



Kensington & Chelsea Learning Disabilities Services

Room G29, Kensington Town Hall, Hornton Street, London W8 7NX
Tel: 020 7361 3267 Fax: 020 7361 2703

Kensington and Chelsea **NHS**

Primary Care Trust



Royal Borough of Kensington and Chelsea Joint Learning Disability Service

Introduction:

Learning Disabilities Services in Kensington and Chelsea have undertaken 3 previous British Institute of Learning Disabilities (BILD) Quality Network Reviews. The Quality Network Review process provides a person centred, structured, nationally recognised, good practice model for involving people with learning disabilities and staff to help review services. Rather than just looking at activity and procedures the review is concerned with examining ten quality of life outcomes.

1. I make everyday choices
2. I make important decisions about my life
3. People treat me with respect
4. I take part in everyday activities
5. I have friendships and relationships
6. I am part of my local community
7. I get a chance to work
8. People Listen to my family's views
9. I am safe from bullying and abuse
10. I get help to stay healthy

This year we achieved for the first time, full inclusion of all services within the Borough. Every service was represented by staff and/or service users on the Quality Network Review Team; homes, community LD team, day and employment services as well as commissioners. This represents a partnership of health, independent and social services sectors.

Review Team Members spent time with people at various times and places to really experience what life was like and record what they found with regards to the 10 outcomes. The result of each review has enabled commissioners and

services to take action on those things, which people and carers think should change within services. In the past this has led to the following benefits and changes:

- Commissioning of advocacy services
- Workforce planning strategies to increase competency of direct care staff,
- Increased use of multi media, graphic facilitation and pinpoint and development of total communication strategies, to help services communicate better with people with learning disabilities.
- Development of person centred planning framework and formal training of facilitators, to help work with individual service users and their carers in realising their dreams and wishes.
- Increased social activities in the evenings and more community based activities.
- Development of an interview group, which is paid to contribute to staff appointments across all services.

Self-advocacy groups have also developed and form an integral part of the Learning Disability Partnership Board, where they help decide the overall priorities for all services and monitor implementation of initiatives.

Aims and Objectives:

The Quality Network Review was led by the Learning Disability Joint Commissioner and project managed by the Partnership Development Manager.

A Project Plan was developed to help with shared understanding of what the project involved, why we were doing it and what the expected outcomes were.

The review was a commissioning led review. The local aims and objectives of the review were:

1. To gain the views of people with learning disabilities, particularly those with complex needs, from Black and Minority Ethnic communities and those with older carers.
2. To train local staff, people with learning disabilities and carers as quality coaches.
3. To develop a local quality reviewing structure.
4. To contribute to the development of a local Quality Framework and inform commissioning priorities.
5. To enable all services to develop service improvement plans which will inform ongoing contract monitoring and a Borough wide action plan.

Links were made with inspection authorities in order to publicise results (i.e CSCI & CHAI)

Involvement and Partnership

In the past, organisations have benefited from working together on planning for individuals and on development projects. This Quality Network has brought together services to work together on the subject of quality, with a commitment to action planning for all services.

The following organisations/services were involved in the review process:

- Life Opportunities Trust
- Yarrow Housing
- Look Ahead Housing and Care
- Equal People
- United Response
- Kensington and Chelsea Joint Learning Disability Service; Provider Services and the Community Team.

These organisations represent a partnership of all Learning Disability services within the Borough, who were each committed to the dynamic and inclusive quality network process.

A senior manager from each organisation was nominated as Quality Lead. This was a key role for the partnership as the Quality Lead co-ordinated service user, supporter and staff quality team members, and identified people to be reviewed. Quality leads were also responsible for developing reports and action plans.

The review team consisted of 29 people, 9 of whom use services and were supported by 6 staff. The review team members represented all services within the borough and consisted in the main, of front line staff.

People were supported by staff from services to visit and spend time with people at home, college, at day centres, work, and even dance classes! People felt empowered being able to visit each others services and learn how things were done elsewhere.

Considerable amounts of work and commitment has been demonstrated by people in all the organisations taking part.

Implementation

Preparation for the review began in August 2004, when each organisation was asked to become involved in the Review process by choosing a Quality Lead, to act as a champion for quality in their organisation.

A planning meeting was held on 19th August, which aimed at briefing the Quality Leads about the review process, discussing and agreeing the project plan and timescales. After this meeting, Quality Leads went back to their services to work with people to identify those who wanted to get involved as review team members and those who wanted to be visited.

By early September, each organisation had nominated their review team members and people to be visited.

Two BILD Quality Coaches conducted a site visit on the 6th September with Quality Leads and project commissioners to assess our preparation for the review. Two big issues were acknowledged at that meeting;

1. That the review was a commissioning led review which, although becoming more popular, was still a new process.
2. That, with a review team of 26 and 25 people to be visited; ours was the largest review that BILD had ever facilitated!

We had a launch event on 21st September to introduce the review to people who were going to take part.

Quality Coaches worked with the review team to deliver 3 workshops;

- Workshop 1 - Training for review team members (30th September 04)
- Workshop 2 - Feedback on visits with people (26th November 04)
- Workshop 3 - Action planning (24th January 05)

In addition, poster making sessions were held for people, to help with the preparation for workshop 3, feeding back on the visits.

Each review team member completed a "My Life" book, which describes what is happening in a person's life under each of the 10 outcomes headings above.

At workshop 2, the following key priority areas were identified for action;

1. More support for making big decisions.
2. Make more opportunities for meeting new people and deepening friendships and relationships outside services.
3. Build on the job opportunities we are offering.
4. Expand opportunities for healthy living.
5. More partnership working.

Following the third workshop in January 05, each quality lead worked with people in services to develop an action plan against the five priority areas.

Details of Public Statements and Action Plans will appear on the Kensington and Chelsea Learning Disability Service and BILD websites.

Results and Benefits

A number of benefits have already been achieved by the partnership and person centred approach to the review process.

- People have re-ignited previous friendships, by meeting friends either on the workshops or when visiting people in services.
- Partnership working across services has been strengthened and a number of small projects been identified across services to maintain the approach; holidays, multimedia, social functions.
- People felt engaged and empowered in reviewing services, some people have now been involved in several Quality Network reviews and have gained valuable skills in taking part.
- Priorities and actions from the review have been incorporated in organisational business plans.
- People said that it was “an enjoyable process and I enjoyed seeing what was happening for people”.
- As a direct result of identifying, extending opportunities for making big decisions, staff in one service have pursued family connections for a person and not only discovered that the person had 3 sisters, but, the sisters have now visited several times.
- Another service has located someone's Polish father in Brazil who will be visiting in the next few months.
- Staff has said that it had been “a valuable learning experience”
- The commitment to partnership working around quality has been committed to by establishing a quarterly forum to share experiences, monitor partnership projects and extend learning.
- Work has begun to work with people with complex need to offer and support work opportunities.
- Some people in residential accommodation are exploring direct payments
- Person centred plans for people had been reviewed and extended. One person has recently had their PCP meeting conducted in the family home. The family carers were very pleased about this development.

We are very proud that we have been involved in a process, which has effectively engaged people with learning disabilities as peers, to deliver this review. Services and individuals have been generous with their time, support effort and resources in carrying out this important project. We have made a commitment locally to sustain the energy and enthusiasm to make things better, to work together to deliver on our plans.

Action Plan

Area 1: Jointly develop a Quality and performance monitoring framework, including the a Charter for learning Disability Services

	How we need to do it:	Stakeholders	When will it be done?
1.	<p>Hold 4 meetings with stakeholders to steer development of Framework and charter;</p> <ol style="list-style-type: none"> 1. Agree plan and focus 2. Scope charter 3. Develop framework and charter 4. Consult and approve 	<p>All Provider services Joint Service People who use services Carers</p>	<p>March 2006</p>

Area 2: Support and sustain the development of a Quality Forum

2.	<p>Organise quarterly meetings with QN Quality Leads to:</p> <ul style="list-style-type: none"> ▪ Share information about developments in services, ▪ Update actions from each organisations Action Plans, and ▪ Develop the Quality network ethos through small-scale QN type review projects. <p>Forum will extend the learning from the quality network process, focus reviews, exchange information and highlight the importance of quality of life outcomes as well as identify ongoing opportunities for Partnership Working</p> <p>Rotate hosting of meeting.</p>	<p>Cynthia</p> <p>Provider services Joint LD Service</p> <p>All Quality Leads to agree 1 or 2 projects per year, and be supportive to small QN Projects.</p>	<p>Ongoing</p>
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Area 3: Support for decision making

3.	<p>Ensure that all services are aware of and actively support service users to access advocacy and self-advocacy support.</p>	<p>All</p>	
4.	<p>Advocacy services to promote their services to a wide range of stakeholders. Ensure equal access to advocacy by people with complex needs.</p> <p>3 Information sessions delivered within services.</p>	<p>TAP Self advocacy contractor</p>	<p>March 2005</p>
5.	<p>Ensure that services support each other to make use of a variety of communication methods and resources.</p>	<p>All services Total communication project</p>	<p>May 2005</p>
6.	<p>Develop opportunities for services to share information about developments, changes successes and challenges, with each other and self advocates.</p>		<p>June</p>
7.	<p>Extend opportunities for developing person centred planning and approaches, the outcomes of which actually change people's lives.</p>	<p>Person Centred Planning co-ordinator All</p>	<p>Ongoing 6</p>

Area4: Health			
8.	Actively monitor implementation of o.k. Health checks and health Action Plans. Set target for 2005/6	Community Team Cynthia Davis	March 06
9.	Through the Partnership Board sub Group on Health; raise awareness of healthy living, healthy life styles and access to health care, through holding a Big Day on Health for service users, carers and staff.	Health subgroup of Partnership Board. All	October 05
Area 5: Employment			
10.	Through contract monitoring ensure that Employment services in the Borough are well publicise and are able to offer a service to those who need it.	All Services Contracts Officer	November 2005
11.	Through provider fora, raise profile of work as a mean of increasing quality of life outcomes for people with leaning disabilities.	Provider Forum	February 06
12.	Audit numbers of people who are in paid employment.	Cynthia Davis Kensington Recruitment Relevant services	March 06