

DRAFT

Learning Disabilities Consultation

**We would like your views on the future of the
Learning Disabilities Service in Lincolnshire**

**[insert dates of consultation here,
e.g. 13 November 2017 – 28 February 2018]**

What this consultation is about

This consultation is to find out what people who use our services, families, people caring for others, the wider public and other stakeholders think about our proposals for health services for people with learning disabilities across Lincolnshire.

We want to find out what people think, before the Clinical Commissioning Group Council makes a final decision in 2018.

Our vision

We want people with learning disabilities (LD) and/or autistic spectrum disorder (ASD) living anywhere in Lincolnshire to live well in their communities and to have access to the best possible care whenever they need it, especially when they are very ill.

We think that people should not be admitted to stay in hospital unless it is absolutely necessary. We think that by creating accessible, safe, community services we can serve people with learning disabilities better, closer to where they live and closer to their families and people who support them.

We want to ensure that people with a learning disability and/or autistic spectrum disorder have the same access to health and social care services as those who do not have a learning disability and/or autistic spectrum disorder.

Our ambition is for people to receive care and treatment in the community, and should only go to hospital when absolutely necessary and that any stay in hospital is as short as possible.

Background

It is widely recognised that general health is often poorer for people with a learning disability, much of which is avoidable. It is also the case that often the health need, whether mental health or physical health, will not be recognised as early, and as such is often not treated early enough. Additionally, sometimes symptoms of an illness are incorrectly associated with a learning disability or autistic spectrum disorder, and so may not be recognised at all, or early enough.

The impact of these health inequalities is serious, because as well as potentially having a poorer quality of life, on average, people with learning disabilities tend to die at a younger age than people without a learning disability.

The situation until 2015

Until 2015, learning disabilities services in Lincolnshire involved a dedicated inpatient unit as well as services in the community. These were provided by a range of different health professionals around the county employed by Lincolnshire Partnership NHS Foundation Trust (LPFT).

Inpatient services were provided at Long Leys Court in Lincoln, a unit with 16 beds: eight assessment and treatment beds, and eight rehabilitation beds.

People using services and their families told us that the community services were fragmented, and access, availability and quality varied widely in different parts of the county.

The national Transforming Care Programme

In 2015, a new national agenda was set for learning disabilities services called Transforming Care. This new agenda called for:

- Greater empowerment for people and families
- Less reliance on inpatient care
- Greater emphasis on community services
- Stronger emphasis on personalised care.

Working with clinical colleagues and people using the existing service, we undertook a review of the way community services worked and began to think about what we needed to do to develop services that met these new standards.

Temporary closure of the inpatient learning disability service

In June 2015 a decision was made to close Long Leys Court, Lincoln on a temporary basis, following reports of a number of incidents which had occurred in the unit.

These incidents caused LPFT and commissioners in Clinical Commissioning Groups in Lincolnshire to have serious concerns about the care provided at the unit.

Alternative placements were required for a small number of people and the final person left Long Leys Court in November 2015.

Everyone who was in the unit was found an appropriate place for their care – and time was taken to do this properly. This involved the families of those people who were affected.

The unit has remained subject to temporary closure since this date whilst the incidents were investigated. There is a set of learning points from these investigations that we are working on and taking very seriously.

As part of this difficult situation and to make sure services were available whilst the inpatient unit was temporarily closed, we moved the people and the investment into community services.

As a result of this change, we believe that a better community based service has been developed, that also delivers the national Transforming Care programme objectives.

This new, community based, service has been well received by service users and their families and people who care for and support them.

We protected the investment in learning disability services in Lincolnshire and simply transferred the money from the inpatient service into the enhanced community service. Most of the investment is used for the staff who deliver the service – nurses, doctors, psychologists, occupational therapists, liaison nurses and support staff.

The current learning disabilities service

Following the temporary closure of the inpatient service at Long Leys Court and the need to design a new service, extensive engagement was undertaken with patients, family members, staff and the wider public to explore what already worked well in learning disabilities services in Lincolnshire, and what could be better.

To engage with people, a number of staff events, away days, steering groups and meetings, and four external stakeholder events were held with around 90% service user carer attendance.

During this engagement, people we spoke with told us that: -

- The existing learning disability service was found to be helpful, however knowing what was available and navigating services was really difficult
- Access to the service is difficult. Families told us that they would like “hubs” and someone available to talk to close to where they live.
- Many people/professionals do not understand Autism and the needs of people living with this condition.
- There were gaps in services. Criteria to get into services were very tight and often it was difficult to refer people for ongoing support as there is no one else to refer to. This meant that people were “held” in health services as nothing else was available.
- The teams delivering services were concerned that sometimes services were too reactive and that reactive interventions could overshadow the proactive work done with families and people.
- That intensive specialist support needed to be separate from the community teams and available for when people had a crisis.

This feedback was used to inform the development of a new integrated community service, which has been in place since 1st April 2016.

The service is now delivered across Lincolnshire by a total of five teams. Each multi-disciplinary team comprises different professionals specifically trained to specialise in learning difficulties and ASD. Teams include professionals such as doctors, nurses, psychologists and social workers. Four teams are based in communities, one in each of the four Clinical Commissioning Groups in Lincolnshire, covering the whole of Lincolnshire to reduce travel and ensure local service delivery for service users.

The four community teams provide support for people with learning disabilities to access mainstream physical and mental health services, as well as specialist proactive behavioural support, psychiatry, psychology, speech and language therapy, occupational therapy and physiotherapy assessment and care planning for people with a learning disability. The service also offers autism spectrum disorder (ASD) diagnosis pathways, and support to help people with autism, access mental health and physical health. The teams are operational through the hours of 9am – 5pm Monday to Friday.

The fifth team is a countywide Crisis Home Assessment and Treatment (CHAT) team, which operates 24 hours a day, seven days a week, to provide intensive support in service users’ homes. This can sometimes be needed in order to support a person or a family or when there is an unexpected event or crisis in a person’s life. This is an important part of the service response as it is available 24/7 and accessed through a single route in.

On rare occasions when people need more than the community service, we provide more intensive support into the person's home environment. Sometimes a person will need to have inpatient care in specialist care homes or hospital, with the CHAT team providing support.

Service users with a learning disability, who are able to access mainstream mental health crisis and inpatient services, can use these services whilst receiving support from specialist liaison staff to facilitate the necessary adjustments and assistance.

This is particularly important when a person with a learning disability is admitted to any hospital. The specialist liaison staff are very important in supporting people with a learning disability who make have to go to either a general hospital for treatment or be admitted into a mental health bed.

On rare occasions there are some patients with a learning disability who also present an immediate risk to self or others, requiring detention under the Mental Health Act and admission to a specialist learning disability hospital. We have never had such highly specialist beds in Lincolnshire and so for these patients a specialist inpatient bed is sought outside of the county. Since 1 April 2016, when the new community model became fully operational, only three service users have needed to be admitted into a specialist learning disability hospital.

Before any admission to a mental health or learning disability hospital outside of Lincolnshire is agreed, a care and treatment review is held involving the person and their family. This aims to ensure the person's immediate safety, that appropriate care needs are in place, and that a plan is developed to manage the transition out of hospital and rehabilitation.

The care and treatment review is undertaken by a specialist team, including clinicians, and is an important way of making sure that people receive the right care for their needs.

Only a small number of people are placed out of Lincolnshire each year when it is needed under the Mental Health Act.

There may always be a small number of people who go out of Lincolnshire in the future – however we are working together to try to reduce this because some of the units are a distance away and this affects families who wish to visit.

Benefits and drawbacks of the current service

We believe the new community-based learning disabilities service has improved health services for the people that it serves, and has the following key benefits:

- A more holistic, integrated service that provides fair and equal access to mainstream physical and mental health services wherever possible.
- Provision of support and training for carers and care providers to ensure service users receive support 24/7 within their home environment whenever possible.
- Greater joint working opportunities with other local organisations so that knowledge and skills are shared, leading to more joined-up packages of care and a reduction in multiple assessments.
- Intensive crisis support and home treatment in the community to prevent unnecessary admissions to hospital and help prevent admission into specialist care homes.
- Protection of all of the investment that was made into the service from when the inpatient unit was open at Long Leys Court. We are still spending the same amount of money (approximately £5 million pounds) but in a different way (by investing that money in community services).

In Summary

Overall, we believe that the new, community based, learning disabilities service has been a major improvement, and this is supported by feedback from users and staff.

We have put this new community service in place whilst the inpatient unit was temporarily closed.

The current community service has significantly reduced or eliminated the delays that often occurred between different teams of professionals, and ensures that most patients are treated in their own home.

Access to, and quality of, community services is now much more equal across Lincolnshire.

The four team hubs are in Boston, Lincoln, Spalding and Grantham.

In addition the Crisis Home Assessment and Treatment (CHAT) team is in place, which operates 24 hours a day, seven days a week, to provide intensive support in service users' homes. This was not available before and gives people round the clock access when they most need it.

The CHAT team and the hub teams work together.

The investment in learning disability services is the same with the new community based service as it was with the old inpatient service – this is approximately £5 million pounds per year.

We believe we have added to what is available for people – rather than taking any services away. We know that thinking about closing a building is difficult and also closing beds. However we also believe we are using the money in a better way that is not wrapped up in bricks and mortar and is more about supporting people closer to home and at home in order to support them and their families to live well.

Where we are now

As part of the changes we made when the inpatient unit in Lincolnshire (Long Leys Court) was temporarily closed, we talked to a lot of people about what they wanted the future service to look like.

Some people told us that they liked having the inpatient service and some people told us that the service was difficult to get into – so views were mixed.

From the difficult decision to close the inpatient service at Long Leys Court in Lincoln in July 2015, we have worked to create a community based service with specialist teams providing care close to where people live. Our aim is to support people to live well and to provide specialist care reaching in to communities.

We have put in place community teams to do this – and protected the investment in the learning disability service for people in Lincolnshire.

We believe this is a better model of care and this fits with best practice nationally as set out in Transforming Care.

There has been a lot of learning, both nationally and locally about how best to provide care for people with a learning disability and we believe community services give a better service to people and their families.

We now need to consult with stakeholders on the future of the current community service and to ask for as many views as possible in this important debate.

Proposal to retain the current community service

We believe that the current community service has proved very successful and we believe that it should be retained in its current form.

We also believe that there is no longer a requirement for a dedicated inpatient unit in Lincolnshire.

Tell us what you think

We want as many people as possible to get involved and tell us what they think, your views are important to us.

You can find out more about learning disabilities services and this consultation at www.xxx.org.uk. Here you can also find out what events and activities are planned in your area for us to speak about this consultation and to hear views.

Please give your feedback using the online questionnaire at www.xxx.org.uk or by completing the questionnaire at the end of consultation document. Please cut out the questionnaire, complete and send it to: **To be confirmed**

If you would like to contact us direct you can call the **to be confirmed** Team on **To be confirmed** or email **To be confirmed**

This document and the questionnaire are available in easy read format. If you would like an easy read copy please contact: **to be confirmed**. Should you require a copy of this document in another language or format, please contact: **to be confirmed**.

We will take your feedback and put it all together and share it openly. We want the decision making around this important service to be as open and transparent as possible. We want as many people as possible to give us their views. Ultimately a decision will have to be made about the shape of the services that are available in Lincolnshire for people with a learning disability. This will be taken by the Clinical Commissioning Group Council – however we would like as much information and debate as possible to inform this decision.

Thank you.

Who we are

In Lincolnshire we have four Clinical Commissioning Groups (CCGs) that bring together local GPs and health professionals to commission (plan, buy and quality monitor) health services locally on behalf of our patients. CCGs aim to ensure health services – including community health, mental health and hospitals – deliver safe, effective care and treatment when you need them.

South West Lincolnshire CCG is the lead commissioner for planning, organising and buying mental health and learning disability services in Lincolnshire on behalf of all four CCGs in the county.



The four CCGs in Lincolnshire are:

NHS Lincolnshire East CCG -

consists of 30 GP member practices, who serve 240,000+ people living in Boston, East Lindsey, Skegness and Coast

NHS Lincolnshire West CCG -

consists of 37 GP member practices, who serve 230,000+ people living in Lincoln, Gainsborough and surrounding villages

NHS South Lincolnshire CCG -

consists of 15 GP member practices, who serve 134,531 people living in Welland and South Holland

NHS South West Lincolnshire

CCG - consists of 19 GP practices, who service 128,000 + people living in Grantham, Sleaford and surrounding villages.

South West Lincolnshire CCG commissions Lincolnshire Partnership NHS Foundation Trust (LPFT) as the principal provider of NHS mental health and learning disability services in Lincolnshire.

LPFT is committed to working in partnership with staff, patients and carers to continuously improve the quality of care it provides, delivering safe services with a focus on recovery and ensuring service users are at the heart of everything it does. The organisation recognises the importance of ensuring its services are fair and equitable to all and it celebrates the diversity of its service users, carers and staff.

The four CCGs and LPFT are committed to involving patients, the public, partners and key stakeholders in the development of future services, identifying priorities and understanding the health needs of their population.

Learnings Disabilities Consultation Questionnaire

Please read the consultation document or go online for information about our proposals. Please complete this questionnaire and return it **FREEPOST by 28 x date 2018**; or give your feedback online at www.xxx.org.uk

We believe people with learning disabilities (LD) and/or autistic spectrum disorder (ASD) living anywhere in Lincolnshire should have access to the best possible care whenever they need it.

We think that people should not need to stay in hospital unless it is absolutely necessary.

Our ambition is for people with a learning disability and/or autistic spectrum disorder to receive care and treatment in the community, and to only to go to hospital when absolutely necessary and for as short a stay as possible.

Q1. To what extent do you agree or disagree with our ambition for caring for people with a learning disability and/or autistic spectrum disorder?

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In June 2015 a decision was made to temporarily close the inpatient unit. The unit has remained closed and a new community based service has been developed, aligned to the national Transforming Care programme. The new service is delivered across Lincolnshire by five multi-disciplinary teams made up of professionals specifically trained to specialise in learning difficulties and ASD.

Q2A. Have you used or had any experience of the new community service?

Yes – as a service user with LD and/or ASD	<input type="checkbox"/>
Yes – as a family member/carer for somebody with LD and/or ASD	<input type="checkbox"/>
Yes – as a member of NHS staff/healthcare professional	<input type="checkbox"/>
Yes – in some other capacity (please specify)	<input type="checkbox"/>
No	<input type="checkbox"/>

Q2B. Based on any experience or awareness you have, how satisfied or dissatisfied are you with the new service?

Very satisfied <input type="checkbox"/>	Fairly satisfied <input type="checkbox"/>	Neither satisfied nor dissatisfied <input type="checkbox"/>	Fairly dissatisfied <input type="checkbox"/>	Very dissatisfied <input type="checkbox"/>	Don't know <input type="checkbox"/>
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Q2C. If you have any feedback about the new community service, please use the box below to tell us:

We believe that the current community service has proved very successful in:

- Ensuring that most patients are treated in their own home
- Reducing the delays that often occurred between different teams of professionals.
- Making the accessibility and quality of community services much more equal across Lincolnshire

On that basis, we believe the current community service should be retained into the future.

Q3. To what extent do you agree or disagree with our proposal to retain the existing community service in its current form?

Strongly agree <input type="checkbox"/>	Tend to agree <input type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Tend to disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>	Don't know <input type="checkbox"/>
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Q4. To what extent do you agree or disagree that learning disabilities services can be sufficiently delivered across Lincolnshire without the need for a specialist inpatient unit?

Strongly agree <input type="checkbox"/>	Tend to agree <input type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Tend to disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>	Don't know <input type="checkbox"/>
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Q5. Are there any comments that you would like to make about any aspect of the proposal, or are there any alternatives that you think should be considered?

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INFORMATION ABOUT YOU

What is your full postcode?

This will help us understand views in different areas

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If you are responding on behalf of an ORGANISATION, which organisation do you represent?

Please give us the name of the organisation and any specific group or department.

Please also tell us who the organisation represents, what area the organisation covers and how you gathered the views of members.

PLEASE ANSWER IN THE BOX BELOW

If you are providing your own PERSONAL RESPONSE, please answer the questions below...

The CCGs have a duty to promote equality and we want to make sure that we include all parts of the community in our consultation, but these questions are optional. We will take all consultation responses fully into account when making decisions, regardless of whether you provide your details.

PLEASE TICK ✓ ONLY ONE BOX FOR EACH QUESTION

What was your age on your last birthday?

- | | |
|--|-------------------------------------|
| <input type="checkbox"/> Under 16 | <input type="checkbox"/> 55 to 64 |
| <input type="checkbox"/> 16 to 24 | <input type="checkbox"/> 65 to 74 |
| <input type="checkbox"/> 25 to 34 | <input type="checkbox"/> 75 to 84 |
| <input type="checkbox"/> 35 to 44 | <input type="checkbox"/> 85 or over |
| <input type="checkbox"/> 45 to 54 | |
| <input type="checkbox"/> Prefer not to say | |

What is your gender?

- Male
 Female
 Prefer not to say

What is your ethnic group?

- White
 Mixed or multiple ethnic groups
 Asian or Asian British
 Black, African, Caribbean or Black British
 Any other ethnic group
 Prefer not to say

Do you consider yourself to have a learning disability and/or ASD?

- Yes
 No
 Prefer not to say

Do you consider yourself to have any other kind of disability or long term condition?

- Yes
 No
 Prefer not to say

Do you look after, or give any help or support to family members, friends, neighbours or others because of long-term physical or mental ill-health/disability or problems relating to old age?

- Yes
 No
 Prefer not to say

Are you employed by the NHS?

- Yes
 No
 Prefer not to say

THANK YOU FOR YOUR TIME

Please return the questionnaire by 28 February 2018 to XXXXXXXXXXXXXXXX to:

XXXXXXXXXXXXXXXXXXXXXXXXXXXX

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