

# Learning Disability Health Overview & Scrutiny Committee Challenge Session: Update and Action Plan

08 March 2022



# HOSC Challenge Session: Update and Action Plan - Timeline



10th March 2020

- A Health Scrutiny challenge session reviewed “*How health and social care is supporting adults with a learning disability to live independent lives in Tower Hamlets*”.
- Focused on three main areas of the Learning Disability Strategy
  - Health
  - Accommodation
  - Employment
- The challenge session report was compiled providing documentation of the sessions and included recommendations to be acted upon, however sign-off of the report was delayed due to the outbreak of the Covid-19 pandemic in the UK.
- Due to the impact of the pandemic, the committee were interested in revisiting the same three areas in February 2021



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### 08 February 2021

- An updated report that included an impact assessment of the pandemic for the learning disability population was discussed at the Health & Adults Scrutiny subcommittee meeting. The sub-committee considered several new recommendations.

### December 2021

- A report including an update and action plan based on all recommendations from both the March 2020 and Feb 2021 Health & Adults Scrutiny subcommittee meetings went to Cabinet.
- Recommendations within the report reflected priorities already identified within the Tower Hamlets Learning Disability Strategy 2017-2020.
- Work taking these forward has continued throughout the pandemic with progress made in these areas.



## Happy & Healthy in the Community

- **Efforts continue to identify individuals with a learning disability**
  - GP register size counts 1,543 individuals at present, an increase of over 345 individuals in approximately 24 months, with increases in both adults and children populations.
  - Annual Health Checks: 59% completed as of February 2022, set to meet the NHSE target of 67% by the end of March 2022.
- **Mental Capacity Assessment awareness remains a priority**
  - MCA is included in statutory and mandatory safeguarding training for both ELFT and LBTH staff to ensure people are supported to make decisions for themselves or remain at the centre of the decision-making process.
  - Barts Health NHS Trust recently completed an audit around MCA knowledge. Guidance from those findings will be distributed amongst health practitioners and staff.
- **Children and adult services continue to prioritise a well-planned transition for young people, starting from age 14.**
  - The approach going forward will align with the Children and Families Strategy and CAMHS Transformation Plan.



# Happy & Healthy in the Community – Updates to E-health passports



## Electronic Health Passports

- A new digital supplier named Better will replace CMC from April 2022, launching publicly in July 2022. Data of any patient with a CMC plan will be migrated to the new system. Existing care planning application, log-ins and in-context links will remain active and supported by the existing helpdesk team. To date, the total number of CLDS clients with a CMC is 60.
- The team is currently working with multiple vendors to achieve interoperability between the future Urgent Care Plan and Electronic Patient Records in use across London. This includes EMIS, TPP SystmOne, the London Shared Care Record (provided by Cerner HIE), Adastral and Cleric ePCR. The aim is for the majority of users to access the Urgent Care Plan with a single sign on via their EPRs or the London Shared Care Record.
- Learning from LeDeR working closely with the Community Learning Disability Service identified a gap in information available to those who do not have English as a first language, particularly around CMC plans. The CCG commissioned a leaflet/poster with information displayed around CMC which has been translated into Bengali, one of the most common languages used across Tower Hamlets.



## Work or Volunteer

- During the pandemic and subsequent lockdown, the service managed to ensure 61 individuals were furloughed, and that an additional 14 were **supported to sustain their employment**, instead of their contracts being terminated.
- In 2020-2021, employment services provided employment **support to a total of 121 individuals** (as of quarter 3), which has already exceeded the annual target despite not including the numbers for quarter 4.
- Employment **services have adapted** to the virtual world and started new programmes designed to upskill and improve employability, while at home.
  - They've acquired tablets and laptops and provided in-house IT support so that service users could continue accessing online sessions.
  - The services have maintained and expanded links with organisations and companies to secure employment opportunities in other industries.



## Safeguarding

- The Safeguarding Adults Board (SAB) have a firm spotlight on learning disabilities, the November SAB had a focus on Learning Disabilities and agenda items included learning from Cawston Park and host commissioner arrangements, local governance, LeDeR annual report, local services available for learning disabilities including primary care and learning from Tower Hamlets Safeguarding Adult Reviews.
- The next SAB Workshop taking place in March is an opportunity for SAB members to get together, discuss priorities for the year ahead and reflect on the achievements of the previous year.
- The SAB Sub-Group for Community Engagement are currently producing an animation video on safeguarding adults, part of this animation involves co-production of service users including people with learning disabilities to ensure that the animation is accessible to people with impairments and/or physical disabilities and using accessible terminology. This is due to be launched in Q4/Q1 with support of Communications strategy.



## Learning from Deaths Review (LeDeR)

- The first LeDeR Workshop was held in February with representatives from a variety of learning disabilities services across the Borough.
- The group were presented with a summary of three completed LeDeR reviews and the themes identified as learning so far which included:
  - Transition, particularly around Advocacy services and documenting the voice of the adult/child,
  - the use and documentation of best interests meetings;
  - Communication with families/carers,
  - persistency around support services if declining,
  - Positive relationships and how these are utilised,
  - How cases that require escalation are captured in clinical supervision and reasonable adjustments, particularly around obtaining weight measurements,
  - Use of hospital passports and uptake of CMC.
- The group were tasked to collectively think of ideas, innovations and actions around the learning themes identified from the reviews.





## Coproduction – Views from the learning disability population

- The **importance of coproduction** in service design, monitoring and improvement led to the development of the Empowering Voices and Quality Checker services.
- Despite the challenges of the pandemic, both services continued to meet regularly, attend trainings, and organise events virtually, and have recently begun meeting in person again.
- Quality Checkers are due to complete their first GP surgery check imminently. Their reports will provide **support for services to become more accessible** and offer adjustments and improvements to how services can become friendly and suitable environments for people with a learning disability.
- Ten service users joined the Empowering Voices team with six meeting regularly. Since the project began, they have worked with 5 organisations producing a video and an article for the newspaper on the experiences of service-users through lock down, a learning disabilities focused training (securing an EV member a theatre acting role), and consulted on a 400 page service-user experience report.

