



## Priority 2: Getting the Right Care and Support

### Summary

#### Why is this Important?

People with learning disabilities and their carers want more flexible support and more say in their care.

We want to make sure people with learning disabilities are involved in planning their future services.

#### Who is Involved?

- Adults (18+) with learning disabilities receiving health and social care services.
- Their parents or unpaid carers.
- Professionals working with people with learning disabilities.

#### What Will We Do?

- Understand the needs of people with learning disabilities better.
- Improve their quality of life with personalized care plans.
- Help them become more independent.
- Empower them to make informed choices about their care.
- Respond to the Learning Disability strategy.
- Create opportunities for people with learning disabilities and their carers to share ideas and good practices.
- Work with professionals to identify gaps and improve collaboration.

#### How Will We Do It?

To better support people with learning disabilities, we will collect data to understand their needs and involve them in developing their care plans. We will review current practices to identify areas for improvement and encourage collaboration between health and social care teams. Ensuring smooth transitions from child to adult services is crucial, as is developing joint policies and protocols.

We aim to provide easy-to-read information about health and social care services and increase awareness of annual health checks. Supporting people with complex needs to live in the community is a priority, and we will explore how technology can assist them. Additionally, we will map out healthy lifestyle opportunities and promote training on the rights of people with disabilities.

#### Timeline

The work is expected to take about 12 months, finishing by August 2025

## Full Description

### Why: Why does this work need to be completed?

The Regional Learning Disability Strategy for adults was ratified by the West Glamorgan Regional Partnership board in December 2023. The strategy has seven different priorities, the second priority is Getting the Right Care and Support.

Engagement work carried out with people with a learning disability and their parents/unpaid carers told us that

**‘they want more flexible support and more say in the care they receive from health and social care services’**

The strategy can be accessed via this link on the West Glamorgan website: [WGRP-Learning-Disability-Strategy-English.pdf \(westglamorgan.org.uk\)](https://www.westglamorgan.org.uk/WGRP-Learning-Disability-Strategy-English.pdf)

Throughout the work of implementing the strategy and making changes, the region have made a commitment to ensuring people with a learning disability are involved in how services for the future will look. Ensuring coproduction is an integral part of this work

#### What outcomes are we hoping is achieved through this work:

- Improve understanding of the needs of the learning disability population in the region in order to tailor support and services to the population
- Improve quality of life to ensure services meet their needs to maximise their quality of life through personalised care plans that address their needs and preferences
- Increase/improve levels of independence through providing the right support at the right time
- Empowering individuals to make informed choices and have more control over their care and support needs

### Scope:

#### **In Scope:**

- Adults (18+) with a learning disability who are receiving a service from health and social care
- Parents/unpaid carers of adults with a learning disability who are receiving a service from health and social care
- This includes people living at home with their parents who are in receipt of care and support
- Professionals working with people with a learning disability

#### **Out Scope:**

- Children and Young People
- People with an autism diagnosis (unless they also have a learning disability diagnosis)

### What: What is the purpose of the workstream?

The purpose of this workstream is to respond to the Learning Disability strategy, Health and Social Care priority, and create opportunities for people with a learning disability along with their parents/unpaid carers to share good practice and explore ideas, approaches and issues in a creative and constructive way. Alongside this, working with professionals to identify areas of duplication, and any gaps, and to build processes for effective collaborative working between the different partners.

### How: How will the work be carried out?

<p>Gather baseline data of individuals (adults) with a learning disability receiving care and support to better understand the population needs across the region.</p>	<p>This will be a piece of work carried out by West Glam</p>
<p>Continuation of people with a learning disability being fully involved in developing their care and support plans, which are outcome focused, based on the individual's strengths and abilities, as required under the Social Services &amp; Wellbeing (Wales) Act 2014.</p>	<p>Piece of engagement work with people living with a learning disability and unpaid carers on their experiences of input into their care and support plans</p> <p>Carry out analysis of what is currently being done, how often etc. Always engage with people in developing their care plan, is it a capacity issue? Some may not have a review date; risks of family members/professionals taking a lead?</p> <p>Carry out a case audit, or a workshop to get a feel on how this is being done</p> <p>Need to further explore the examples</p>
<p>Ensure opportunities for collaborative working between health and social care and teams are co-located.</p>	<p>Run a session with team leads from Swansea Council, Swansea Bay, NPT CBC on what happens now and how it can move to joint working e.g. joint referral system, joint duty system, needs to be developed collab to work better together.</p> <p>Responsibility for cases when they are joint funded – who does what</p> <p>Seamless transition – how can this work? paediatric services don't pass on reports, adult service don't get involved until 17 years 9 months. How do we get a seamless service between 16 to 25. Link in with CYP Transition workstream.</p>
<p>Develop a joint operational policy and joint working protocol for learning disability staff across health and social care.</p>	<p>Sits in Commissioning Processes for Complex Care</p>
<p>Pooling of health and social care budgets to support integrated working.</p>	<p>Sits in Commissioning Processes for Complex Care</p>
<p>Provide easy ready and accessible information to help people with a learning disability access health and social care services.</p>	<p>Piece of engagement work with people with a learning disability to review information that should be accessible including the local authority and health board websites, information that is provided by primary care etc. and to identify the gaps</p>
<p>Increase the awareness of annual health checks for people with a learning disability</p>	<p>Linking in with the RIF project on Annual Health Checks with Your Voice Advocacy, and the carers forum for feedback on the barriers to annual health checks. Discuss these findings with primary care/GP clusters to develop an action plan on how numbers can be increased.</p>

	<p>Under the All-Wales Dementia Standards, there is also a requirement for all people with a learning disability to receive a cognitive wellbeing check. Explore options of making this part of the Annual Health check carried out by GP's.</p> <p>Advanced Care Planning for people with a learning disability?</p> <p>Vaccination challenges/barriers</p>
<p>Increase support available to reduce breakdowns in community living for people with complex needs.</p>	<p>Set up a task and finish group with professionals and providers to get an understanding of the reasons behind breakdowns in community settings that result in individuals with complex needs and challenging behaviours requiring a hospital admission.</p> <p>Base line data will need to be gathered to ensure any changes implemented are successful.</p> <p>Non-pharmaceutical interventions paper</p>
<p>Link in with the West Glamorgan Digital Programme Board to explore how technology can provide support to individuals with a learning disability.</p>	<p>This will be a piece of work carried out by West Glam</p>
<p>Map out current healthy lifestyle opportunities in the region and identify gaps.</p>	<p>This will be a piece of work carried out by West Glam</p>
<p>Coproduce support required with people with learning disabilities and how services could be delivered.</p>	<p>Carry out a piece of engagement work with people living a learning disability and their parents/carers to find out what type of support is required; link in with the Section 16 forum</p> <p>What type of support is required, not based on what is available – do we need to think differently. Not 9 to 5, need to do an audit of what is currently available.</p> <p>Add to the work above of looking at how involved people with LD are involved in their care and support plans, running sessions on gathering ideas</p>
<p>Map out current advocacy services available in the region</p>	<p>This will be a piece of work carried out by West Glam</p>
<p>Research availability of training of the UNCRDP (United Nations Convention on the Rights of Persons with Disabilities) and the Social Model of Disability and how this can be rolled out to staff working in learning disability services across the region</p>	<p>This will be a piece of work carried out by West Glam</p>
<p>Promote the use of Lifespan Positive Behaviour Support Family Education pack, a tool available on the Public Health Wales website which has been designed to upskill</p>	<p>The pack has been promoted at a health board level, discussions to be held with the comms teams to discuss how it can be further promoted to families/unpaid carers</p>

and empower families across Wales to support individuals with a learning disability.

**Who:** Who needs to be involved? Who are the specific stakeholders to include

In the implementation of the strategy coproduction and co-design will be an integral part of the work. A number of task and finish groups will be developed to implement specific pieces of work and will include:

- Adults with a learning disability
- Parents/unpaid carers supporting adults with a learning disability
- Providers (third sector and private) who support adults with a learning disability
- Health Board specifically those that work in Primary Care, Community Learning Disability Team, Specialist Behavioural Team, Learning Disability Intervention Specialist Team, Commissioning, Therapies)
- Swansea Council specifically the Community Learning Disability Team, Commissioning and Contracting Team
- Neath Port Talbot Council specifically the Complex Care Team, Commissioning and Contracting Team
- West Glam specifically the Communications and Engagement Team, Digital Team and Research and Innovation Team

**When:** When does the work need to be completed by? Be realistic about timescales

It is estimated that the work will take approximately 12 months and complete by August 2025

## Appendix 1: Ladder or Coproduction

