



SWINDON & WILTSHIRE

Transforming Care Partnership Service Model Plan

Easy Read translation by



Transforming Care Partnership Service Model Plan**Index**

Introduction	Page 3
National Principles	Page 4
1. Mobilise Communities	Page 5
2. Understanding the status quo – how things are now	Page 10
3. Develop your vision for the future	Page 12
4. Implementation Planning – making it happen	Page 17
5. Delivery Plan	Page 28
Glossary	Page 31

Transforming Care Partnership Service Model Plan

Introduction



This document is the local plan about changing the special services provided for people with learning difficulties, autism or a mental health condition who also have challenging behaviour, living in Wiltshire and Swindon.



This is a 3 year plan from 2016 until March 2019.



This plan shows how Wiltshire and Swindon will decrease (lower) the number of beds needed for inpatient care and increase the amount of care provided in the community.



The council spoke to lots of people about this plan, including doctors, service providers and others who understand the needs of people with learning difficulties well.

Transforming Care Partnership Service Model Plan

National Principles



The Wiltshire and Swindon partnership has looked at the plan for the whole country and decided how this fits with the people who live in Wiltshire and Swindon.



The local plan follows three main values which are:



1. It is important to build the right support and follow the plan made by NHS England in October 2015.



2. People with learning difficulties and/or autism are equal citizens and should lead active lives in their community and live in their own homes.



This means the right support and services are needed for people to live in their community.



This will mean that most inpatient hospital beds will close.



People with learning difficulties and their families or carers need to be supported to produce plans for this change.



They should have more choice and control over the health and care services they use, including their personal and health budgets.



3. It is important that Service users, carers and providers should have a say in the plan as well as those working in health and social care.

Our Plan

Transforming Care Partnership Service Model Plan

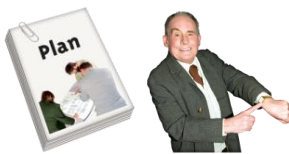
1. Mobilise Communities



After the Winterbourne View Hospital investigation in 2012 it was decided that services across the country for people with learning difficulties needed to be changed and improved.



The plan is to reduce (lower) the number of people who are patients in hospital and instead to support those people to live in their own communities.



The time allowed for these changes is not very long. The plan is expected to change and develop as more people have their say.



18,136

In 2015 the number of people with learning difficulties and/or autism in Wiltshire and Swindon was around 18,136.

Wiltshire Council
Where everybody matters



1600

The number of people with learning difficulties and/or autism known to the local authority in Wiltshire is 1600.

Swindon
BOROUGH COUNCIL



898

In Swindon there are 898 people with learning difficulties and/or autism.

Wiltshire Council
Where everybody matters

Swindon
BOROUGH COUNCIL

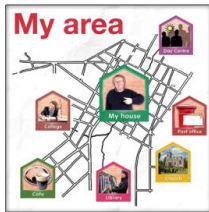


Wiltshire and Swindon are working together to share ideas and information about how to make this plan work.

Transforming Care Partnership Service Model Plan



Wiltshire and Swindon think that care and support should:



- Be closer to home



- Follow the best way to care for and support people



- Change based on what is best for each person at the time



- Be based on what the service user and their families want



- Be good value for money

Transforming Care Partnership Service Model Plan



We will know that the plan is working well if people using the service are able to say:



- I am safe



- I am helped to keep in touch with my friends and family



- I have regular care reviews to see if I should be moving on



- I am involved in decisions about my care



Choice

- I am supported to make choices in my daily life

Transforming Care Partnership Service Model Plan



- I am supported to live safely and take part in activities in the local community



- I get good healthcare



- I get any extra support I need



- I get the right treatment and medicines to keep me well



- I am protected from avoidable harm but can take risks if I want to



- I am treated well and with kindness and respect



- I have a choice about living nearer to my friends and family



- I am cared for by people who are well supported

Transforming Care Partnership Service Model Plan



It is expected that lots of different groups will need to work together. This includes the two local authorities of Wiltshire and Swindon and their Clinical Commissioning Groups.



The Wiltshire and Swindon Transforming Care Partnership will also include people who have learning difficulties and/or autism, unpaid carers, those involved in making decisions and staff.



Other organisations involved will include Avon and Wiltshire Mental health Partnership (NHS Foundation Trust), Great Western Hospital (NHS Foundation Trust), Wiltshire Council, Swindon Borough Council and SEQOL.



The partnership want to include all people with learning difficulties and/or autism and support them to say how this plan will change their lives.



Easy Read



This means that extra work will need to be done to include everyone, such as sharing information, having documents in clear formats (e.g. easy read) and making sure any meetings involving service users is accessible.

2. Understanding the status quo – how things are now



18,136

It is thought that there are 18,136 people across Wiltshire and Swindon who have a learning difficulty and/or autism.



Some of these people have challenging behaviour and need extra support and care.



It is thought that between 10 – 15% of people with learning difficulties and/or autism have challenging behaviour.



189

At the moment in Wiltshire and Swindon there are 189 people with learning difficulties and/or autism and challenging behaviour.



Between 2015 and 2030 the number of people in Wiltshire and Swindon with challenging behaviour is expected to increase.



Wiltshire and Swindon have closed all inpatient services for people with learning difficulties who also have challenging behaviour. At the moment 7 people with challenging behaviour are looked after in other counties and this will be looked at over the next year.

Transforming Care Partnership Service Model Plan



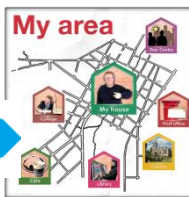
At the moment people are cared for using different systems depending on where they live.



When there is an emergency extra money can be made available for extra support to stop people being admitted to hospital.



Where this does not work a place will need to be paid for in a centre outside of the county.



The plan is to try and make sure that no-one needs to be admitted to a specialist hospital. Instead people will be looked after in their own communities.



Work needs to be done to make sure that the right services and facilities are available to treat people in the best way possible, close to where they live.

3. Develop your vision for the future



Wiltshire and Swindon Transforming Care Partnerships vision for the future is to make sure that:



- Everyone will be supported to live safely in their community



- Everyone will have good care and quality of life



- The amount of challenging behaviour will decrease



- Ideally no-one will be admitted to hospitals because of their behaviour.



- If they do go to hospital it will be closer to home and they will go home as soon as possible.



- There will be less inpatient beds used for people from Swindon and Wiltshire.

How we will measure improvements

Transforming Care Partnership Service Model Plan



To monitor quality of care we will look at:



How many people are using personal budgets, health budgets and Direct Payments



We will also look at quality assurance and using a Quality Checker scheme to measure how we are doing.



There will also be the 9 core national principles. People should be able to use to see if the plan is working:



1. I have a good and meaningful everyday life



2. My care is centred around me, and is well planned and organised



3. I have choice and control over how my care and health support



4. My family, paid support and care staff get the help they need to support me to live in the community

Transforming Care Partnership Service Model Plan



5. I have a choice about where I live and who I live with



6. I get good care and support from general health services



7. I can use specialist health and social care support in the community



8. If I need it, I get support to stay out of trouble



9. If I need to go to hospital my care is excellent and I go home as quickly as possible

Transforming Care Partnership Service Model Plan



To make sure this happens the Partnership have set out some principles in how they will offer care and support



- Service users and their families will be at the centre of decisions about their care, and will have more choice and control



- We will expect a person to be able to make decisions about their care, unless this has been shown not to be true. They will be supported to make their own decisions.



- If we are not sure a person can make this decision we will check this quickly.

Choose



- People with challenging behaviour will be helped from the beginning. The number of times people go to hospital will decrease, including where there has been a crime

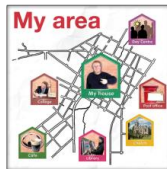


- Wherever possible, mainstream services will be used to provide care and support for people with a learning difficulty and/or autism

Transforming Care Partnership Service Model Plan



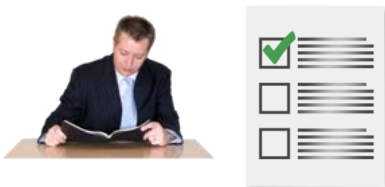
- If this is not possible, specialist housing and support will be available



- We will work with health and social care commissioners to make sure people's homes are in their community



- We will work together to make sure people have the best care possible



- Those in charge of the plan will expect it to work and work hard to make the changes



- Services will be good value for money and service users will be helped to be more independent



- People will be supported to stay in the community, as long as it is safe. If someone has to go to a hospital this will be for as little time as possible.



- We will make sure the local health, social care and housing services are good



Keep safe

- We will protect those with a learning disability and/or autism from abuse and neglect wherever possible. If we are worried that someone is in danger we will act quickly

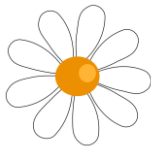
4. Implementation Planning – making it happen



The Swindon and Wiltshire plan aims to improve the services provided for people with learning difficulties and/or autism and challenging behaviour.



Wiltshire has worked hard to make support and care happen in the community. There is a new learning disability support service.



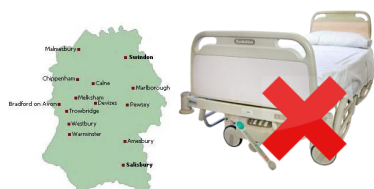
There will also be specialist housing called 'The Daisy.'



These new services will support service users moving from hospital inpatient services to the community. We hope it will stop people going to hospital when they do not need to.



Swindon has a plan to support people to live in the community and provide better housing.



There are no specialist learning disability/autism beds available in Swindon and Wiltshire since Postern House closed.



When Postern House closed the money was used for the new service in Wiltshire.

Transforming Care Partnership Service Model Plan



How is it different?

The new plan will focus on three groups:



1. Those who are in hospital now



The new service will provide care and support for these service users within the community wherever possible.

Care in the Community



This will improve their quality of life and the care they receive.



2. Those supported in the community now



They will need to be well supported to stay in the community and to make sure that their health does not get worse



With excellent support there should be less people going to hospital

Transforming Care Partnership Service Model Plan



3. People with learning difficulties and/or autism who are not supported at the moment



We do not know much about this group of service users, except through medical care.



Where possible they will need to be supported through general services and community support



These services will need to be accessible

Easy Read



The causes of challenging behaviour will need to be looked at to reduce the number of times there are issues.



There will need to be a list of those people who may be likely to go to hospital. This is called a register of risk.



Spending a lot of time in hospital can make people less confident so we want to stop this happening. It is important that everybody agrees what should happen when working with people with challenging behaviour.

Transforming Care Partnership Service Model Plan



When the plan is agreed we will talk with other groups in the South and South West of the country about the services we need to provide.



There will be care and support teams who will help review care plans, provide access to health care, arrange short-break accommodation and organise training for parents as well as emotional and practical support.



At the moment in Wiltshire the Learning Disabilities Wiltshire Intensive Support Service (LDWISS) provides support in an emergency for those with learning difficulties who also have challenging behaviour.



The plan is to use this same idea in Swindon.



The plan also needs to include those with autism in Wiltshire.



This will need to be a step by step change to make sure that everyone gets the support they need.



The plan may change slightly as different people are included in the service.



The Intensive Support Service will work with families, carers and providers to make sure that they get the right support.

Transforming Care Partnership Service Model Plan



At the moment Swindon does not have a team that works to provide support for people with learning difficulties and challenging behaviour. Instead, staff from two different organisations become involved when this support is needed.



Since 2014 they have stopped all hospital admissions for people with challenging behaviour. There is a group of service users in Swindon who need this local support to keep safe.



Swindon has an excellent Autism Diagnostic Service. The service needs extra money each year to do its work. It is often asked to provide extra support to help people cope.



Mainstream services and community support networks



People with learning difficulties and/or autism should be able to use mainstream services and get the same help as everyone else.



But we know that some services will need to be supported to make reasonable adjustments so that they can be accessed by everyone. These services might include:



- Activities to help people to lead a fulfilling and purposeful everyday life

Transforming Care Partnership Service Model Plan



Job

- Services for education, training and employment (getting a job.)



- Health care services, including doctors and dentists.



- Services to decrease anti-social or offending behaviour, including drug and alcohol services



- Housing services



- Services to help people understand their rights (e.g. Citizens Advice Bureau)

Transforming Care Partnership Service Model Plan



Community together

It is important that all of us are part of a community or group where we are cared for and supported. This is very important for people with learning difficulties.



Advocacy

Peer support networks will be encouraged in Swindon and Wiltshire to provide support for individuals and families.



Transition Link Workers (or Community Connectors) have been working with young people to build relationships and help families think about plans for the future.



Health

Primary care: Anyone with a learning difficulty over the age of 14 will have a health check with a doctor to make sure that their physical and mental health needs are met and make a Health Action Plan.



When people with learning difficulties are living in the community there will need to be more places to stay short term and in an emergency.

Crisis accommodation – places to stay for a short time in an emergency will include:



- A specialist flat in Bradbury House (Salisbury) for use when available for planned respite or emergencies.



- A specialist flat in Bradbury Manor (Devizes) for use when available for planned respite or emergencies.



- The services at Firethorn Close in Swindon will be improved. There will be a small number of beds for emergencies for people with learning difficulties and/or autism.

Transforming Care Partnership Service Model Plan



Where people stay long term will need to change. There will need to be more spaces in the community.



Staff will need to be trained to support people who may have challenging or destructive behaviour.



Hospital-based services will only be used when all community services have not worked. If someone has to go to hospital they should know the date when they are going to go home and plans should be made to support them.



There will also be special forensic services to support some offenders - people with learning difficulties and other needs who are going to court or in trouble with the police.

Transforming Care Partnership Service Model Plan

What new services will be needed?

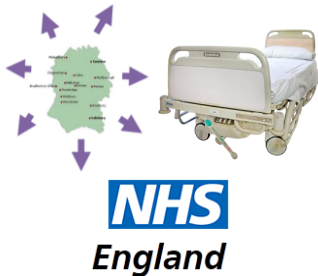


These new services will need to be commissioned (bought) - Intensive support services, community forensic services, specialist housing options, housing and support options and advocacy services.

What services will be stopped or changed?



There will be fewer people staying in hospitals and more services in the community.



At the moment seven service users are provided for out of county. The aim is for these to stop and everyone to live in Wiltshire or Swindon. If someone has to live outside of Wiltshire/Swindon we will work with NHS England to provide the best choice.



There will be local community services for everyone. The new commissioning will make sure that services are improved.



Health Budgets and Choice

People will have choice and control over their care and support. Wiltshire and Swindon are trying out a new personal health budget to make sure that service users are involved in choosing their care. These will be used along with personal budgets and direct payments.



0-25

The transition process from child to adult services will be looked at as part of the changes.

Transforming Care Partnership Service Model Plan



place and a new transitions service working to support those with the most complex needs to have a good transition.



Swindon has a transitions plan which is checked often to see if it can be improved. There are 4 transition link workers who will be a key point of contact and support during the change to adult services.



Care and support will get better and improve the life enjoyed by those with a learning disability and/or autism, and their family and carers.



Local commissioners will need to make sure that there are lots of different providers so that the right support and care is there for people with complex needs.



There will be more people with complex needs who have personal budgets and personal health budgets. This means providers with particular skills and abilities will be needed.



The partnership will work with other local CCG and commissioning teams. They will need the support of NHS England to make sure the new plan works.



The partnership will look at where people with learning difficulties and/or autism who also have complex or challenging needs can live.



Wiltshire has a housing options group which has

Transforming Care Partnership Service Model Plan



been working with Housing and NHS England to make sure housing and support packages work for each person.



Swindon's Housing and Adult Social Care Board meet every two weeks to look at what is needed.

Social Care and Housing Board

5. Delivery Plan



We will know that the plan is working if people can say that the 9 core principles are happening for them (page 11 section 3)

Making it happen



This plan covers the following groups of people; children, young people or adults with a learning difficulty and/or autism who also have a mental health condition such as severe anxiety, depression, or a psychotic illness, and those with personality disorders, which may result in them displaying behaviour that challenges.



1. Who have a mental health condition such as severe anxiety, depression, or a psychotic illness, and those with personality disorders, which may result in them showing challenging behaviour.



2. Who display aggressive behaviour or are likely to hurt themselves, not related to severe mental ill health, some of whom will have a specific neuro-developmental syndrome.



3. Who behave in a way which may put themselves or others at risk and which could lead to contact with the criminal justice system



4. Those with lower level support needs who may not be known to health and social care services. They may be from disadvantaged backgrounds and display behaviour that challenges, including behaviours which may lead to contact with the criminal justice system.



5. Who have a mental health condition or display behaviour that challenges who have been in hospital settings for a very long time, and have not been moved when NHS campuses or long-stay hospitals were closed.

Transforming Care Partnership Service Model Plan

The key milestones



The plan does not yet include timeframes for the key milestones, these will be added shortly.

When it will happen



However consultations with stakeholders have identified the following list of priorities, from the 9 Principles, which will be used to guide the transforming care plan.



1. I have a good and meaningful everyday life



2. My care is centred around me, and is well planned and organised



3. I have choice and control over how my care and health support



4. My family, community, paid support and care staff get the help they need to support me to live in the community



5. I have a choice about where I live and who I live with

My choice

Transforming Care Partnership Service Model Plan



6. I get good care and support from general health services



7. I can use specialist health and social care support in the community



8. If I need it, I get support to stay out of trouble



9. If I need to go to hospital my care is excellent and I go home as quickly as possible



Translated
into Easy
Read by



**Wiltshire
People 1st**

using



for

Wiltshire Council
Where everybody matters

Glossary



There are some difficult words in this plan. You might want to use this list to help you remember and understand what they mean.



Clinical Commissioning Group (CCG)

A local group including doctors and other people who work in health who decide how money is spent on services.



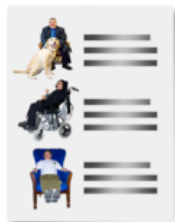
NHS England

The group that looks after all the healthcare services in England. They support local groups.



Challenging Behaviour

When someone acts in a way that might be angry, harmful or damaging. It may make other people feel they are in danger. They need extra care and support.



Register of Risk

A list of people who may be more likely to have to go to hospital because of the way they behave.



Learning Disability Wiltshire Intensive Support Service (LDWISS)

A new service to help people with a learning disability and challenging behaviour stay in their own home and their community.



Stakeholders

The people who need to have a say in the plan. This includes, the commissioners (who buy services), doctors, nurses, social workers, people with learning difficulties and/or autism, carers, staff and family members.



Core Principles

These are the rules about how the new service should work for people with learning difficulties and make their lives better.