

TURNING POINT

DERBY LEARNING DISABILITY SERVICE

QUALITY NETWORK REVIEW

PUBLIC STATEMENT

The Service

The Derby Learning Disabilities Service is run by Turning Point. It began operating in March 2005. It provides accommodation and support to 13 people who were discharged from Aston Hall Hospital between March and May 2005. Three of the residents are female and ten are males. They all require continuous care and support and have limited verbal communication. The residents live in five houses located around the city of Derby. There are two houses with two residents and three which each have three residents. The housing provider is Stonham Housing Association. The service is commissioned by Derby City Council.

When We Did Our Review

The following is the schedule of dates that have been agreed on for this review.

Briefing Session	31st August 2007
Workshop One	30th October 2007
Workshop Two	7th January 2008
Workshop Three	15th February 2008
Interim Review Meeting	18th July 2008
Workshop Four	12th September 2008

Purpose of the Review

We wanted to assess the quality of the lives of the people supported by our service. It was decided to use the Quality Network Review methodology to do this. We wanted to find out how people were living their lives now that they had been out of the hospital for about two and half years and to see how we could change to improve the quality of people's lives.

The Review Team

It had originally been intended to review a sample of the residents but the enthusiasm for the process was such that it was decided to review all of them.

The review team consisted of:

- 2 Family members
- 1 person from Turning Point's Risk and Assurance Team.
- 1 person with a learning disability
- 1 person from a club for people with a learning disability
- 1 advocate
- 1 person from the housing provider
- 1 Team Leader
- 2 Administrators
- 1 Project Worker
- 2 Support Workers

In the event, the person from the housing provider was unable to do any visits and so had to withdraw from the process. The person with a learning disability started but did not complete the process. This report is therefore based on reports about eleven of the thirteen people in the service.

These are the main things we found out:



People are being kept safe.

Staff treat people with respect.

The standard of health care and monitoring is high

Persistent staff are turning negatives into positives.

The people that the service supports are more able to express their individuality.



What needs to change

One house has a problem with resident on resident aggression

People need to have more varied and stimulating activities

The structure and layout of one house does not meet the needs of it's residents

People do not have control over their service – especially who they live with.

People do not have many opportunities to get involved with their local communities.

Staff find it difficult to be flexible about their working times to support people in accessing activities.

Staff do not have enough information about what facilities are available that people could access.

We have not found ways of giving people we support an effective voice in planning their lives, services and support.

Our Priorities

We decided that the issues we would concentrate on in the rest of the review would be:

1. Enable people to make more everyday choices.
2. Enable people to be more fully part of the community.
3. Enable people to have greater control over service delivery.

Our Actions

AIM – People make more everyday choices.		
HOW	WHO	WHEN
Identify a person to provide in house, local and accessible support to the service around communication issues.	Donna Briggs	Identify person by end of March 2008. Set up service by end of August 2008.
Formal keyworker sessions will happen four weekly for each individual that we support and will be used to review the use of person centred thinking tools to formulate report.	Team Leaders	Four weekly from mid March 2008.
Look at ways for the Networking Group to match staff skills and interests to individual's skills, interests and to support activities	Yvonne Cooper	End of March 2008.

AIM – People have greater control over service delivery		
Roll out Personal Portfolios and tailor training to show how identifying individual preferences can feed into wider planning.	Kate Besley and Donna Briggs	Mid April 2008
Develop pilot for house meetings using appropriate and relevant /meaningful communication methods to discover and record people’s views.	Claire Jackson	End of May 2008
Develop draft local service user involvement plan using actions from The Quality Network review and other documentation	Marie Fielding Tracy Frost Donna Briggs John Campbell Kate Besley	June 2008
AIM – People are more fully part of the community		
Map what is available “out there” and share information between houses. Identify one person per house to keep information up to date.	Claire Jackson Network Group	Mid April 2008
Keyworkers to produce “dream” activity timetables to enable Donna Briggs to explore more flexible use of resources.	Team Leaders Keyworkers	Mid May 2008
Use this information to explore more flexible rotas, support, resources, transport and produce a report / feasibility study.	Donna Briggs	July 2008

Further Information

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