



Changing Lives

Shaping our learning disability
journey together

Learning Disability Plan for Adults 2023 - 2026

What does it mean to you
to live a life that is full,
safe, happy and healthy...



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Introduction

We are really pleased to introduce our second Royal Borough of Kensington and Chelsea and Westminster City Council learning disability plan 2023 – 2026.

Who is this for?

This plan is for all adults with a learning disability who live in Kensington and Chelsea and Westminster. It will also be appropriate for young people with a learning disability who are moving into adult services (aged between 16-17). This plan describes how residents would be supported if you live with, or care for someone, with a learning disability or support them in a professional capacity.

Throughout this document, the Bi-borough Partnership with health and social care sectors will be referred to as 'We', unless otherwise stated. For more information on what the Bi-borough Partnership is, visit Priority 5 – Planning Together (page 23).

How has it been developed?

We spoke to people with a learning disability, their family, carers, health and social care colleagues, voluntary care sectors and our local community to learn more about what is important for them. Their feedback helped us identify some of the key challenges, issues, and daily barriers that people with a learning disability may face. It highlighted opportunities to further strengthen our adult learning disability service provision, including suitable housing offer, and respite for carers. It also informed us of the need to focus on system-wide, learning disability awareness training.

What is the vision?

Our vision is for all people with a learning disability in Kensington and Chelsea and Westminster to be able to have the right to the same opportunities as anyone else to live fulfilling lives and to be treated with dignity and respect. To create an accessible environment for residents with a learning disability and their families and in turn, break down stereotypes, increase awareness and provide the right support at the right time.

Making it happen

Following on from the Big Plan 2018, we want this refreshed plan to act as a 'golden thread' that brings together a whole community response. This will consider how mainstream services can evolve to be more inclusive to residents with protected characteristics.

This refreshed plan will also celebrate the current position, the positive work taking place in the community and in our local authority and NHS services. It will also challenge the current issues that are affecting our residents and their loved ones. Most importantly, it will detail how we can, and will, move forward together.

What are the priorities?

The plan is centred around seven key priorities from the Big Plan 2018 and has been updated following feedback from our partners, service users and their families. These priorities align with the continuous work of the Bi-borough's Learning disability Partnership to identify health and social care issues with our residents and promote solutions and actions.

- Priority One:**
Good Support for Family and Carers
- Priority Two:**
Housing
- Priority Three:**
Health
- Priority Four:**
Clear and Accessible Information & Advice
- Priority Five:**
Planning Together (Co-Production & Communication)
- Priority Six:**
Preparing for Adulthood
- Priority Seven:**
Living Independently in the Community

What is a learning disability?

We use the definitions from the Department of Health and Social Care, the British Psychology Society (BPS) and MENCAP, a UK-registered charity supporting people with a learning disability, their families and carers.

These are:

- a reduced ability to understand new or complex information and to learn new skills (The IQ of a person with learning disabilities will usually be less than 70).
- a reduced ability to cope independently.
- reduced abilities that start before adulthood and have a lasting effect on development.

There are different types of learning disabilities, which can be mild, moderate, severe or profound. In all cases, a learning disability is lifelong¹.

¹ <https://www.mencap.org.uk/learning-disability-explained/what-learning-disability>



The background – in numbers

1.1 million
adults with a learning disability in the UK

2.5%
of children in the UK are believed to have a learning disability

There are approximately 1.1 million adults with a learning disability in the UK. That is 2.16% of the adult population. Approximately 2.5% of children in the UK are believed to have a learning disability (approx. 353,000 children).

As of March 2023, there are 657 adults with learning disabilities receiving on-going care and support from the Bi-borough councils.

They make up 16% of 4,092 adults supported by adult social care in the Bi-borough. Approx 18% of these clients are in residential placements and the other 82% are supported in the community.

410 adults in WCC + 247 adults in RBKC

Learning disability employment in the Bi-borough

4.8% - National (England) 5.2% - London
10.5% RBKC 10.3% - WCC



870,000
adults of working age with a learning disability in the UK

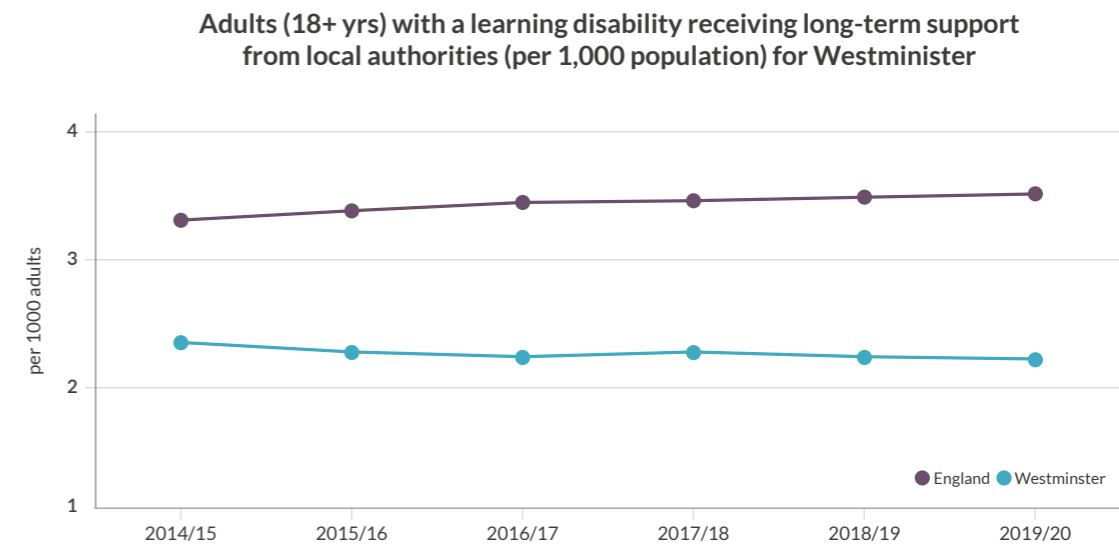
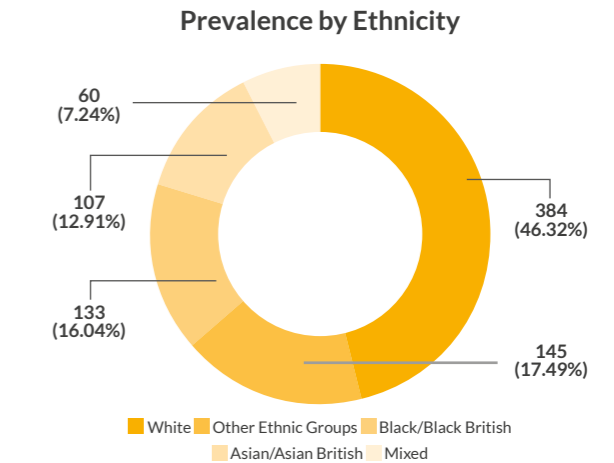
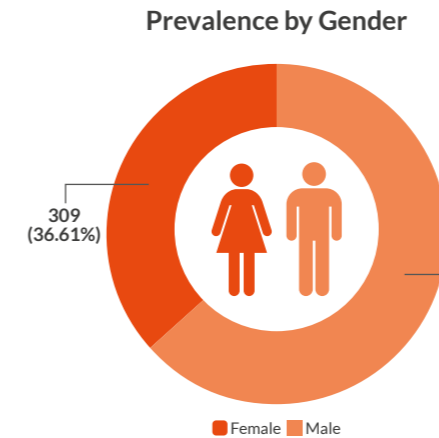
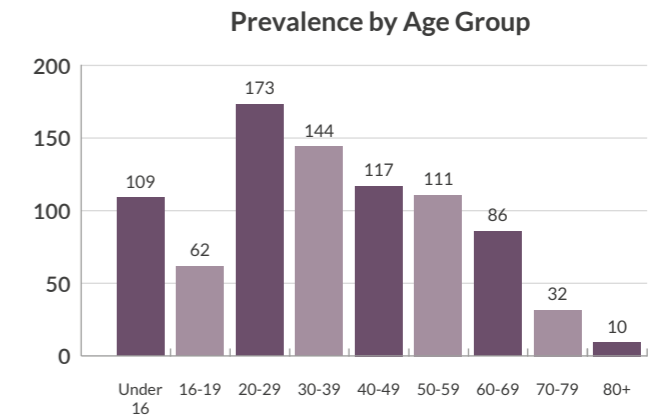
25,000
adults of working age with a learning disability in Northern Ireland

40,000
adults of working age with a learning disability in Wales

732,000
adults of working age with a learning disability in England

Westminster Borough Breakdown

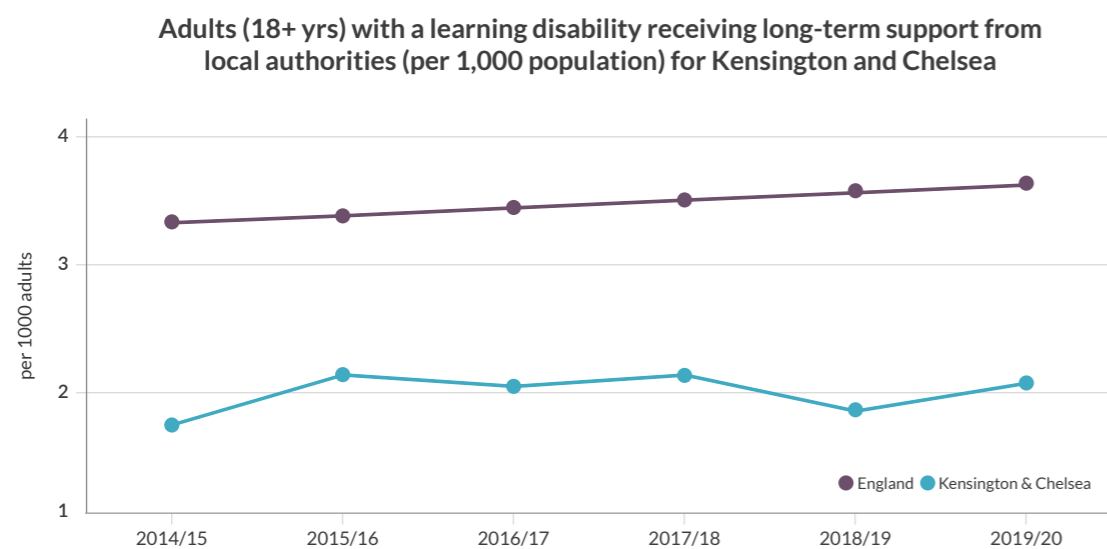
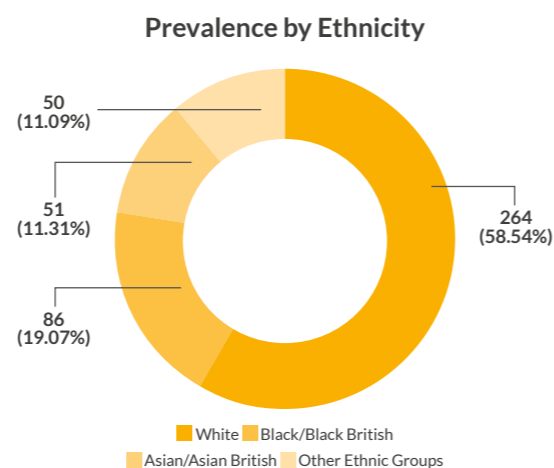
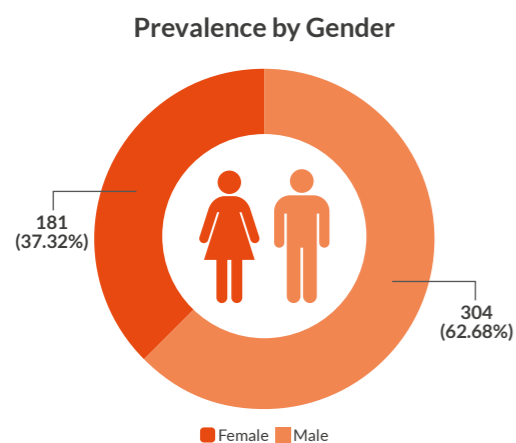
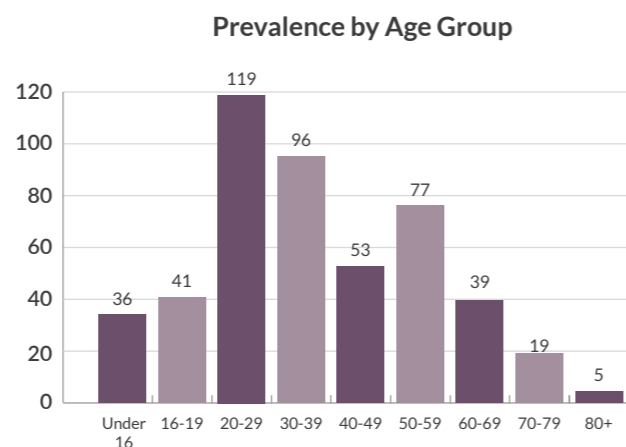
85%
of people with a learning disability live in their own home or with their family



Recent trends show no significant change in WCC Learning Disability (LD) population growth

Kensington and Chelsea Borough Breakdown

81%
of adults with a learning disability live in their own home or with their family



Recent trends show no significant change in RBKC learning disability population growth

“It’s our chance to speak up for people with learning disabilities.”



Priority One

Good support for family & carers

A carer is anyone who provides unpaid care for a friend or family member who cannot cope without their support due to vulnerability, illness, disability, a mental health problem or an addiction.

Through the 2018-2021 Big plan, we provided carers in the Bi-borough with information and advice on resources available to them and their loved ones. This was particularly important during the COVID-19 pandemic when pressure on carers became greater. adult social care commissions the Carers Network to provide dedicated support to our local carers.



New commitments

Leadership

What works well?

- Support services and financial help available and offered to families and carers for the invaluable work they do every day.
- The local authority and NHS continuing health care offer needs assessments to unpaid carers. It supports them to identify their needs and empowers them to make informed choices for themselves and the person they care for. They offer a range of free services to all carers in Kensington and Chelsea and Westminster.
- There is a good variety of carer support organisations and parent carer forums available in the two boroughs.

What do we need to focus on?

- Making sure information, advice and support on personal budgets, advocacy, benefits and how to access this is available on the People First website in standard and easy-read versions.
- All carers are encouraged to have a carers' assessment and are made aware of the support, advice and information available.
- Carers who have a learning disability are identified and encouraged to have a carers' assessment.
- Make support available for residents with a learning disability and their families visiting a General Practice (GP) or hospital for an appointment or staying overnight, whether for surgery or mental health needs. Ensure that specifications for supporting carers explicitly refer to the transition from children's to adults' social care.
- Providing suitable respite support for carers looking after adults (Alison House and Kingsbridge Road).
- Ensuring carers are listed on their GP register so they can receive an annual health check.

How do we achieve this?

- We need to provide information specifically for carers, detailing support, practical information, and guidance for navigating appropriate services for them and their loved ones.
- Communicate and share widely the services offered by the Carers Network and other carer benefits via the People First website.
- Support the roll-out of mandatory Oliver McGowan training on learning disability and autism to all health and social care workforce.

- Increase in the number of carers receiving annual health checks.
- Clear information on relevant processes listed on the local offer website for young people with Special Educational Needs and Disabilities (SEND) who are transitioning to adult services.
- Service leads to visit forums where we engage carers on a regular basis to discuss how things are going. Making sure all agencies are represented.

How will we know when we have achieved this?

- The organisations who support carers understand and acknowledge the importance of a carer's role, and work better together to support them.
- Feedback from service users and families saying they have a better understanding and clarity on relevant processes.
- Feedback from carers groups and parent carer groups that their members feel supported.

Meaningful Engagement

What works well?

- We are well connected with local parent and carer forums and professionals regularly visit them.
- Carers and residents attend and co-chair the health and social care learning disability focus groups, giving them the opportunity to input into local strategy, planning and decision making.

What do we need to focus on?

- Co-production and engagement are improving but we need to find a way to frequently feedback our progress to the public.
- Publicising appropriate and relevant information from health and social care with next of kin or parent carers in the Bi-borough.
- Sharing information more widely on capacity to provide consent, lasting powers of attorney and deputyship.

How do we achieve this?

- Provide regular updates at the Bi-Borough Learning disability Health and Social Care Partnership board meetings which can be shared through the various community networks.
- Increasing uptake of carers accessing the commissioned offer from the Carers Network.
- Clearly explaining processes such as financial assessments, direct payments, and what services they are eligible for.

What we do

Multimedia Service is part of the Community Access Westminster (CAW) scheme. We support adults with disabilities finding them a daytime, meaningful activity in collaboration with colleagues across the teams in CAW and Westminster Employment.

Service users are supported to create their 'personalised communication grid set' to enable them to communicate better and make a real choice with no, or minimal, support. We use various hardware equipment and software to integrate with the available technologies. For example, individuals can control their immediate environment using Alexa and Eye Gaze tracker, for turning lights on and off, opening and closing curtains, choosing their favourite YouTube program and making calls. Other personalised programmes include learning new activities such as travel training, cookery sessions and how to make the transition to a new place or home.

Case Study

Joshua Etienne is living with Cerebral Palsy. He is also non-verbal and uses booklets to communicate. In the past, if Joshua wanted to tell his support staff something specific, they used to have to turn each page until Joshua nodded his head to confirm. This could take several minutes just to find out what the topic was. Then they would follow up with specific questions.

The Multimedia Service converted Joshua's hard copy of his communication book to digital and created a personalised communication grid set that allowed him to express himself better and make choices independently. Joshua uses an Eye Tracker and Alexa to operate the computer, introduce himself to new staff and visitors, control his immediate environment and more.

Joshua recently presented his personalised program to his mum and Outreach Worker for the first time. He explained how he used Alexa to communicate about his immediate family and other relatives, what he enjoys doing in the community and at the day services. Joshua also shared a video of his recent birthday party and the carnival he attended.

Mrs Etienne could not believe what her son achieved here at the Multimedia Service and said, "When Joshua's Keyworker and Case Manager explained his achievement during his recent review meeting at home, I did not understand most of it. Now it makes sense. This is brilliant! I'm lost for words and feeling emotional."

"This is brilliant! I'm lost for words and feeling emotional."

Mrs Etienne, Joshua's Mother



Priority Two

Housing

Our focus is how we can make the pathway of accessing a home clearer and more understandable for people with a learning disability.

Our aims for housing people with a learning disability are to have:

- greater focus on moving on to more independent accommodation
- greater use of assistive technology
- greater use of nomination rights to general needs accommodation
- clarity regarding tenancy agreements and use of easy-read tenancies

We work with a range of housing, care and support providers supporting people with learning disabilities across a range of needs including:

- complex needs
- autism
- specialist short breaks service
- provision for people with acute physical impairment
- provision for people whose behaviour can be challenging



New commitments

Leadership

What works well?

- We have consulted and engaged with market providers, services users, parents and carers to reshape our Housing Care and Support Framework. Based on these consultations, revised service specs have been drafted which showcase different models, how they should be delivered and what standards they should be.

What do we need to focus on?

Kensington and Chelsea

- Develop a housing plan to support more people to live in stable and appropriate local accommodation.
- Refurbishment and redevelopment of our current stock of buildings.
- Propose a more definite re-housing pathway for people with learning disabilities. This will prioritise re-housing residents with learning disabilities and will allocate a fixed number of homes for them each year.

Westminster

- To provide well managed, good quality and environmentally sound affordable housing.
- Providing homes and services that residents are consistently satisfied with, increasing the number and quality of affordable homes available, fairer access to housing opportunities and providing the support that homeless people need.
- Westminster housing service will identify and highlight areas of improvement in relation to housing criteria and access to general needs housing. This information will be presented through consultation exercises and a review of our allocations during 2023-24.

How do we achieve this?

- Working in collaboration with key health, housing and property colleagues, we will develop a clear document that sets out how our housing plan will be turned into action to meet housing needs of people with a learning disability.
- Within the new Housing Care and Support Framework providers will bid at a single rate, which will ensure equitability and support workforce retention.

- Support the roll-out of mandatory Oliver McGowan training on learning disability and autism to all health and social care workforce.
- Develop a quality assurance template and protocol of how visits will be fed back to improve quality in care.

How will we know when we have achieved this?

- Increase of people with a learning disability accessing the new housing pathway and positive feedback.
- When we have ring-fenced a number of homes solely for people with a learning disability and/or autism.
- Improvement in workforce stability.
- Improved partnership working to implement housing action plan.
- Data and case studies of people with a learning disability who have successfully been re-homed.

Meaningful Engagement

What works well?

- We have commissioned The Advocacy Project to support and engage service users for feedback on the Housing Care and Support Framework.
- Senior housing leads are engaging and are involved in the Bi-borough Learning disability Health and Social Care Partnership board which includes representation from service users and parent carers.

What do we need to focus on?

- Co-production and engagement is improving but we need to find a way to frequently feedback our progress to the public.

How do we achieve this?

- Include housing colleagues to provide regular updates at the Bi-borough Learning disability Health and Social Care Partnership board meetings.

How will we know when we have achieved this?

- Service users and parent/carers will report feeling well informed and updated on the progress of the housing plan.

Priority Three

Health

People with learning disabilities tend to experience poorer health outcomes than other people in the community. Typically, they possess a higher number of health issues and frequently need extra assistance, yet accessing mainstream healthcare can sometimes pose a challenge for them.

The primary aim of our Bi-borough place-based partnership is to reduce inequalities across the two boroughs. This priority focuses on access to healthcare, access to technology that aids health, early intervention support to prevent crises, and determining how partners work together to develop joint case management approaches. These will help to better support people with complex needs, including those eligible for continuing healthcare (free care arranged and solely funded by the NHS).

We know what a difference we can make by working together, especially for those living with complex social or health conditions. Our vision is to halve the life expectancy gap of residents by implementing the #2035 agenda to reduce health inequalities. We will address these health inequalities through local community services and a more joined network of health and care.



New commitments

Leadership

What works well?

- A new pilot was launched in October 2022 which was adapted from an existing diabetes programme to support the needs of people with a learning disability. This was an exciting step forward, and the pilot will provide valuable information on how tailored pathways can help reduce health inequalities.

What do we need to focus on?

- Improve partnership working for people with complex needs to ensure day-to-day case management and care are delivered in a person-centred way that address individual needs.
- Ensure that the accessibility and quality of annual health checks are equitable for all residents with learning disabilities across the two boroughs.
- Improve the promotion of the health offer.

How do we achieve this?

- Strengthen the joint multi-disciplinary approach across health and social care partnerships for processes such as section 117 aftercare, which is part of the mental health act and ensures people have services after treatment in hospital. Joint funding (this is in circumstances where health and social care both share responsibility for providing a person's care and support) and continuing healthcare (CHC), where all of a person's support is provided by the health service. Work with a NHS Complex Placement Manager to assess the quality of our joint services.
- Support GPs with extra training and resources for Annual Health Checks (AHCs). This will include supporting GPs to make reasonable adjustments so that people with a learning disability can easily access their check-ups.

How will we know when we have achieved this?

- Stronger protocols for complex cases have been jointly co-produced and shared widely across colleagues and teams in the integrated care system.
- An increase in uptake of annual health checks across all GP surgeries in the two boroughs.
- Review the programme after 12 months to analyse the data and impact of the initiatives.

Meaningful Engagement

What works well?

- We have commissioned an agency called Certitude to provide the 'Treat Me Right!' service. It facilitates expert reference groups for people with a learning disability to review and provide feedback on our services. It also provides learning disability awareness training to staff.

What do we need to focus on?

- Clear information on the CHC process and how to appeal a decision.
- Clear notification sent to all partners about changes to an individual's medication.
- Provision of more easy-read information for services frequently accessed by people with a learning disability, and clear explanations of what will happen during and after their health and social care appointments.

How do we achieve this?

- Develop leaflets and information that clearly sets out the CHC process including clarity on how to appeal.
- Ensure the right people are involved in assessments and reviews.
- Use the Easy Health website which has over 390 easy-read documents covering 120 health topics.

How will we know when we have achieved this?

- Increased feedback from service users and families saying they have a better understanding and more clarity on the CHC process.
- All partners involved in a patient's care have up-to-date medication records.
- People with a learning disability and their loved ones report a feeling of transparency between them and health and social services because accessible information helps them to understand how services are operating for them.

Health and wellbeing for our community

The joint Health and Wellbeing Strategy covers the next 10 year plan with a single vision to reduce health inequalities in our communities. It is a call to action to our community organisations, local institutions, businesses and public sector bodies to build stronger collaborative links. Doing so will help make our boroughs fairer, and better places for people to live. All 10 ambitions impact on the lives of people with learning disabilities, their families and friends and it is therefore important that the Learning disabilities Plan is adopted by all partners.

This will mean working differently, and more closely with residents, building on the strengths of our diverse communities, with a stronger focus on prevention and early intervention. Members of the joint Health and Wellbeing Board have all signed up to the delivery of the strategy, by ensuring health and wellbeing is central to everything we do across housing, education, employment, and the environment, change can occur.

390

The Easy Health website has over 390 easy-read documents covering 120 health topics.



Priority Four

Information and advice

There are several health, social care and charity organisations offering their support services in the Bournemouth. However, staff have heard that people with a learning disability, their families, parents or carers and sometimes even professionals are unsure about what services are available, how they can access them and what their eligibility criteria are.

They also feel that services do not always provide accessible information, and professionals do not always clearly communicate what is happening during appointments and treatments.

This priority is focused on supporting people with a learning disability, their families and professionals by providing effective resources, advice and signposting.



New commitments

Leadership

What works well?

- The local authority and NHS health service are committed to making their websites as user-friendly as possible and are doing extensive work to become more accessible for all disabilities.
- Advice and support for carers are provided by RBKC and WCC social care professionals. Additionally, the Carers Network is a commissioned organisation supporting carers in WCC and RBKC. If a carer needs help and assistance, Carers Network can complete an 'assessment' with them to determine what they require. WCC and RBKC social care professionals also undertake carers assessments in addition to what is on offer from Carers Network - who does the assessment and offer support varies and is determined on a case-by-case basis.
- The People First website is a practical and useful resource for local services and information.
- The NHS provide information on access to health services through your local GP website or the NHS website. Chelsea Westminster Hospital and St Marys Hospital do this so people know they are providing training to staff, both have hospital passports and Chelsea Westminster has a Learning Disability Flagging System which shows their commitment to people with LD.

What do we need to focus on?

- Consistent signposting to all available services and how to access them.
- Working closely with other agencies and partners to ensure their communications are accessible to people with a learning disability, including care and service providers and voluntary organisations. As well as support from SALT services to develop peoples ongoing communication skills.
- Promoting different levels of learning disability training to partner organisations, such as the Oliver McGowan training on learning disability and autism.

How do we achieve this?

- Map our health and social care service offer and how to access them and make this information available.
- Updating available resources such as the People First website for information on relevant services and advice rather than creating new websites.

How will we know when we have achieved this?

- Professionals are confident in signposting people and their families.
- Increase of the number of people visiting the People First website.
- People with a learning disability and their loved ones are aware of what services are available, such as support with SEND, preparing for adulthood, employment, training, and health support.

Meaningful Engagement

What works well?

- Many recent strategies and plans produced by both boroughs have involved residents and are produced in an accessible, user-friendly way.

What do we need to focus on?

- Enabling residents to express their communication preferences when they interact with health and council services and making sure flexible communication methods are available and respected consistently. This should include telephone, letter, e-mail and other more flexible means where possible.

How do we achieve this?

- Applying reasonable adjustments and using health passports will allow the service user to specify their communication needs.
- Using GP Learning Disability Flag and Hospital Flagging systems which should ensure peoples methods of communication are understood. These should be considered as part of an annual health check. For more information please check the councils Local Offer website where there are other communication resources including easy read.

How will we know when we have achieved this?

- Partners will report feeling more confident in collaborating and communicating with learning disability residents.

DID YOU KNOW?

Full of Life is an independent charity and supports parents in caring for children with additional needs, offering services such as a Family information and Support Service, a day service for young people, Carers Advocacy, and a Parent Carer Forum. They currently support over 750 families residing in Kensington and Chelsea.

Priority Five

Planning together

To embed effective engagement and co production within the community, health and social care staff must ensure that people with learning disabilities have every opportunity to share their expertise and experience of the support they receive and the services they access. They also should expect feedback on progress and where things might be more difficult to implement. This is true partnership.

This priority is focused on creating meaningful engagement by involving residents with a learning disability, their families, providers, and practitioners in the development of our strategic approach and service delivery from the beginning to the end of each process.



New commitments

Leadership

What works well?

- Both boroughs have established Learning disability Health and Social Care focus groups that are co-chaired by parent/carer representatives from 'Full of Life' and 'Make it Happen' respectively. The groups oversee the implementation of the joint Learning disability programme and receive project updates from senior staff. The groups offer good opportunities to scrutinise work, share best practice and receive resident feedback.
- Full of Life is an independent parent led charity and supports parents in caring for children with additional needs, offering services such as a Family Information and Support Service, a day service for young people, Carers Advocacy, and a Parent Carer Forum. They currently support over 750 families residing in Kensington and Chelsea.
- Make it Happen is a parent led organisation providing information, advice and support to parents/carers of children and young adults (up to 25) with special educational needs in Westminster. The organisation offers drop in's, regular parent/carer forums and represents the views of parents/carers on education, health and social care in various forums.
- 'Full of Life' (RBKC) and 'Make it Happen' (WCC) representatives co-chair the health and social care focus group and are able to provide valuable insights gained from their own experiences as well as from supporting other families and carers in the respective boroughs. 'Full of Life' and 'Make it Happen' hosts regular meetings between families/carers and LD services and promotes active engagement between their groups and services.
- People with a Learning Disability and parent carers have told us they have not felt listened to. We want to change this by actively encouraging their involvement and participation to develop services that matter to them. We will also ensure that all people with learning disabilities, their parent carers, and services that currently support them are included in all changes and developments because of our partnership work.
- Updated governance structures enable and promote better collaborative working with our partners and across departments.

- Conducting assessments and implementing reasonable adjustments makes the process of assessment and review more comfortable for people with a learning disability.
- Health Action Plans are available in an accessible format.
- Many of our key voices in the community can directly contact Health and local authority service leads.

What do we need to focus on?

- Ensure that our co-production activities with people with a learning disability are planned according to best practice guidance.
- Identify and include more people with a learning disability to be part of service improvement planning and feedback discussions.
- Involving people with a learning disability in their care planning and producing care plans that are easy-read or in a format that can be easily understood. We use easy read documents to support and compliment a needs assessment and care plan
- Better prepare our workforce for the first meeting with a person with a learning disability because it can be stressful and uncomfortable for residents.
- Professionals set aside time to read individual notes and avoid service users having to repeat their story.
- Opportunities for joint training and workshops with residents, carers and professionals.

How do we achieve this?

- Improve how we communicate effectively and meaningfully with people with learning disabilities during consultation and co-production activities, regardless of their communication needs. This could include using Makaton symbol templates.
- Continue to work with key organisations such as Mencap, Full of Life, Make it Happen and Carers Network to identify residents with a learning disability and carers who can be included in improvement planning.
- Work with our provider partners to adopt more accessible care plans.
- Have more dynamic conversations when engaging people with learning disabilities.
- Recognise that service users need to steer co-production and engagement so there is a range of voices.

- Attend more groups to give updates and hear feedback from service users (for example, Full of Life, The Advocacy project, Carers Network, Pursuing Independent Pathways (PIP) and Make It Happen).
- Improve engagement by attending more service user/carer forums to ensure we hear feedback and we pass on information.
- Voluntary organisations provide information and advice around disability support for service users and carers, regarding health and care, housing, benefits and normal everyday living. They also play a key role supporting statutory services to develop policy and strategy.

How will we know when we have achieved this?

- Increased representation of people with a learning disability in established groups such as Learning disability Health and Social Care Focus Groups. Residents reporting that their voices have been heard following feedback on any changes made following consultation with them.
- People with learning disabilities and their loved ones and carers will have a better understanding of what services are available and how they can access them.
- Include people with learning disabilities in a whole system approach on matters relating to climate change, regeneration projects, and training and development.

Meaningful Engagement

What works well?

- Our Local Account Group which allows for residents' voices to be heard and implemented into shaping local policies. The Local Account Group's members include people with a learning disability.

- Being connected to parent carer forums and understanding the issues and challenges they face.
- Maintaining positive working relationships with non-profit organisations that support people with learning disabilities such as the Carers Network and The Advocacy Project.

What do we need to focus on?

- Updating our residents on the outcomes and progress of consultations in a timely manner.
- Sharing positive and constructive feedback from across the system to promote further learning.
- Develop with service users and carers a communication plan on how to effectively get information out to service users to let them know what is happening.

How do we achieve this?

- Actions from health and social care focus groups are quickly followed-up and progressed, and updates are ready to be shared at the next partnership board meeting.
- Publish the Learning disability Annual Report which highlights the work that has taken place.
- Continue to actively engage and update parent carer forums and non-profit organisations.

How will we know when we have achieved this?

- Increased uptake of co-production and engagement with people who have different communication needs.
- Improvement in feedback on how well people feel involved and engaged with the process.
- Good momentum and consistent progress with implementation of the learning disability programme. All partners who are involved are kept well informed and understand what is expected from them.



“The Focus Group is a chance to meet the people in charge of our services and let them know what is important to us.”

DID YOU KNOW?

Participation in the Royal Borough of Kensington and Chelsea Health & Social Care Focus Group has led to Council Officers and services directly engaging with people with learning disabilities and their representatives through their reps and member meetings. It has given members the opportunity to get the questions that are most important to them answered. A great example of this was when Bill Wright, Manager for the Royal Borough of Kensington & Chelsea’s Community Learning Disabilities Team met with the reps to talk about annual reviews and care plans.

Priority Six

Preparing for adulthood

Children legally become adults at 18 years old, regardless of their needs. It is a period of change, and we aim to help everyone plan for, support and recognise a young person's adult status.

For children and young people with a disability, we talk about preparing for the 'transition' from being a teenager to being an adult. At this point, the young person may also move on from using children's services to adult services.

This is a time when young people gain new rights and responsibilities. Preparing for adulthood can be an exciting time full of new opportunities, but it can also be a time of uncertainty, so planning is important.

This priority focuses on providing early support for people with a learning disability to become an independent adult, giving them the opportunity to fulfil their potential. This priority will focus on higher education, training for employment, and learning independent life skills.

New commitments

Leadership

What works well?

- Working with local employers to increase their confidence in employing young people with SEND. This includes our Supported Employment Forum, the delivery of a Disability Inclusive Employment Event, our Supported Internships and the Training and Kickstart Fair, which has recently resulted in eight young people with SEND moving into paid employment.
- Our multi-agency transition tracking meetings, which ensure children's and adults services coordinate discussions around the pathways for young people with learning disabilities.
- Our short breaks offer for children or young people (CYP) with a learning disability works very well for the community and we have consistently received positive feedback on this.
- SEND strategy co-produced with residents aged up to 25 years old across both boroughs.
- Bi-borough supported employment forum to promote greater independence.

What do we need to focus on?

- Improving the transition to adult services. We will focus on the services available in adult social care and develop a structure across health, education settings accessibility and social care so that preparation for adulthood and the transition to adult services works better.
- Ensure that there is a health or social care needs assessment for all people with a learning disability before they turn 18 years old.
- Education, Health and Care Plan (EHCP) training offer and follow up services.
- Information and advice for young people as they are entering into adulthood about transitions.
- Working with the further education sector to improve transitions to college settings and improving pathways to employment.
- Developing the local post-16 education offer for CYP with SEND, specifically the types of courses and the further education settings' accessibility. Early identification of CYP for those aged 14-17 years old, who have learning disabilities to help them access their Annual Health Check.

- Improving the pathways into adult health and social care services.
- Continuing to ensure that health care leads regularly attend the transition tracking meetings, so they are involved with transition planning.

How do we achieve this?

- Work to enhance the multi-agency transition tracking meetings and to coordinate proactive action that is required for a smooth transition. This includes better integration with health services and a data sharing agreement.
- Developing a 'Bridging the Gap' offer which will aim to strengthen the joined-up pathways for people aged 18-25 years old to commission appropriate services. It will focus on the services available in adult social care and develop a structure across CHC and adult social care that enables a supportive transition.
- Develop a health section of the 'Bi-Borough Preparing for Adulthood Protocol'.
- Work closely with schools, Early Help, SEN Outreach and alternative provision settings through the multi-agency Vulnerable Children's Collaborative (VCC), which will identify vulnerable children who are at risk of becoming Not in Education, Employment or Training (NEET).
- Co-produce a 'transitions to college' action plan to support transition planning.
- Continue to develop and strengthen our local offer of supported employment activities, including supported internships.
- Work to increase the number of young people aged 14-17 years old who are registered and promote Annual Health Checks.
- More written and video information made available for young people and carers.



How will we know when we have achieved this?

- For children and young people transitioning into adult services, there is a clear and appropriate pathway which is personalised to their care needs.
- Local authority and NHS services are joined up as a local offer for young people.
- The first cohort of young people is accessing 'Bridging the Gap' arrangements.
- The Preparing for Adulthood protocol will ensure that health and therapy services required by young people in college are clearly outlined in EHCPs.
- Information and advice are provided to help people understand who is eligible for care and support.
- Schools discussing and promoting employment pathways earlier.
- Annual increase of the number of local CYP who are accessing internships.
- Increase in local data of the number of 14-18 year olds who have had an AHC.

Meaningful Engagement**What works well?**

- A dedicated web page showcasing an up-to-date and detailed local SEND offer for children and young people up to 25 years old.
- Review of day opportunity services for people with a learning disability. Employment Support Services has been co-produced with service users, parents and carers.
- Employment Pathways Parent Group was launched in 2018 and has supported the co-production of the Preparing for Adulthood Calendar, Planning Life Workbook and action plans to improve the SEND offer.

What do we need to focus on?

- Joint working between Child and Adolescent Mental Health Services (CAMHS) and Adults Learning disability NHS colleagues to support, and where possible, prevent people admitted to a hospital.
- Strengthening pathways into adult social care and ensuring those who are transitioning into this service are identified early and safeguarded.
- Put information on the therapy offer for colleges into one place, to support colleges and other professionals.
- Helping young people feel connected to the transition planning and pathway plans.
- Better working with GP's outside of the borough to ensure our young people are recognised and supported.

How do we achieve this?

- Learning disability Consultant Psychiatrist, Lead Psychologist and Senior Social Workers should meet with CAMHS colleagues every three months. This specialist Mental Health Network meeting will allow them to hand over potential cases to adult services.
- Review our 'Transition Tracking Meetings' by comparing our practice with that of other boroughs.
- Map children's health services with their adult equivalent and review transition processes for each.
- Create a data sharing agreement between the NHS and local authority for sharing transitions data more effectively.
- 'Transitional safeguarding' which is an emerging area of work that Bi-borough partnerships are considering with the Safeguarding Adult Executive Board and the Local Children's Partnership.
- The Bi-borough Inclusion Service should offer a monthly surgery for all colleges to highlight services available through the local offer and to provide case advice as necessary.

How will we know when we have achieved this?

- Parents, carers, and professionals report joined up delivery of CAMHS and services in Children Centres, and local hubs.
- Improvement in the consistency of early transition planning and a seamless journey experience for CYP.
- Improved feedback on the coordinated support across CYP and adult health services.
- Implementing the transitional safeguarding framework across the Bi-borough partnerships.

**Meet Max**

Max is 18 years old and is looking to move into a flat on his own within a supported community. He has managed to get a part-time job with the local registrar's office as an Usher. Max goes to his job on Fridays, Saturdays and Sundays. His concerns are about being ready to go to work on these days and being on time. Max's parents have several concerns about him living on his own, including:

- Switching off the cooker, which could pose a fire risk
- Remembering to eat
- Taking his medication
- Ensuring the heating comes on; and
- Not getting distracted by computer games.

Installing the following Assistive Technology provided reassurance for Max and his parents.

- A Hive System for heating and lighting which can be switched on remotely and reports to Max's parents
- Smoke alarm connecting directly to emergency services through the monitoring centre
- Lifestyle monitoring (which does not include cameras); this respects privacy but gives data read outs including what time to get up, using the bathroom and leaving the property
- Using a mobile phone and task prompts to assist Max with getting his bag and uniform ready for work
- Brain and hand – an app which provides coping strategies and what to do if, for example, Max is stressed at work or he misses his bus.

Priority Seven

Living independently in the community

As highlighted, people with learning disabilities are likely to face a range of barriers throughout their lives. This includes mainstream services that are not accessible or people's lack of understanding and awareness.

Further, statistics show that they have high rates of loneliness, poverty and unemployment, and they find it harder to use digital technology. People with learning disabilities also might not be able to look after themselves or access the healthcare they need.

To help overcome this, we will focus on providing effective support for people with a learning disability to enable them to live fulfilling lives in a welcoming and understanding community. We will highlight services that support people to be healthier and safer in their communities through supporting their independence and empowering them to develop genuine connections.



New commitments

Leadership

What works well?

- There are commissioned initiatives across the Bi-borough that support befriending, group days out and activities such as Dance Westminster and Sports for Confidence.
- Positive examples of learning disability-friendly activities in museums and entertainment venues including relaxed performances in cinemas, theatres and music concerts.
- The development of new changing places across the Bi-borough.
- Flexible direct payment options to allow residents and carers to employ personal assistants.

What do we need to focus on?

- Review and further develop the Safe Spaces scheme.
- A regular offer of accessible activities. These could be monthly and invite carers and friends to join.
- Being safe in the community and provide places where people can go to when they feel unsafe in their homes or the community.
- Raising awareness of what support is available and what to do if you are worried or fearful of someone.
- Improve access to leisure centres and the information on their websites about disability services.

How do we achieve this?

- Review our community providers to determine if they offer a safe space environment.
- Work with the Leisure and Planning teams as well as the Cultural Policy and Economic Growth teams to develop further activities.

How will we know when we have achieved this?

- When all known and available safe spaces have been listed on the Bi-borough's People First website.

Meaningful Engagement

What works well?

- Being connected to parent carer forums and understanding the issues and challenges they are facing.

What do we need to focus on?

- Focus on implementing changes in the leisure sector and high streets in a more systematic way.
- Identifying and having a list of local places and events that are accessible and friendly to people with a learning disability.

How do we achieve this?

- Stay connected with the Autism Team, which is working on a local Autism-Friendly initiative. Although the work is targeted at autistic people, it will help make businesses more accessible and comfortable for other people. Working with identified Business Improvement Districts (BIDs) to explore existing good practice, the appetite amongst businesses to develop practice and to develop a joint working plan with the Councils to work towards Autism Friendly High Streets.

How will we know when we have achieved this?

- Updated list of available businesses, third sector organisations and events that are welcoming to people with a learning disability made available on the People First website.
- Increase of leisure offers for people with a learning disability.
- Better promotion of healthy lifestyle activities for learning disabled adults through NHS websites.

Danny Healy (pictured left) is working with Fruitful, a mouth-watering initiative from PiP, the London based charity helping people with learning disabilities achieve their potential.

CASE STUDY

Meet Toby

Toby is a young adult with a learning disability and autism who was referred to Balance by the Community Learning Disability Team. Toby and his mum wanted support from Balance to access paid employment after he had completed his supported internship with Westminster City Council.

Toby and his Mum regularly visited Balance to complete 'profiling sessions' which are meetings to identify employment interests. After a few sessions with his employment consultant, Toby visited the head of HR and the Commercial and Operations manager at Marks and Spencer's (M&S). They discussed Toby's learning disability, skills, and potential roles for him in the store. Everyone involved with supporting Toby were delighted when he was offered a part-time paid position.

Toby's role includes unpacking delivery boxes to stock floor shelves. He also works in the warehouse as well as the press room; this gives him an opportunity to work in different departments and develop valuable skills.



Toby's manager at the press room commented, "We are constantly commenting how we have seen Toby grow. We have a frequent flow of visitors into the showroom, both head office staff and external guests, and I make sure he is always introduced. He is always confident when meeting new people and never shies away."

Toby's confidence and skills have continued to grow in M&S. Balance provided initial travel training and in-work support, and now Toby travels and works independently. He loves his job and his responsibilities, and he enjoys spending his wages on day trips.

A direction for the future

This learning disability plan has set out our future direction until 2026. The local authority and health service will monitor and review the progress of this plan together with key stakeholders.

We intend to use the learning disability Health and Social Care focus group as our vehicle to monitor the implementation and success of this plan. In addition, updates on progress will be reported regularly, and at least annually to, for example, the Bi-borough Health and Wellbeing Board, the Integrated Care System (ICS), and the SEND Executive Board (SIG). Our next steps are to start making changes through our top priorities which are:

Next steps...

Our approach would be to work in partnership with users and their representatives to ensure that, as we move ahead, our vision and action plans are implemented. We will also include local councillors and key agencies such as our health partners, service providers and advocates. adult social care and Health provides support in a variety of ways to those people living in the Bi-borough who have the highest level of care and support needs. For example, those with a disability and long-term illness, and unpaid carers. Social Care helps people to do everyday things and Health Care protects people who are medically vulnerable to keep themselves safe from harm. The numbers of people who might need care and support in the future is expected to rise significantly. Our ambition has to be to improve the lives of vulnerable adults by enabling them to maintain and maximise their independence.

Priority One:

Good Support for Family and Carers

Priority Two:

Housing

Priority Three:

Health

Priority Four:

Clear and Accessible Information & Advice

Priority Five:

Planning Together (Co-Production & Communication)

Priority Six:

Preparing for Adulthood

Priority Seven:

Living Independently in the Community



CASE STUDY

Meet Dwayne



Dwayne (44 years old) received a tablet and is currently learning how to use YouTube. He likes listening to music when he is feeling stressed, and he is using the tablet to listen to different kinds of music. He also likes to take photos and show his mum what he has done each day. He is hoping to teach his mum how to use the tablet, so they can listen to music together in the evening.

Priority One - Good support for family & carers

Services & information

The Carers Network

The Carers Network provides a tailored service to unpaid carers. It supports them to identify their needs and empowers them to make informed choices for themselves and the person they care for. They offer a range of free services to all carers in Kensington and Chelsea and Westminster.

The Royal Borough of Kensington and Chelsea (RBKC) and Westminster City Council (WCC) commission the Carers Network to provide support to complete assessments of carers' needs and arrange carers' services if appropriate.

Core services include:

Information for carers who look after someone aged 18 or over are offered a carers assessment, a support plan and information about their rights. They also receive a quarterly newsletter and a monthly e-bulletin with relevant information and news.

Practical Support:

- offering support and advice related to their caring role and signposting to Citizens Advice Bureau for specialist advice related to housing, welfare benefits or money issues
- support with applying for grants, taxi-cards and disabled badges
- signposting to services for support with returning to work and finding employment, education and training opportunities
- signposting to an advocacy service to help carers express their views and help stand up for carers' rights
- referring to counselling services

Support Groups:

- subsidised or free coffee mornings
- end-of-life support including writing wills and applying for power of attorney
- creative classes
- peer support groups
- Bizz box lending project offers a range of creative products to support various health needs.

Young Carers

A young carer is someone under 18 who is looking after a family member who is vulnerable or disabled.

There is extra support available for young carers from the Early Help Teams in Family Services and they can provide:

- an assessment of their needs
- one-to-one support for young carers with a high level of need
- advice to support young carers in their caring role
- information about other support services and activities they engage in

Your local council can help:

Westminster City Council

T: Children's Services Team - 020 7641 6000
(Open 9am to 5pm during weekdays)

<https://www.westminster.gov.uk/children-and-families/young-carers>

Royal Borough of Kensington & Chelsea

T: Early Help for Families Team -
020 7598 4601 or 020 7361 4129

E: earlyhelp@rbkc.gov.uk

<https://www.rbkc.gov.uk/kb5/rbkc/fis/advice.page?id=Bq0PP7KLzE0&localofferchannel=0>

"We want to be acknowledged as a whole person"

Margaret, carer



Local support services

For RBKC and Westminster Residents

Open Age 'Time for Me' project

A free weekly support and activities group for carers aged 50+. A diverse programme to provide carers with an opportunity for time for themselves, improve health and well-being, feel less isolated and make new friends.

T: 020 4516 9976

E: carerstimeforme@openage.org.uk

www.openage.org.uk/carers-time-me

For RBKC Residents only

Full of Life

Full of Life supports parents with caring for children with additional needs. They offer a day service for young people, a Family Support Service, Carers Advocacy and a Parent Carer Forum. Full of Life supports over 750 families who live in Kensington and Chelsea.

T: 020 8962 9994

E: office@fulloflifekc.com

www.fulloflifekc.com

For Westminster Residents only

Penfold Community Hub

For Westminster residents aged 50+ and carers, the Hub offers stimulating and accessible activities, as well as advice and counselling services to help people remain healthy, independent and active in their local communities. Activities include Tai Chi, gardening, social lunches and more.

T: 020 3815 0033 or 078 7281 1106

E: penfoldhub@nhg.org.uk

www.nhg.org.uk

Make It Happen

Supports parents and carers of disabled and special needs children, and adults up to 25 years old in Westminster. They are a parent-led organisation that work with carers and service providers. They hold weekly drop-in sessions and enable parents to get involved and have their say about health, social care and education services.

T: 020 7641 2314

E: pinfo@wppg.org.uk or chair@wppg.org.uk

www.wppg.org.uk

Priority Two - Housing and support

Services & information

There are a number of ways you can be supported to live in your own home. There are also a number of specialist housing options that are designed to promote health and wellbeing for residents when they need a bit more care and support.

Assistive technology

As part of our Assistive Technology programme there are three main ways that we can offer supportive technology within the home:

1. There are devices that the local authority will offer such as an alarm pendant which you wear around your neck or wrist and can press a button to call for help should you fall.
2. Service equipment such as fire and burglar alarms or sensors for falls or people with epilepsy who suddenly become ill, that will automatically call for help.
3. Private purchases using direct payments for items such as Alexa or Google Play which can remind you when to take your medication and can easily help you keep in touch with family and friends.

Our Assistive Technology offer is always personalised to the individual. We look at what the person needs and what we are trying to help them achieve. For people with a learning disability, we look at ways of how Assistive Technology can promote independence in the home. Here are some of the ways we are currently achieving this:

- The use of phone apps which offer personalised coping strategies should you find yourself in a difficult situation. For example, missing the bus to college or work can be a stressful situation. In this case the app would give the person a list of things they can do to support them through this.

Pilots such as:

- **Digital Key Safes** – Traditionally a key safe on a property would have one code that all those accessing the property to care for that individual would have. The digital key safe is an app which will instead give unique codes every time someone accesses the property. This is similar to the security given on banking apps. The digital key safe app will also allow us to monitor what time a carer went into and left the home and can also alert a person if they accidentally walk away with the keys. This pilot has successfully operated for a year and will now be part of our mainstream offer.
- **Smart Socks** - Smart Socks can measure heart rates and blood pressure which can help us support people who have difficulty communicating. For example, if the person is amongst a big crowd and there is an increase in heart rate, we can pinpoint that they may feel uncomfortable or nervous in these type of situations.
- **Digital Wallet** – A platform which allows you to choose how and when you receive your care. This allows the person more control to change the time and date they receive their care if they need the flexibility.
- **Smart homes** – Devices such as Alexa or Google Play can switch on lights and heating, provide entertainment by choosing suitable TV programmes and music, and connect people with their loved ones. Parent carers can access these apps and, for example, can switch on the heating should their loved one forgot to do this. This kind of access provides peace of mind that their loved one is keeping safe and well.

The link below will show types of equipment which might be suitable for you, whether following an assessment from your council, or if you want to buy it privately.

www.peoplefirstinfo.org.uk/at-home/staying-in-your-own-home/gadgets-to-help-you-stay-safe/

Staying independent

Direct Payments and Personal Budgets

You can have a greater choice and control over the support you receive in your own home whilst paying for that support using money provided to you by your local council.

For easy-read information on direct payments and personal budgets visit this link:

www.peoplefirstinfo.org.uk/easy-read-information/personal-budgets/

Maintaining and adapting your home

If you are struggling to move around in your home, we can look at solutions to help give you more independence. This could be installing access ramps, having smart devices or having the right equipment to help with everyday tasks such as washing, dressing and cooking.

The 'At Home' section on the People First website can advise and provides helpful information:

www.peoplefirstinfo.org.uk/at-home/

Getting extra help at home

Home care is an option for people when they need a little extra help at home to manage day to day tasks. It's also called 'domiciliary care' or 'care at home'. Home care support can be as little as a quick check that someone is OK or to make sure they have taken their medication, to 24-hour live-in care.

Care homes and supported living

Extra care or supported living

Extra care or supported living is a type of 'housing with care'. People in extra care housing are able to keep their independence while being assisted with tasks such as washing, dressing, going to the toilet or taking medication. Residents usually have their own self-contained one-bed flat or studio where they are encouraged to live as independently as possible, whilst receiving care tailored to their individual needs. This could include 24-hour care and planned social events in a safe and secure environment.

Residential and nursing care homes

Care homes will have staff 24 hours a day, with a key number of qualified care assistants.

Nursing homes provide all the support that a care home would, but registered nurses are also on-site throughout the day and night. Residents usually have a medical condition that needs regular attention from nurses or doctors.

Covering the cost of 'care'

The cost of extra care housing will be different depending on the type of care you need. Nursing homes usually cost more than residential homes as they provide nursing care.

Financial help from your council

Before deciding how to pay, it's worth asking your local authority for a needs assessment. The council can then help you look at all your options. Just get in touch with Social Services or the Learning disability team.

Paying for your own care (self-funding)

You can choose to pay for care yourself if you're able to afford it or you don't want a financial assessment. Read more about paying for your own care at www.nhs.uk

Need help or advice with finding a care home? Go to www.cqc.org.uk/what-we-do/services-we-regulate/find-care-home

Your local council can help:

Westminster learning disability partnership

T: 0207 641 7411

E: wldp@westminster.gov.uk

www.westminster.gov.uk

RBKC learning disability social work team

T: Main Office 020 7313 6880

Duty Worker 020 7313 6843

Emergency Out of Hours Duty Service

020 7373 2227

www.rbkc.gov.uk

Social Services

T: Westminster 020 7641 2500

T: Kensington & Chelsea 020 7641 2500

Priority Three - Health Services & information

Annual health check

To receive an annual health check, a person must be on their GP's Learning disability Register. Here is an easy-read link on how to join the GPs Learning disability Register join: www.mencap.org.uk/easyread/join-the-learning-disability-register

Community learning disability teams

People with learning disabilities face challenges in accessing services. Our community learning disability services support people to access healthcare through specialist clinical and social care services.

- The Community Learning Disability Team (CLDT) provide community care services to improve access to health care, through training, advice and clinics
- The team will diagnose or confirm if someone has a learning disability and/or autism, and support them to access specialist services
- CLDT can help reduce the anxiety of residents who find it difficult to attend health appointments. It's important to raise this as early as possible to get the necessary help in place
- CLDT provide an assessment and diagnosis service for people who may be on the autism spectrum.

Contact the local Learning Disability Team at:

T: 020 8102 3889

E: clch.triboroughlearningdisabilities@nhs.net

Community dental service

The community dental service specialises in supporting the oral health of people with severe, moderate or mild learning disabilities.

The learning disability friendly team promotes oral health information, provides outreach support and can also make home visits. They also have specialist equipment such as hoists and a wheelchair tipper for supporting people with additional physical health needs.

The specialist dentist services work closely with our providers Guy's Hospital and Eastman Dental Hospital and can quickly refer if further specialist dental treatment is needed.

Being referred to the Community Dental Service

The Community Dental Service works closely with GPs who will complete AHCs for residents. Residents can be referred to their Community Dental Service by their GP following a check-up.

Referrals are also accepted from other health and social care professionals. This service is available for both children and adults. Visit www.clch.nhs.uk/services/dentistry to make a referral to the community dentist.

Improving access to services you need

Reasonable Adjustments

Reasonable adjustments help remove barriers that prevent people with disabilities from accessing care. They are a legal requirement and aim to help reduce health inequalities and provide a service that is appropriate for someone's needs.

Reasonable adjustments are usually straightforward to implement and could be something as simple as giving a person extra time during their appointments or turning down lights to support a patient with sensory needs. By applying reasonable adjustments, we can help people with a learning disability receive accessible health and care services as early as possible.

Health passports (also known as hospital passports)

Health passports contain important information about how care should be delivered to an individual. It will include information such as:

- what medication the person is taking and if they have any allergies to medication
- preferred method of communication
- any reasonable adjustments needed
- what the person likes and dislikes

The health passport is a helpful document for any healthcare professional who is treating the individual. It is important that the document is filled in beforehand and given to the healthcare professional so they can read it before each appointment.

Improving the care you receive in hospital

Acute Liaison Leads

If you have a pre-arranged hospital appointment at the following hospitals, you can contact the Learning Disability Acute Liaison Leads who will be able to help you plan and prepare for your visit.

Chelsea and Westminster Hospital

Kathryn Mangold, Lead Nurse for Learning Disability and Transition

T: 020 3315 6599

M: 07581 627 472

E: kathryn.mangold@nhs.net

www.chelwest.nhs.uk

St Mary's Hospital, Charing Cross Hospital, Hammersmith Hospital

Margaret Smedley-Stainer, Learning Disability and Autism Lead

T: 020 3312 2272

M: 07909 998 375

E: margaret.smedley-stainer@nhs.net

www.imperial.nhs.uk

Reasonable Adjustments in Hospital

Hospitals can make reasonable adjustments for people with a learning disability. Contact the Learning Disability Acute Liaison Lead ahead of an appointment to request this.

Learning Disability Flag System

Chelsea and Westminster NHS Foundation Trust and Imperial College Healthcare NHS Trust have implemented a Learning Disability 'flag' system. This is kept on an electronic hospital record system under the disabilities log. Being on this system means that the hospital can save helpful information on the resident and their health needs, what they like and dislike, and the best way to provide care and support.

Support in a crisis

The Intensive Support Function (ISF) works with people with a learning disability who are in crisis. The aim is to support these individuals in the least restrictive setting that meets their needs within the community, and close to home, as an alternative to inappropriate hospital admission.

The service works with the CLDT across Kensington and Chelsea and Westminster to provide targeted assessment and treatment to those in crisis. Using a Positive Behaviour Support model, the ISF team will provide enhanced support to help manage and reduce challenging behaviours. This will prevent the need for using restrictive practices, inpatient services and out-of-area residential placements.

If a person is admitted to a hospital, the ISF team can support the hospital to make reasonable adjustments to their environment. They also ensure that discharge is facilitated in a timely manner with the correct support in place.

The service is for individuals aged 18 and over with a learning disability diagnosis and who are part of the CLDT's case load. They must be experiencing difficulties that are likely to pose (or are currently posing) a potential risk to themselves or others, which is serious enough to consider admission to assessment and treatment services.

DID YOU KNOW?

We have six specialist dental clinics across the Bi-Borough. Three in Westminster and three in Kensington and Chelsea.

Priority Four - Information and advice

Services & information

People First website

The People First Website is RBKC and WCC's information and resource directory. It holds a wealth of information on services, organisations, and events. It has been designed to help you find information on a range of health and social care topics such as support at home, money, and legal matters. It has sections dedicated to being a carer, supporting people's independent living, transition from Children's to adult social care Services and more.

It is continuously reviewed and information is maintained in partnership with subject matter experts.

www.peoplefirstinfo.org.uk

The People First website also has easy-read information on all the topics above.

Understanding your rights and capacity to consent

Next of Kin

It is always important to understand your medical rights. For some people with a learning disability, they may need some help to make a medical decision.

If you are a carer, adult with a learning disability or a next of kin, information is available to help you understand your legal rights in relation to making a decision for your loved one. This includes information on what a Lasting Power of Attorney is (LPA), and how to appoint one.

Capacity and Consent

If you are aged 18 or over, cannot understand your medical choice, and have not appointed an LPA, then a best interest decision will be made for you by a qualified health or social care professional.

Mental Health Admission

If you are going into hospital because of ill mental health or challenging behaviour, or because you care for someone who is going into hospital because of their mental health, information is available for how to be involved with your rights and responsibilities or your loved one's care, and what to do if you have concerns.

You can find information for all of the above in the Useful Links section.

Planning ahead – end of life care

Legal and financial

Setting up an LPA – If you are not able to make decisions, a family member or trusted acquaintance can be enabled to do so.

Make a will – When you die, your will ensures that your money, property and possessions go to the people you choose. If you die without making a will, the state decides how to distribute your assets. A person with a learning disability can still make or change a will, provided they can demonstrate that they understand its effect. Consulting a solicitor who specialises in writing wills is recommended. The cost of a solicitor varies; ask what the fee will be and what this includes before going ahead. Some charities offer a free will writing service, so check with them too.

Medical

If you are hospitalised, you may want to consider what your wishes are about treatment options. This is only invoked where the medical situation is critical. A person may express their wishes using:

- 'Advance decision to refuse treatment', which is a legally binding document, or
- 'Advance statement of wishes', which is not legally binding, but will be considered.

Sometimes doctors decide not to try resuscitating someone if their breathing or heart stops. This is known as a 'Do not resuscitate' (DNR) or 'Do not attempt resuscitation' (DNAR) order. You should talk about these situations with your loved ones or someone like a solicitor when you are well, so that your wishes are known if this situation arises, and you know the full implications.

Carers

Although it is not easy to discuss, understanding the wishes of your loved one means they can get the care they want in their later stages of life. It is important to consider planning for care if you are not able to continue your role, for example if you (the carer) are admitted to a hospital.

You can get advice on how to find the right care home at www.cqc.org.uk/what-we-do/services-we-regulate/find-care-home

DID YOU KNOW?

If your loved one is in hospital and unable to consent to treatment, you have no legal right to give consent on their behalf unless certain legal arrangements are in place. These are known as Lasting Powers of Attorney (LPA).



Priority Five - Planning together

Services & information

There are a number of different forums that help us to plan together these include:

Bi-borough Place-Based Partnership

The Bi-Borough Place-Based Partnership is a health and care partnership with integrated leadership that covers the London boroughs of Kensington and Chelsea and Westminster and includes local council, NHS and voluntary and community sector partners. The primary aim of our place-based partnership is to reduce inequalities across the Bi-borough.

This partnership aims to achieve more by working together, such as better joined-up care built around the needs of residents. The partnership will work side-by-side with local people to improve its understanding of their needs and how it responds to them. This will also help build a sustainable health and care system for everyone.

Joint learning disability programme

Within our Bi-borough partnership we have developed a joint learning disability programme. It is aligned with the learning disability plan refresh, and it demonstrates our commitment to improving the health and social outcomes of people with a learning disability.

The joint Health and Social Care Learning Disability and Autism Programme consists of five work-streams that align with each of the priorities within this strategy.

Workstream	What this means for people
Crisis and short-term specialist support	There is crisis and short-term specialist support available for people and their families who need it.
Joint case management approach	Health and care staff manage cases together to better support people with complex needs, including those eligible for CHC.
Universal support	This facilitates equality of access and provides preventative support that reduces the need for more complex care.
Health	Health services ensure that people have the right support at the right time and improve access to healthcare.
Housing	This addresses the housing needs of local residents with learning disabilities.



Priority Six - Preparing for adulthood

Services & information

Short breaks offer

The short breaks service supports families with a disabled child who live in the Kensington and Chelsea and Westminster areas.

Short breaks allow disabled children to spend time away from their parent carers, exploring new opportunities and expanding their social networks. It can also provide families with an opportunity to have a break from their caring responsibilities. A short break can last from a few hours to a few days, including evening, overnight, weekend and school holiday activities.

The short breaks service currently supports approximately 600 children across both boroughs. There are five children's centres across the boroughs with Tresham serving children with complex needs.

Short breaks offers universal, targeted and specialist support for those preparing for adulthood (aged 14+). This offer includes support and advice with mental health, work experience, independence skills, and relationships. The service also hosts youth club sessions with a full programme of activities and publishes information and resources online.

The short breaks service is part of the councils Children and Family services and aligns with the SEND strategy.

CASE STUDY - IN DEEP

In Deep is a registered charity that works mainly with adults, but it also supports children and young adults with SEND and their families. It runs music therapy sessions for young adults up to the age of 25, both in person and online. It also organises carers group to support partners and provide complementary therapy sessions.

Keyworker programme

The vision

Children and young people with a learning disability, autism or both with the most complex needs will have a designated keyworker.

In 2020, North West London Integrated Care System become one of the 14 pilot sites to test the role of a keyworker.

The keyworker service supports children and young people (CYP) up to age 25 with the most complex needs who are at risk of being admitted to a hospital or who require support post-admission. The service coordinates support for CYP to help them continue living in the community and potentially avoid admissions to inpatient services. The keyworkers help CYP and their family navigate services and can also be involved in facilitating timely transition planning from children's to adult services and discharge from hospital if they are admitted.

With the keyworker, the intense has resulted in the proportion of people at immediate risk of admission being reduced by 50%. Since the start of the project there have been no readmissions within the Bi-borough area following interventions by the service.

Employment & training support

Young people with learning disabilities might want to work in the future. To achieve this goal, they may need additional support during their training or in the workplace. There is an increasing number of routes into work that are available once young people complete their education.

Balance employment support

Balance offers an employment support service for people who have a learning, physical or sensory disability and live in Kensington and Chelsea and Westminster. Balance supports people to achieve their professional goals through volunteer opportunities, work experiences, training or paid employment. Their mission is to enable people's independence and allow their clients to reach their potential.

Balance's services include:

- One-to-one sessions with an Employment Consultant
- Person-centred action plans, focused on goal setting and work development
- Writing a curriculum vitae (CV) and personal statement
- Searching for jobs and completing job applications
- Setting up work trials and work experience
- Interview preparation and referral to Smart Works or Suited and Booted
- Ongoing in-work support and job coaching to help sustain work placement

Westminster City Council supported internship

Each year, WCC hosts a Supported Internship programme, in partnership with City of Westminster College and Westminster Employment. 12 young people with SEND have the opportunity to complete three different work rotations with the support of an expert job coach.

Supported internships are full time education programmes (5 days per week in the workplace) for young people who want to get a paid job. Alongside work placements, the interns study English, Maths and Entry 3/Level 1 employability qualifications. These take place once a week in the on-site classroom at Westminster City Hall in Victoria.

The programme partnered with organisations such as Planet Organic, Veolia, the National Portrait Gallery, Erior, Everyone Active (Active Westminster), and many WCC services.

2023/24

10.5%

of adults with a learning disability in Kensington & Chelsea are in employment

2023/24

10.3%

of adults with a learning disability in Westminster are in employment

Priority Seven - Living independently in the community

Services & information

Using Technology to enhance lives

In Westminster

The council is now switching to using GSM digital alarms which will facilitate wider digital functionality in terms of peripherals for people living independently in the community.

Community Access Westminster (CAW) [in house provider of Autism and Learning Disability Day Opportunities], has made greater use of tablets/mobiles to enable service users to connect to services and friends via Facetime, Microsoft Teams and similar media services.

Staff have offered training and guidance to service users and families on how to use technology and worked with them to make videos and content and access the internet.

The CAW service also has a dedicated multimedia team supporting service users with access to digital solutions and looking for new ones that might support individuals to sound their voice and live their best lives.

There are plans to develop a drop-in service for adults with autism and LD who do not meet the threshold to access our services. They have a place to go to find out about new technologies and apps that might assist them in their daily living.

In Kensington and Chelsea

OpenAge's DigitALL project provides digital training sessions to help people with learning disabilities be more confident using computers, tablets and smart phones. The project focuses on helping them improve their skills, so they can access essential services and engage online confidently and safely.

DigitALL provides devices, free data, and a personalised skills support package, working in collaboration with Equal People Mencap and LDN London to support people in the boroughs. Devices are initially loaned, but the participant is supported to keep the devices after their course. So far, over 100 devices and over 100 SIM cards for mobile devices have been loaned.

From RBKC, 46 Adults with learning disabilities took part in the DigitALL project, with 97% describing DigitALL as very good. 12 laptops were purchased to create two 'digital hubs' in RBKC and Hammersmith and Fulham. 93% of the adults said their understanding of going online increased after taking part in the digital training. 87% reported a decrease in their feelings of anxiety. 83% reported an increase in their wellbeing. Tablets were also distributed with sim cards for remote use.

Feedback on the DigitALL project includes:

- 94% of participants rated the project as 'Very Good' and would recommend it to somebody else
- 91% of participants learned a skill that they will use in the future
- 93% would now feel more confident accessing the NHS app or website online or having an online appointment

Community groups and hubs

For RBKC and WCC residents


LDN Community Hub provides activities and workshops teaching essential life skills, such as managing money, eating healthy, and staying safe at home. They help residents with learning disabilities get more involved in their communities and tackle the inequalities they face.

LDN Community Hub is free to access and available for drop ins. Their hub is located at: 389a Harrow Road, W9 3NA.

For WCC residents only

Droop Street Hub provides tailored support for adults with complex needs. Tailored support can cover education and employment goals, mobility, and complex health or behavioural needs. The service is open to adults referred by Westminster Learning Disability health and social care staff.

Lisson Grove Hub offers learning opportunities in the Lisson Grove Hub or outside in the local community. The Hub can support people with a learning disability with things like moving on to further education or accessing employment opportunities.



'My brother Siggy has attended the Learning Disability Resource Centre for many years and the activities and support that he gets are excellent. The comfort and assurance I get from knowing he is looked after and supported so well is great. Even through some very difficult times when our mother passed away and I had to work during the day, knowing he was with staff that know him and understand his needs was, and still is, a great comfort to me and to his physical and mental wellbeing.'

Joe Lippo, Siggy's brother

The Lisson Grove Hub includes a gym, art room, sensory room, kitchen, multimedia suite and a quiet space for when an individual's behaviour escalates. The service is open to adults aged 18 and above with learning disabilities and complex needs. All referrals are made by Westminster Learning Disability Care Management.

For RBKC residents only

The Learning Disability Resource Centre is a social care day service for adults with complex physical and learning disabilities. The Centre provides a person-centred service that supports individuals to access activities such as swimming, art, advocacy, IT, Eye Gaze sessions (controlling a computer through eye movements), travel training, and volunteering.

The Centre work with the Learning Disability Team to offer physiotherapy exercises, speech and language assessments, and guidelines for eating and drinking. The Centre also partners with organisations such as the British Library, Opera Holland Park, and the Natural History Museum to provide access to unique sensory experiences.

Learning disability resource centre & music therapy

The Learning Disabilities Resource Centre has resumed its partnership with the Nordoff Robbins organisation, the UK's largest music therapy charity.

Skillfully guided and supported by a Nordoff Robbins Music therapist, service users attend music workshops at the Royal Albert Hall in Kensington and Chelsea for interactive music making sessions. These sessions allow them to demonstrate and experience their capacity for self-expression in a fun and satisfying way.

Useful websites

A list of all the links for the services and activities listed in this plan.

Provider	Website
People First	www.peoplefirstinfo.org.uk www.peoplefirstinfo.org.uk/easy-read-information
Easy Health	www.easyhealth.org.uk
Support for Carers	www.peoplefirstinfo.org.uk/looking-after-someone www.carerscarduk.co.uk www.rbkc.gov.uk www.westminster.gov.uk
Capacity and Consent	www.chelwest.nhs.uk/your-visit/advice-and-support/learning-disabilities https://www.bfwh.nhs.uk/wp-content/uploads/2015/07/easyread_consent_capacity.pdf www.mencap.org.uk/advice-and-support/mental-capacity-act
Staying Independent at Home	www.peoplefirstinfo.org.uk/at-home www.peoplefirstinfo.org.uk/easy-read-information/personal-budgets
Preparing for Adulthood	www.peoplefirstinfo.org.uk/health-and-wellbeing/learning-disability/young-people-in-transition/
Pathways to Employment	www.peoplefirstinfo.org.uk/health-and-wellbeing/learning-disability/assessment-and-support https://www.rbkc.gov.uk/localoffer https://fisd.westminster.gov.uk/localoffer
Health	www.mencap.org.uk/easyread/about-reasonable-adjustments https://www.peoplefirstinfo.org.uk/health-and-wellbeing www.chelwest.nhs.uk/your-visit/advice-and-support/learning-disabilities/links/Learning-Disabilities-Passport.pdf www.fulloflifekc.com/for-adults/healthcare-for-adults/ www.chelwest.nhs.uk/your-visit/advice-and-support/learning-disabilities www.leder.nhs.uk
Support In the Community	Provide expert information, advice and support www.carersuk.org Useful online benefits checker www.carersuk.org/help-and-advice/financial-support/benefits-calculator
Discounted Resources	www.peoplefirstinfo.org.uk/going-out-staying-in/things-to-do/discounted-resources www.westminster.gov.uk/westminster-city-save www.better.org.uk/rbkc-resident

Travel and Transport	www.peoplefirstinfo.org.uk/going-out-staying-in www.westwayct.org.uk/services/transport www.rbkc.gov.uk/parking-transport-and-streets/accessible-transport/freedom-pass www.westminster.gov.uk/roads-and-travel/find-travel-support/disabled-persons-freedom-pass www.disabledpersons-railcard.co.uk www.londoncouncils.gov.uk/services/taxicard
Changing Places	www.changing-places.org
Safe and Warm Spaces	www.theabbeycentre.org.uk www.rbkc.gov.uk/cost-living-support-hub/stay-healthy-and-warm-winter
Day Centres, Community Hubs and Befriending	www.peoplefirstinfo.org.uk/going-out-staying-in www.bubbleclub.org www.peoplefirstinfo.org.uk/health-and-wellbeing/learning-disability/activities-for-people-with-learning-disabilities
Safeguarding and Staying Safe	www.peoplefirstinfo.org.uk/staying-safe www.easyhealth.org.uk/resources/category/13-hate-crime www.rbkc.gov.uk/community-and-local-life/community-safety/community-safety-plan www.westminster.gov.uk/leisure-libraries-and-community/crime-and-community-safety/community-safety-partnership

Further resources

1. **What is a learning disability?**
www.mencap.org.uk/learning-disability-explained/what-learning-disability
2. **How Common Is Learning Disability In The UK? How Many People Have A Learning Disability?**
www.mencap.org.uk/learning-disability-explained/research-and-statistics/how-common-learning-disability
3. **Health and Care of People with Learning Disabilities, Experimental Statistics 2021 to 2022**
www.digital.nhs.uk/data-and-information/publications/statistical/health-and-care-of-people-with-learning-disabilities/experimental-statistics-2021-to-2022
4. **About Us - Caring as an Unpaid Carer**
www.carers.org/about-caring/about-caring
5. **Learning disabilities - Annual health checks**
www.nhs.uk/conditions/learning-disabilities/annual-health-checks/
6. **Accessibility Statement - RBKC**
www.westminster.gov.uk/accessibility
7. **Accessibility Statement - Westminster City Council**
www.rbkc.gov.uk/web-services/accessibility-statement
8. **LDN Community Hub**
www.ldnlondon.org/find-support/ldn-community-hub/





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