish all the appointments were on the same day and health staff talked together so everything was more joined up.” Peter**

## What we have done and are still doing

- It is now part of the job of the Community Learning Disability Service (CLDS) to help universal health services develop the awareness and skills of their staff so they can better support adults with learning disability. CLDS now also supports staff in all local organisations to talk about healthy living with the adults they work with.
- We funded a learning disability nurse for a year. The nurse trained general practices about health checks for adults with learning disability and worked on the data systems. Health checks have increased by 10% since 2015-16. CLDS now helps make sure everyone has an annual health check and a health action plan.
- A plan to improve support for adults with learning disability admitted to hospital with mental illness has been developed and is being implemented.
- We joined a national pilot and do local reviews of deaths of adults with learning disability. We use the learning to improve the quality of health services.

---

## What people said

---

- There is a need for more mental health support for adults with learning disability and for support when people have a death in the family or are sad.
- Much more health promotion is needed.
- Give more emphasis to health training for healthy lifestyle, diet, exercise and health checks and use data to target improvements.

---

## What we will do next

---

- Make sure family and staff encourage people to have vaccinations and screening and go to the dentist. Give information and support about nutrition, exercise and contraception.
- Make sure family/carers, social care and other services know about annual health checks and action plans and encourage people to have them. Be more flexible about doing the checks.
- Make sure that when people feel sad or on edge, they can get early counselling help from staff trained to work with people with learning disability.
- Make sure that when people go to hospital, their family/carers can also go so they continue to be supported by a familiar and trusted person.
- Introduce a card with key information and redesign hospital passports so hospital staff can access them and use them to understand and respond to people's needs.

- Make sure health staff communicate well with people and give them easy to understand information after each contact.
- Introduce a health quality checker scheme so adults with learning disability review services against standards.
- Complete a review of all people with learning disability on psychotropic drugs in line with the NHS guide on stopping overmedication of people with learning disability.

---

## How we will know it is working

---

- 75% of people have an annual health check and a health action plan.
- More adults with learning disability have health screening and immunisations, have a healthy weight and live longer.
- Adults with learning disability spend less time in hospital and have the right care.
- Adults with learning disability have easy access to high quality health care.



# 2. LIVE LOCALLY

---

## Key points

---

- > In 2016-17 and 2015-16, 69% of adults with learning disability lived in their own home or with their family. This is close to the London average of 66.8% and below the national average of 73.9% in 2016-17.
- > However, 123 of the 132 people placed in a registered care home by the Council are not in Tower Hamlets. 12 people are in supported accommodation out of borough.
- > It is difficult for the 46 young people aged under 25 in residential care out of borough to come back as there are not enough suitable places to live locally.
- > Five young people are ready to move out of their out of borough residential education placement each year.



---

## What we have done and are still doing

---

- > We made detailed plans to develop more accommodation options in Tower Hamlets that offer different levels of support for adults with learning disability. We are now starting on the actions.

---

## What people said

---

- > Develop more housing and support options.
- > Give clear information so people have choice.
- > Make sure each new build housing development includes some flats for people with learning disability.
- > Staff should be clear and say what they will do and when and keep to that.

## What we will do next

- Involving their family, review the needs of people living out of borough and plan for those who want to come back to live locally.
- Develop a greater range of local accommodation and support options. This should include:
  - women only supported living;
  - independent places for adults with learning disability within new housing developments;
  - a new housing support service for young people now in residential placement out of borough;
  - setting up a scheme where local community members offer respite in their homes (Shared Lives).
- Make sure people are given clear information and have choice about where to live.
- Make sure there is enough local support for people who come back to the borough.
- Foster culture change in staff so they develop plans to support people to live in their local community as independently as possible, rather than looking to place people in registered accommodation out of borough.

## How we will know it is working

- 59 people (including young people) who live out of borough will come back to live locally over five years.
- 55 day placements and 500 nights of respite are provided by the Shared Lives scheme over three years.
- Fewer people will be placed out of borough and more people will live in supported and independent accommodation locally.

**“It is really good that where I live, staff are there to give backup and help 24/7 when I need it with things like managing money and going to the doctor. I can do group social activities too with the other people living there. I can choose my keyworker. I don’t have family there for me, so it is good to have the support of staff. I am glad it is in Tower Hamlets because I grew up here and know the area and am still near friends. I am learning about living independently and want to move into my own place when I can.” Aleya**

# 3. BE PART OF THE COMMUNITY AND INVOLVED IN LOCAL ACTIVITIES

## Key points

- There is no existing way to make sure adults with learning disability are involved in the strategic planning, commissioning and delivery of support.
- People said they wanted to be involved in a variety of community activities near to where they live.
- Community members have said they want adults with learning disability to be more included within general local activities.



## What we have done and are still doing

- A development project to make sure adults with learning disability are involved and supported as members of the Learning Disability Partnership Board and its subgroups and in all aspects of the planning, commissioning and delivery of support has started.
- In 2016-17, 250 people were supported to participate in activities provided by several day centres across Tower Hamlets or by individually tailored support.
- The Accessible Transport Forum work closely with TfL and the DLR to support them to make their transport accessible. The Council's own transport and community transport also help those who need it to get to activities and support.
- People have travel skills training so they can use public transport independently.

---

## What people said

---

- There should be specific activities for older people with learning disability.
- More needs to be done to build people's independence and self esteem.
- Reach people in the community who are not in touch with services.
- Promote people's positive contribution and include them in mainstream community activities and primary care services with reasonable adjustments, treat them equally.
- Build community capacity to support people.
- Some people slip through the nets. Services need to reach out so they don't.

---

## What we will do next

---

- Offer a wider range of more flexible and personalised activities in the day and evenings and weekends and activities specifically for women and older and younger people, so people have choice.
- Enable people to join in general community activities such as gyms, community centres and in the Idea Stores as well as activities in day centres especially for adults with learning disability.
- Promote local community activities with fewer words and more pictures.
- Help community members and services to understand, respect and include people with learning disability and treat them as equals.
- Do more to help people learn to manage their money by using pictures and interactive activities.

---

## How we will know it is working

---

- An increased number of people will participate in a wider range of community activities.



**“The activities we have are very good. I love computers and I have learnt a lot about computers. I have learned about managing my money. Staff helped me to find a work placement and I have worked packing boxes and going to the post office to send them.”**

**Richard**

# 4. WORKING AND VOLUNTEERING

## Key points

- > Many adults with learning disability said through the consultation that having a job or volunteering was very important to them so they can be involved and contribute as well as earn money.
- > They said there is a lot of good support and training locally but not enough jobs.
- > 4.9% of adults with learning disability were in paid employment in 2015-16, which is below the London average of 7.5% and the national average of 5.8%.

## What we have done and are still doing

- > Several organisations provide skills development, employment training, support and experience for people with learning disability. Some 60 people per year are supported into employment currently.
- > Members of the Health and Wellbeing Board committed to set a lead in employing people with learning disability in their own organisations.

## What people said

- > Work with companies so there are more jobs for people and provide more supported employment through social enterprises.
- > People in work need somewhere/one to go to for early advice and support to prevent them getting stressed and into financial difficulty.
- > Education is the gateway to employment so it is essential to help with improving reading and writing taking an approach that starts from where people are and is pitched at their level.
- > It is necessary to have more accessible, easy ways to find out what is available.



## What we will do next

- Work actively with local businesses and employers to create more and more flexible jobs, internships, apprenticeships, supported work and volunteering opportunities that are available for people with learning disability.
- Workpath (the Council's employment support service), the Careers Service and other local employment support services will give people advice and support to help them get work experience, an apprenticeship, job or volunteering opportunity.
- Encourage families, services and people from childhood onwards to have high aspirations and support people to achieve their wishes to have a job and not depend on services.
- Make sure a range of education, training, work experience, volunteering and supported employment is available locally and is accessible to people with learning disability.
- Make sure that centre, accommodation and support staff and families/carers encourage and support people to aim high and access jobs, training and volunteering.
- Develop peer support to help people get and keep jobs.
- Make sure people and their family/carers understand what they earn and the effect on their benefits.
- Develop local learning that is accessible to adults with learning disability and is adapted to their needs. This should include reading, writing and numbers.

## How we will know it is working

- 110 people will be supported into employment per year for four years so that there will be 11% in paid employment in three years time.

**“I went to employability training once a week with my school class from when I was 16. They helped me get work placements with ASDA. Then I had training at Ocean View Café in Food Preparation and Coffee Making and I did Food Safety and Health and Safety at work. Now I work full time at a café in the Excel Centre. I help with catering at big events and make and serve drinks to VIPs. Now I work I can do more things for myself, have more money, am more confident and happy.”** Halima

# 5. HAVE CHOICE AND THE RIGHT SUPPORT

## Key points

- Most adults with learning disability have their needs assessed and are well supported in the community. No-one has been admitted to an assessment and treatment unit in the last five years. This is very positive compared to other areas.
- People said professionals and services do not work together and care is not joined up. Annual reviews do not take place and people are not involved. The support on offer to people is not clear.
- Many people also said they do not know what is available to support them.
- Although 92% of service users with learning disability are identified by social care as having self directed support, many people said in consultations they do not always have a choice about the support they receive.
- Adult and children's services have different approaches. Many people said that joint planning does not start early enough and they do not have enough information about the changes. So the 30 or 40 young people who come into adult services each year and need ongoing support, experience difficulties.
- Carers say they have to fight to get support for themselves and the adult they care for.



**“I can do a lot for myself and I know what support I need. It was good when my social worker asked me to write and draw what I wanted and included me and my family in the care planning meeting. She made sure I got the support I wanted.”** Farida

---

## What we have done and are still doing

---

- All adults with learning disability have a needs assessment, a personalised care and support plan and have more choice and say in that.
- Tower Hamlets is trying out a new way that people can use their social care and health budgets together in one care and support plan and can choose and manage that support themselves. This is called Integrated Personal Commissioning (IPC). We are one of 18 test sites in England.
- Advocacy is offered by a local organisation (Tower Hamlets MIND) to all adults with learning disability who are in Mile End hospital with mental illness. Another local organisation, REAL, makes sure advocacy is provided to people when they need someone to help them get support. Another organisation, Powher, makes sure the views of people who cannot make decisions themselves are heard as part of the deprivation of liberty process.
- A review of transition from children's to adult disability services has started.
- 93 people who also have multiple long-term conditions became part of the Integrated Care Project. They have a care coordinator and a personalised care plan and participate in multi-agency discussions to ensure coordination.

- A Carers Strategy has been developed. Carers are involved in planning new services.
- We now ask people to help pay for their care and support, depending on their income.

---

## What people said

---

- Staff should communicate directly with people in simple language and use Makaton more.
- Continuity of the worker is important.
- Services should personalise provision more and respond to individual's interests and needs. They should recognise the individuality of people and provide support, enabling them to have some separate time away from their family.
- Staff and services do not work together. Services should be better integrated and staff should share information.
- More local and community support for carers is needed – emotional support, peer support and individualised advice and information provided by consistent staff who speak their language. Staff should communicate better with carers.
- Reviews do not always happen and people are not involved with them.
- Providers need to share information more and clarify who the lead is when someone is in touch with several organisations so there is one common plan.

- Involve people in planning their own support and care and train and support them to make informed choices. Make sure there is more advocacy support.
- More coordination and joint working between children and adult services at transition is needed, as is information sharing with carers.
- People should be prepared for when their parent carer is no longer here.
- Staff should be valued - the people who deliver services and support are very important.
- Make sure people can get advice from someone who knows about learning disability, can explain the choices and options people have and can build people's confidence to make their own choices. This is especially important for people who do not have family or service support.
- Make sure people and their family/carer are involved in their own personalised assessment, support plans and reviews - and that regular reviews happen.
- Make sure staff work together and share information so people have joined up care and support and do not have to repeat their story.

---

## What we will do next

---

- Make sure there is simple, jargon free, up-to-date and clear information using pictures about the local support available. The information should be included in the Local Offer and Community Catalogue, so people can easily get it with support and advice from the Idea Stores.
- Make sure that support is culturally relevant to people and their family/carer and that information is accessible to those whose first language is not English.
- Make sure more people, their family/carers and support staff know about independent, issue based advocacy support and can quickly get it when needed.
- As part of Integrated Personal Commissioning, offer people a joint person centred plan and an integrated personal budget so they can actively manage their needs.
- Start multi-agency planning for adulthood jointly across adult and children's services with young people and their family/carer from age 14.



- Promote a rights based culture, so that all organisations ensure their services are accessible, make reasonable adjustments, follow the accessible information standard and train staff to communicate well with and be responsive to people with learning disability.
- Make sure all policies and strategies developed in Tower Hamlets include and address the needs of people with learning disability. These include:
  - the Tower Hamlets Together plan for GPs, hospitals and community services to join up services better and to have a 24/7 single point of access for all care;
  - the Tower Hamlets Together redesign plans for acute care, crisis, community health services and support for adults with complex needs and long term conditions;
  - dementia services, older people's services and end of life care.
- Make sure carers (especially when English is not their first language) know about and get support including respite. Encourage people to plan together for when older family members/carers can no longer give support.
- Support recruitment drives to attract more, younger, male and female care staff to work locally so people can have choice about their keyworker.
- Value, develop and support staff so they work with care and compassion and stay.

## How we will know it is working

- 100 people have a joint plan that covers health and social care needs and 20 people have an integrated personal budget by March 2018, to increase each year towards the aim that 100% of care plans are joint and 20% have an integrated personal budget.
- More people each year report they have choice and the right support.
- Routine reporting by all services shows people report positively on their experience and service quality.

**“I want to be in control of my own life. Staff supported me to have a direct payment. I can choose my own personal carer and ask them to help me do what I want to.” **Sayed****

# 6. BE RESPECTED AND SAFE

## Key points

- People said they do not feel safe in the community or on public transport.
- Not all staff in services understand and follow the principles for safeguarding vulnerable adults or “hear” and respond to what adults with learning disability say.
- Many people said they have been bullied. Staff report that young people and adults with learning disability are vulnerable to and have experienced hate crime, being forced to marry, violence, being drawn into illegal activity or being sexually exploited. However, data reports do not show this.
- People are vulnerable to financial exploitation. Services report many people do not understand complex letters and repayment agreements and get into serious debt. Many families experience financial hardship.

## What we have done and are still doing

- The safeguarding guidelines for staff have been rewritten and staff are having regular safeguarding training.
- Services run money skills sessions and CLDS are developing a project to teach parents/carers how to support people with financial management.
- The Safeguarding Adult Board ran an event for people with learning disability about keeping safe.

**“I have learnt independent skills like travelling on my own and how to be safe when on my own and now I go by bus myself to get around. I now work at the Council one day a week and have made friends there. It is good to be involved and I feel respected. I am a member of the Partnership Board because I want to speak up for people with learning disability and be their friend.”**

**Samantha**

---

## What people said

---

- Help people feel safe, prepare for moving into independent living and travel on their own.
- Campaign to remove the stigma of learning disability and make it OK to talk about.
- Champion that everyone in the community should have respect for people with learning disability.

---

## What we will do next

---

- Support staff to use activities, easy to read information, pictures and technology to help people have a good understanding of how to keep themselves safe and who to go to if they feel unsafe.
- Promote a culture of respect for people with learning disability among the community, schools and local organisations.
- Raise the awareness of staff in organisations about how to make sure that people are not vulnerable to hate crime, financial or sexual exploitation, violence or extremism.

- Make sure more people are helped with financial management and that agencies adjust their communication with people with learning disability rather than send out standard letters.
- Ensure that improving the quality of the service response to the safeguarding needs of people with learning disability is specifically addressed within the Safeguarding Improvement Plan.

---

## How we will know it is working

---

- An increasing number of people each year report they feel respected and safe.



# TRANSFORMING CARE

---

## Key points

---

- The government asked each area to improve community services for adults with a learning disability and/or autism who display behaviour that challenges, including those with mental illness, so they do not have to be in hospital.
- In Tower Hamlets 143 people were identified as being in this group.
- Of these, 21 people have the highest needs; with eight in registered care and 13 identified as being at risk of admission to registered care. In April 2017, just three people were in specialised facilities funded by the regional NHS Specialist Commissioning Group and one person was in a secure learning disability hospital. Four people were in Mile End Hospital with mental illness and a total of seven were admitted in 2015-16. This compares positively to other areas, and we believe this shows that in Tower Hamlets, people are well supported in the community.



- All those with the highest needs should have an individual care and support plan, behaviour support, plans for what to do in a crisis and a communication passport. Intensive 24/7 multidisciplinary health and social care support, specialist respite and crisis support and local accommodation should be available to them.
- The government also said all staff in all services for people with learning disability and in mainstream services should have training so they can positively support people whose behaviour is challenging.

---

## What we have done and are still doing

---

- We looked at what is happening locally with this group against the nine principles of good practice and got views from over 100 people. We agreed to concentrate on increasing local accommodation and developed a plan.
- CLDS is making sure that everyone with challenging behaviour has a personalised care plan that fits good practice principles and a named contact person.

- CLDS meet with the whole family when people are at risk of going into registered accommodation and, where possible, agree a support plan that keeps them in the community.
- All staff in the CLDS had positive behaviour support training so that they can better meet the needs of this group.
- Two sets of training were held so all the different people supporting a number of individual adults with learning disability with challenging behaviour developed a common understanding of and approach to positive behaviour support.

## What we will do next

- Make sure that accommodation suitable for people with challenging behaviour is developed locally so people now in out of borough residential care can come back into the local area. (See section 6 of this Strategy).
- Provide regular training in positively managing challenging behaviour to families, care workers and staff from a range of local organisations.

- Make sure that local day opportunity providers include and positively and effectively support people with challenging behaviour.
- Make sure that mainstream services such as IAPT and crisis care support this group of people.

## How we will know it is working

- Fewer people with challenging behaviour move more than 10 miles from Inner North East London.
- There is a 20% reduction in the use of registered care by this group.
- Nobody from this group is placed in hospital away from the area or readmitted within two years.
- All individuals in this group have a personalised care plan that fits the good practice principles.

**“I didn’t like it when the centre said I couldn’t come back because of my behaviour. It helped me when the staff where I am now and my family all used the same way with me. I want to be with other people.” Dave**

# MAKING IT ALL HAPPEN

The Learning Disability Partnership Board (LDPB) will make sure the actions in this Strategy happen. The members are adults with learning disability, carers and staff from the Council, the NHS and local provider organisations.

A wider Reference and Engagement Group will be set up so that adults with learning disability and their family and carers are fully involved in making decisions about all local strategic and service planning and delivery. A co-production project is starting to make sure this happens and to support the adults to be fully involved.

There is a delivery plan for this Strategy which sets out, for each outcome, details of the actions that will be completed, by whom and by when for the things the Strategy says we will do next. It also sets out how the results will be measured.

Some actions will be for individual organisations, such as the Council or Community Learning Disability Service, to do. Others will be done by different organisations working together in the subgroups of the LDPB.

There will be a subgroup for each outcome area which will have responsibility for making sure the actions are completed and there is improvement in each outcome area.

There will be two specific discussions each year with the Tower Hamlets Together Complex Adults Programme Board to make sure that the Transforming Care, health and right support actions are completed and the outcomes are achieved.

An important next step is to develop an adult learning disability outcomes measurement framework that is shared across the partnership and part of the overall Tower Hamlets outcomes framework. All local providers would use this and their actions and outcomes would contribute to it. It would be part of their contracts that they did this.

The LDPB will check every year to see how things have progressed and what difference this made. It will study the data collected to help measure how things have changed and review whether the outcomes for adults with learning disability have improved and the goals of the Strategy are being achieved.

Every year, the LDPB will report on progress to the Health and Wellbeing Board and to a forum for adults with a learning disability.

The LDPB will also review this Strategy and update the action plans for each outcome every year.

If you would like to be involved please contact Matthew Richardson  
Email: [Matthew.Richardson3@nhs.net](mailto:Matthew.Richardson3@nhs.net)

If you need this document in another format such as braille, large print, translated, call  
020 7364 4389 or email [communications@towerhamlets.gov.uk](mailto:communications@towerhamlets.gov.uk)