



**Flintshire Services for Adults with
Learning Disabilities**

**Community Learning Disability
Team**

Quality Network Review

July – October 2006

Flintshire Services for Adults with Learning Disabilities

Community Learning Disability Team

People from the Health Service (North East Wales NHS Trust) and Adult Social Care (Flintshire County Council) work together in the Community Team. They are

- Social Workers
- Community Nurses
- Community Care Officers
- Physiotherapist
- Occupational Therapist
- Speech and Language Therapist
- Psychologist
- Psychiatrist

We wanted to make sure that the people in the team are doing a good job when they do assessments and care plans and when they sort out services for adults with a learning disability in Flintshire.

We want to make sure that the service is person centred and care is coordinated.

Our review

The review started on 19 July 2006.

How we did our review

We held 3 workshops. At the first workshop we found out more about Quality Network Reviews and planned how we would do our review.

We asked some adults with learning disabilities who live in Flintshire if they would help us with the review. We explained that someone from the review team would visit them at home and in other places 3 or 4 times to find out what they did and what they thought about their services. We said that we would only share

information about their lives with other people on the review team and we would not tell everyone their names.

After we had visited people we had another workshop to share what we had found out. We talked about what was working for people and what could be better

At our last workshop in October we wrote our action plan for the things that could be better.

Our Quality Network Team

There were 9 people on the review team. There were some service users, a family carer, people were from the Community Team and people from other teams. They were

Jane Morgan	Family Carer
Simon Smith	Service User
Gary Angell	Service User
Gail Morgan	Provider Services
Pat Humphreys	Planning Officer Disability Services Adult Social Care Flintshire County Council
Delia Wainwright	Acting Team Manager NE Wales NHS Trust
Angela Wilson	Team Manager Social Work Team Adult Social Care Flintshire County Council
Kay Kent	Social Worker Adult Social Care Flintshire County Council
Nicola Campbell	Community Nurse NE Wales NHS Trust

Who we visited

We visited 9 people and each member of the review team visited a different person. The people were all different ages from 21 to 65. Some people have physical disabilities as well as a learning disability.

Where they live

5 of the people we visited live in their own homes with other people who have a learning disability. They all have support 24 hours a day. Sometimes people call this Supported Living. The 5 people all live in different houses and one of them has just moved from living in hospital for many years.

3 people live with their families.

1 person lives alone and has support for a few hours a day at home.

Other services they have

6 of the people have a day service for all or part of the week. They all have different day services.

2 people stay at home in the day.

1 young person goes to Day College most of the week.

Visits and 'outcomes'

Each member of the review team visited one person 3 or 4 times. We visited people over 4 weeks at different times of the day including the weekends. As well as visiting people at home we also spent time with people in different places, including

- Glanrafon Centre
- Small businesses like Rowleys Pantry and Pethau Glan
- In places where they work part time like shops
- In their local communities

The review team tried to find out if 10 things were happening for people. These are called the 'outcomes' and had been decided by The British Institute of Learning disabilities and the National Development Team. They spent time talking with people with

learning disabilities, parents, staff working in services and managers responsible for services to find out what they thought should be happening for people with learning disabilities.

These are the 10 things that everyone agreed should be happening in the lives of people with learning disabilities.

- **I make everyday choices**
- **I make important decisions about my life**
- **People treat me with respect**
- **I take part in everyday activities**
- **I have friendships and relationships**
- **I am part of my local community**
- **I get the chance to work**
- **People listen to my family's views**
- **I am safe from bullying and abuse**
- **I get help to stay healthy**

Our Report Headlines

These are the main things we found out:



What's going well

People are working together more to support people with learning disabilities
Flintshire is asking people what they think about their services and listening to them
Health promotion for people with learning disabilities is taking off
People with learning disabilities in Flintshire have improving health



What needs to change

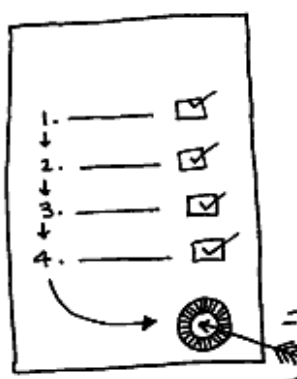
People want more friends
People want more paid job opportunities
People want to be able to make more choices and have more opportunities to do different things
People want to be able to contribute more

What next?

We found out that lots of things were going well in the Community Team and other services and we can be proud of those, but that not everything was going well in the Community Team and all services.

The most important things to change – our priorities

1. For all service users to be able to say “This is me” through Person Centred Approaches and Plans.
2. To improve the health of adults with learning disabilities in Flintshire through Person Centred Approaches.
3. To broaden opportunities for inclusion and choice in local communities, service planning and individuals lives.
4. To improve public and user specific information and check the understanding of that information.



We have drawn up an Action Plan that concentrates on the themes above and will meet again in April 2007 to review our progress. Our Action Plan explains how we will start to make these changes

If you would like to know more about this review please contact Joan French who was the Quality Leader for the Review.

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With thanks to

All the people the review team visited and their families, friends and staff.

Thank you also to Roy Oldfield and Julia Hawkins from Day Services who supported the service user representatives in the review team.

The pictures in this report are from the CHANGE Picture Bank.

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