

# Northumberland County Council

## Council



Market Position Statement for  
people with learning disabilities

## Working in partnership

The contribution of commissioners, providers, people with learning disabilities and their carers – and the joint work between health and social care – has received regional recognition. Quarterly provider forums discuss issues brought to the table by the council and service providers. This Market Position Statement will build on this dialogue with providers and businesses in the County, or others considering coming here so that

- we agree what good support looks like
- we make best use of natural supports and daily community opportunities
- we design and deliver services that match what people want
- the commissioners and providers of services have a shared understanding of the local market
- the council is clear about its priorities for commissioning and how it sees the future, and has shared this with providers.

The Regional framework for assessing learning disability services commended Northumberland for:

- ***the quality of services***
- ***the hard work, passion and commitment of commissioners, providers, people with learning disabilities and their carers***
- ***strong joint working between health and social care***
- ***leading the region on progress with annual health checks.***

## A sense of direction

We want people with learning disabilities and their carers to lead rich and interesting lives as residents of Northumberland, learning and developing new skills which will add to their independence and enable them to contribute to the local communities in which they live. We want them to access the varied and stimulating opportunities that exist within the County available to all residents in employment, leisure and learning. To support this to happen, we want access to a range of opportunities - including new and different services – which may come from

- Realising the potential that people with learning disabilities have
- Enabling families to support a family member in their choices
- Existing providers of care and support building upon their knowledge and connections
- Other local businesses understanding how their services can be fully accessible
- Providing opportunities for providers with records for best practice those who don't work in the County at the moment to join us
- New business start-ups bringing innovation and excellence.

The council wants to work with all these businesses and interested parties to influence them and support them to make this vision a reality. Money has never been tighter – and the pressure to get the best out all of the resources we have has never been more urgent.

It is a journey we would like you to make with us.

## Where do we want to go?

### *Our ambitions for service outcomes in Northumberland*

Our quality standards describe what a good service looks like for individuals and the people supporting them. They offer a framework which providers can use to show their strengths and describe their unique contribution. The eight standards also set out the minimum needed to make things work well:

**Standard 1:** Getting my support right: I get the best support possible, which helps me take control and fulfil my personal goals and dreams; I am listened to with respect and involved in my care and treatment.

**Standard 2:** Having the right people to work with me: I have a good and positive experience of people involved in my treatment and support.

**Standard 3:** Helping me to feel safe and take responsibility: I feel safe and an equal citizen with the same rights and responsibilities as other people and get the right support to enable me to take part in my community, as much as possible.

**Standard 4:** Helping me to keep healthy and feel good: I choose how to be healthy; I have the information and advice I need to feel empowered and make the right choices for me.

**Standard 5:** Helping me to make choices: I get help to make my own decisions about how I live my life and how I am supported. If that is not possible, decisions are made with the help of my carers and/or an advocate.

**Standard 6:** Involving and caring about relatives and friends who support me: The role of any family member or friend providing unpaid care and support of me is promoted, valued and recognised.

**Standard 7:** Information about me and my support: I receive and understand information about my care and support. I know that it is kept confidential, and used to get my support right and to do the best for me.

**Standard 8:** Managing and paying for my support: I choose how I am supported, and all the things are in place that can help me manage my support, in a way that suits me; I am charged a reasonable cost and only for services that I need.

## How are we going to get there?

### *The Northumberland Journey*

#### *In the next year we will...*

- Have individual discussions with all the major care and support providers in the county about the vision for the future set out in this document and met with any other provider who requests an interview
- Hold an open forum to which local businesses will be invited in order to confirm the messages we have received from these discussions
- Continue our joint work with the Clinical Commissioning Group to respond to the needs to transform local infrastructures to support families and social care providers in response to the Winterbourne concordat
- Improve the current transition arrangements to support smooth moves to adulthood.

## The Care Act....

...sets out the vision for a reformed care and support system:

- “The Government supports the diverse range of care providers that currently offer care and support, including user and carer led organisations, small and micro enterprises and social enterprises.
- “A local authority must promote the efficient and effective operation of a market in services for meeting care and support needs with a view to ensuring that any person in its area wishing to access services in the market has a variety of providers to choose from who...provide a variety of services.”

## Northumberland's Commissioning Plan for Learning Disability Services 2012-15

This plan sets out our shared intentions for the learning disability services which we commission to:

- promote independence and the use of ordinary, everyday services
- increase personalisation, individual choice and service users' control
- improve service quality.

It is available at

<http://tinyurl.com/qg7c7cu>.

## Our Market Position Statement

The Market Position Statement for Northumberland

- gives information and analysis which describes what people and services look like now
- flags the changes to the sort of care and support we think that people will want to increase independence, choice and control
- sets out how we plan to purchase services, to work with the market and how we will discourage poor practice
- helps businesses understand the future environment for their work and decide how to grow in future.

It will be useful for everyone involved with learning disability services: people using the services, their carers and those providing them; people who receive public funding and people who fund services themselves.

### ***Existing providers already delivering services in***

***Northumberland*** can use it to help plan any changes which might be necessary and shape their services in future.

### ***Other local businesses, including voluntary and community***

***organisations*** can learn about future opportunities and what would enable them to build on their knowledge of local needs to develop new activities and services.

### ***Social care providers and organisations not currently active***

***in Northumberland*** can find opportunities to use the strengths and skills they have gained elsewhere to benefit local people and develop their business.

### ***People interested in local business development and social***

***enterprise*** can read about new opportunities in the market and tell us what would help them to come into social care markets and offer innovative services.

### ***People (and carers) who purchase services either from their***

***own resources or using a personal budget/Direct Payment*** will get an overview of what is available and the different models of provision.

## Key National Priorities

- *Putting into practice the lessons learned from Winterbourne View*
- *Responding to changes in the regulation of social care services*
- *Implementing the Care Act*
- *Ensuring that the lessons for quality from health services are extended to cover standards and practice in social care.*

## Key Regional Priorities

- *Giving people the opportunity to move back from out of county placements*
- *Getting and keeping people out of hospital / secure settings*
- *Support planning for people with learning disabilities who live with elderly carers*
- *Preparing for the increase of young people with autism or complex needs*
- *Supporting people with learning disabilities to live productive lives in ordinary settings.*

## What is happening nationally?

Adult social care is changing radically. Important messages about how this transformation affects learning disability services include:

- People with learning disabilities are being given more control and choice over the support they need.
- Funding for learning disability services will be affected by implementation of the reforms introduced by the Care Act in 2015 and 2016.
- Following the inquiry into services at Winterbourne View, the Winterbourne View Concordat expects robust joint improvement plans to address the issues identified.
- People with learning disabilities now have the opportunity to have a personal budget. They can use this to design their own personalised package of care and support that meets their individual needs. They will be able to choose services from a range of providers. This could include a mix of traditional and mainstream services.
- Some people will also be funding their own care needs in the future.
- The aim is to give people with learning disabilities the same opportunities and responsibilities, aspirations and life chances as other people. It is about making sure people with learning disabilities are involved in and are in control of, decisions made about their lives; it is about greater access to housing, health, education, employment, leisure and transport opportunities; it is about enabling greater participation in family and community life.
- There is a key shift from caring to enabling and developing independence.
- The national market around autism is in development. In Northumberland we are producing a strategy to make the most of this locally.



## What do people with Learning Disabilities and their carers tell us about services?

Findings from previous surveys show a high level of satisfaction with services - with 98% of respondents stating that they were satisfied with the service received.

In particular respondents indicated that:

- they find staff welcoming and friendly
- they are treated with dignity and respect
- their services are well co-ordinated
- they are treated fairly
- services focus around their needs
- they get the information they need in a way that is right for them
- they have been involved as much as they would have liked
- their privacy and confidentiality is maintained
- services are convenient
- staff have the right skills to help them.

In addition, most carer respondents indicated that they felt that their individual needs as a carer were taken into account.

There is a local network of forums of people with learning disabilities and their carers. These act as reference groups for the Learning Disability Partnership Board and elected representatives have identified roles in leading the Board.

Participants have previously stated the main positives from their involvement were:

- Getting information about relevant issues, being able to influence our responses and being kept up to date with developments
- Meeting up with other people with similar problems and issues and making wider connections
- Inclusive and friendly approach
- Being listened to and feeling valued
- Being able to get problems addressed.

Since 2008 we have consulted annually about the experiences of people with learning disabilities and their carers in primary and secondary healthcare. Overall satisfaction levels have contributed to an improvement in our ratings over the last 3 years and highlighted target areas for further focus.

### Key messages from people with learning disabilities

Adults with Learning Disabilities, like most people, want to lead a purposeful life. They would like more control over the important and day-to-day decisions in their lives. They would like to participate in, and make a positive contribution to, a range of activities — work, leisure and learning.

They want support

- to do more social activities and develop friendships, such as visiting family, going to watch football matches and joining clubs.
- to do more sports or physical activities, such as swimming, dancing and horse riding
- to work.

Young people's priorities are meeting people, going to clubs or taking part in sports.

People with Learning Disabilities say they find it difficult to:

- meet new people
- find information about social activities
- attend clubs aimed at the general public
- access further education.

## Demanding Times

### People with Learning Disabilities in Northumberland

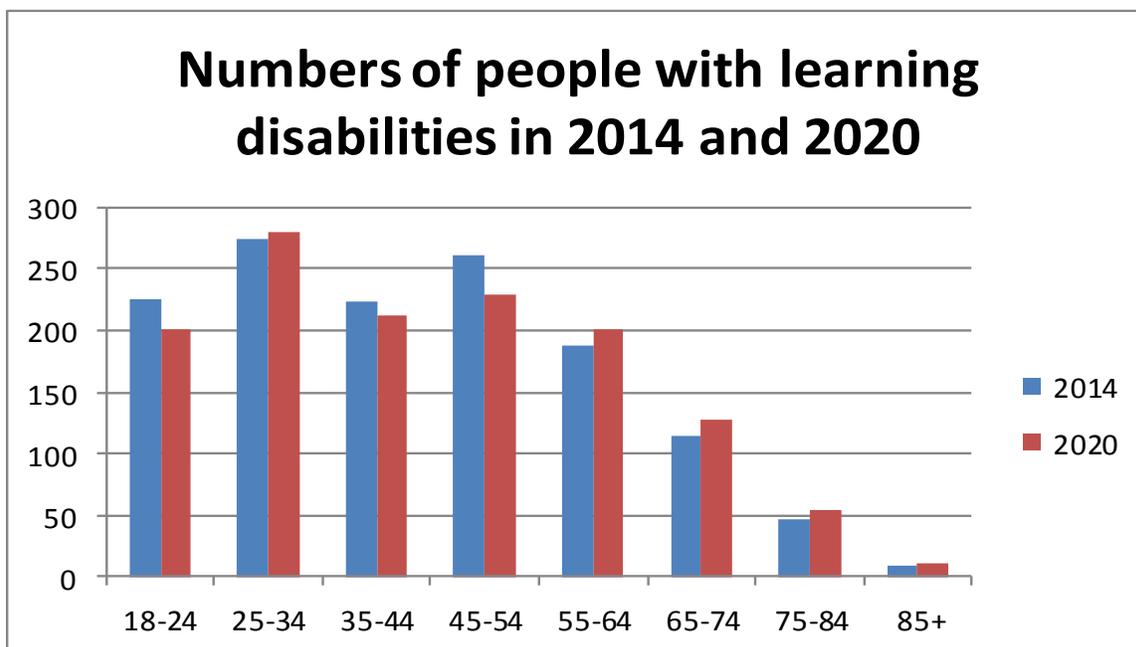
Age range	March 2014	2020 projected	% change
18-24	225	200	-10.9
25-34	275	281	2.0
35-44	224	212	-5.5
45-54	261	229	-12.2
55-64	187	201	7.7
65-74	115	127	10.5
75-84	47	55	16.1
85+	9	11	27.4
<b>Total aged 18+</b>	<b>1343</b>	<b>1364</b>	<b>1.6</b>

The table (and chart below) shows a predicted 1.6% increase in the total number of people with Learning Disabilities aged 18 and over in Northumberland by 2020. The biggest percentage increase will be in the age range 85 and over. This means that all services will need to increase their capacity to meet the needs of older people with learning disabilities who are likely to have increasing health problems.

### People with Moderate to Severe Learning disabilities in Northumberland

Age range	March 2014	2020 projected	% change
18-24	123	110	-10.9
25-34	180	184	2
35-44	125	118	-5.5
45-54	168	148	-12.2
55-64	112	121	7.7
65-74	74	82	10.5
75-84	30	35	16.1
85+	7	9	27.4
<b>Total aged 18+</b>	<b>819</b>	<b>832</b>	<b>1.6</b>

The table shows a predicted 1.6% increase in the number of people aged 18 and over who will have a moderate to severe learning disability by 2020. Those with a moderate to severe learning disability are likely to meet the threshold for social care support criteria and hence be eligible for support. The largest increases are predicted to be in the 75-84 and the 85+ age ranges.



## The key challenges and opportunities providers describe to us:

Introducing personal budgets makes economies of scale more difficult to achieve, increases the cost of back office functions, and reduces security due to limited block contracts. We need to market our services to individuals rather than just to commissioners which requires a different set of skills.

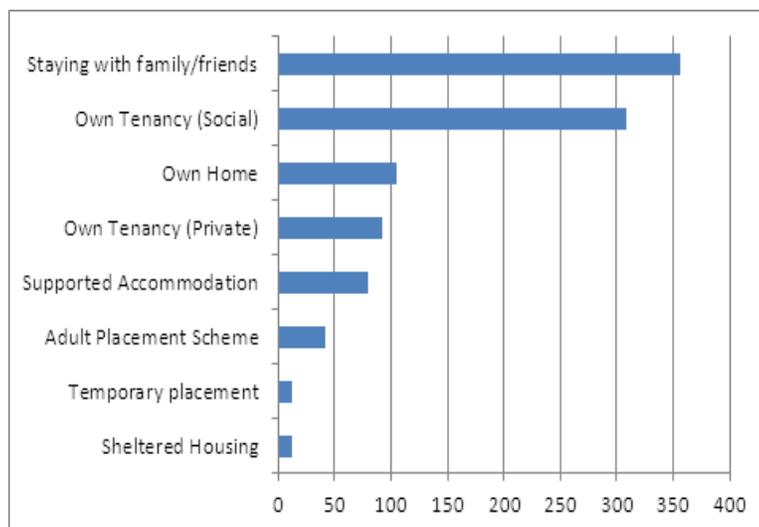
The shift in expectation from caring for people to enabling and developing independence means that staff need to have a different attitude and behave in different ways to improve outcomes for people which has workforce recruitment and training implications.

The pressure to reduce segregation and involve people in the community means a reduction in traditional day services and residential homes. There is a need to facilitate an increase in alternative housing, access to mainstream leisure, education and employment services but it can be difficult to know how to, or where, to start.

Not always enough detailed understanding of other agencies, how they work and potential opportunities for networking and collaboration.

## Where people with learning disabilities live in Northumberland

Of the people with learning disabilities known to social care at the start of 2013, the vast majority (80%) lived in the community and 20% lived in residential institutions. The accommodation used by those living in the community is illustrated in the chart below.



### Living in the community

In Northumberland most people with learning disabilities live in the community in their own home. There are over 700 people known to the Council who live in their own homes or with families.

Around 100 of these people either own their own home or have a home as part of a shared ownership scheme. Some 350 live with family or friends. Around 300 rent from a social landlord, around 90 rent from a private landlord.

70 live in supported accommodation. 40 people live in the Shared Lives Scheme which provides care and support in a family home setting.

## Case study: a more independent life in the community

Since 2008, Stacey has used a service in the north of the county which supports the social and economic inclusion of people with learning disabilities, enabling them to play a part; to gain in confidence; and to get the most out of life in their community.

The service enables young adults to move safely and with confidence towards a more independent daily life. It includes personal health and safety; community services; living in a place of your own; and money matters. As part of a local group at the project, Stacey found out about the community's resources, services and facilities and developed a local network of contacts.

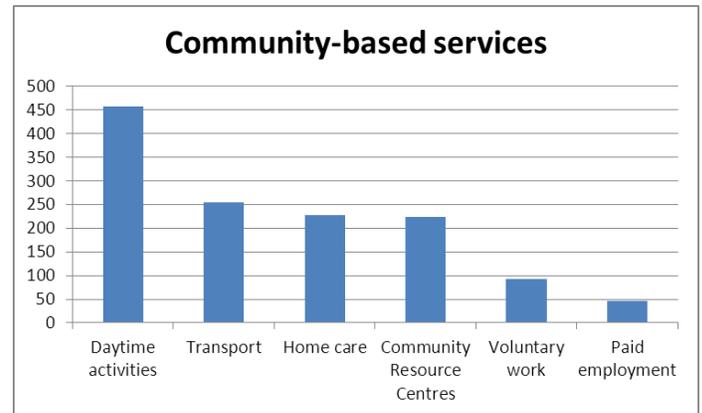
Access to personalised training and support enabled Stacey to gain in confidence and be able to play an integral part of a small team. Through leadership training she now chairs a local Learning Disability forum and is vice-chair for a regional forum as well as reporting back to, and gathering opinions and feedback from her peers. Stacey now has long term goals and is an aspirational learner – she uses her confidence and potential to realise ambitious and responsible tasks within the service as a group representative and as an advocate for the service. Stacey says:

*"I hated myself because I went off the rails at college. I did things that I was not proud of, and my parents were heartbroken.*

*"I met wonderful people here who were very supportive, I knew some members from school. They all helped me to grow in confidence and to feel comfortable. They encouraged me to be as independent as possible, for example, I learnt to do ironing, washing, cleaning and cooking.*

*"I learnt how to get on with others in a positive way. My support workers helped to increase my confidence by giving me responsibility and tasks to help me develop my personal skills. I am now a rep for Berwick, Chairperson for Berwick Voices and Vice-chair for the Northumberland Echo meetings. I am also on Level 1 for a City and Guilds course called 'Employability and Personal Development.'*

*"I am such a happy person to have this service in my life. It will give me a future career."*



Community-based services (available to people living in residential care as well as those in the community) are shown in the chart above:

- Over 450 people take advantage of services providing **daytime activities**
- Around 250 people use services related to **transport**
- 220 people receive **home care** in their own homes, from a range of providers.
- Around 45 people are in **paid employment**, whilst around twice as many are engaged in **voluntary work**
- Over 220 people use the services at the council's five **Community Resource Centres**.

## Residential services

Nearly 200 people live in residential care, less than one in twenty of these people also require nursing care.

## Short Break Care

Provides time away from home for the carer and time away from home for the person you care for. This includes services for people with complex learning and physical disabilities. Just over 100 people use this service.

## The top supply issues

- There is a need for a range of responses to **older people** with learning disabilities, many of whom experience significant health issues including dementia.
- There is a need to develop person centred services that have the skills to support people who have **complex needs**, in a sustainable way.
- There is an **oversupply of registered residential care homes** with fewer people needing that model of provision.
- People with Learning Disabilities experience a lack of social inclusion and **opportunities for a social life** outside of services.
- Skilled services operating within the County are needed to offer personalised support to people with **Autism**.
- There is a need for services to adapt to offer **support to people with very challenging reputations** or people who have been involved with the criminal justice system.
- People with learning disabilities have limited access to **employment**.
- There is a need for organisations to **work more collaboratively** if people with Learning Disabilities are going to be supported to achieve the outcomes they desire.
- There is a need to improve **progression pathways** through highly staffed services, and to proactively plan for people's support needs reducing as they enable their move towards greater independence.
- The best providers are able to **adapt the support** they offer as people's needs change, to accompany them on a journey, changing plans to keep pace as people develop new skills and their independence grows.
- There is a need to increase the use of **assistive technology** to support people with learning disabilities to live safely in ordinary settings.

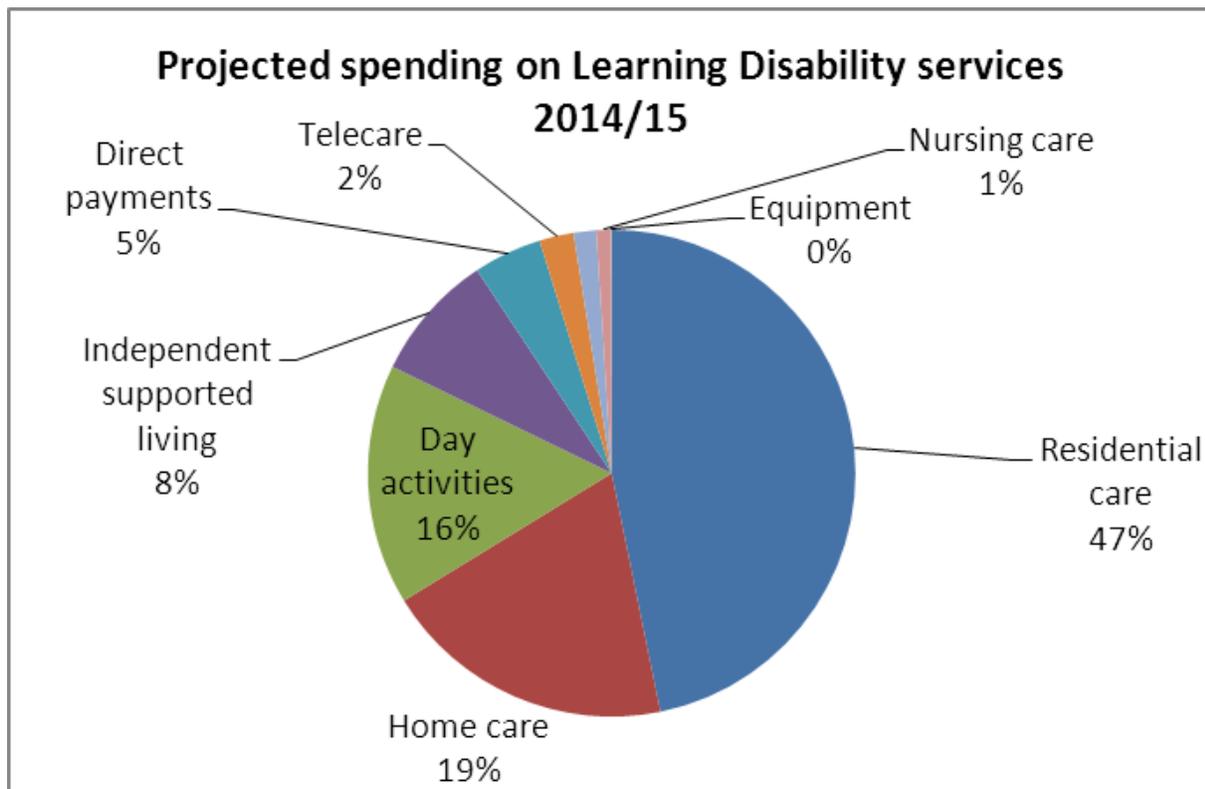
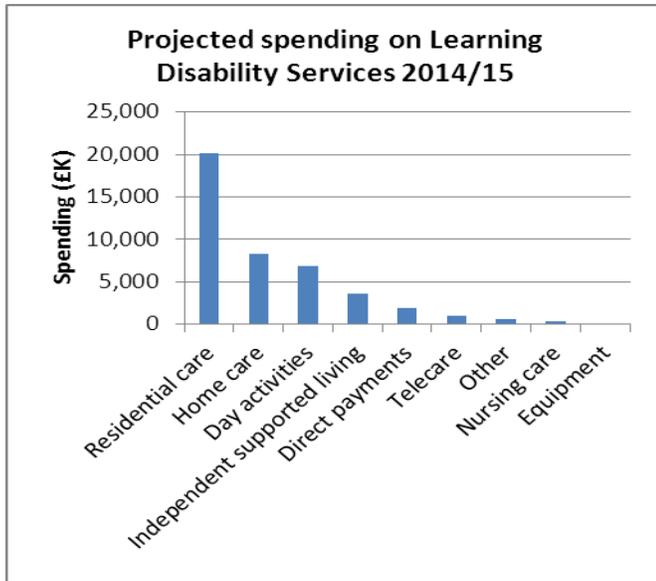
# The future level of resourcing

The diagrams below show our expected spending on learning disability services this year. Just over half our spending is planned for investment in supporting people in the community. Of this total, home care (£8.4m) and daytime activities (£6.9m) are the most significant services.

The charts show the continuing importance of spending on residential care, but allow comparison with

spending on less institutionalised options in the community. Independent supported living (£3.6m) – including housing related support – is the next most important area of spending while the importance of Direct Payments continues to increase and is expected to account for nearly £2m.

For 2014/15, as in many other parts of the country, the authority is expecting further pressure on the social care budget, and we will continue to be expected to identify further efficiencies. *There is not anticipated to be any growth in the money available for services to people with a learning disability.*



## Services for self-funders – a key role for the market

We know there is a need for services for people who choose to arrange their own support or who do not meet our eligibility criteria for support. We are looking for imaginative collaboration between providers, service users and other stakeholders to provide for self-funders, for example:

- Access to social and leisure opportunities alongside other citizens
- Personal skills training such as
  - transport training
  - personal hygiene,
  - cooking
  - budgeting
- Access to employment and voluntary work
- Support to obtain and maintain accommodation within social housing and the private sector
- Support to carers and family members.

## How will the Council help the market and support work on our priorities?

In Northumberland the market for traditional services such as residential care, domiciliary care (including supported living services) and day care is strong, of high quality and offers value for money.

However, these services are mostly based on traditional models of delivery, relying on the Council to commission these services directly on behalf of customers. The supply of residential care currently outstrips demand and if not managed, this would be expected to continue.

We want to build on current changes to the way services are commissioned and delivered to make sure that the customer is effectively and fully in control of their lives and the services they wish to use. Services must flex and adjust constantly to people's moves towards greater independence.

To support these transformational changes we wish to encourage innovation and the development of best practice in service delivery, in particular with local third sector organisations and SMEs (small and medium sized enterprises).

We want to promote opportunities for people with learning disabilities, families, care managers and health and social care providers to come together to understand mutual needs for growth and development, recognising that services should be designed and delivered jointly by users and providers working in collaboration.

We are keen to offer, in conjunction with appropriate partners, infrastructure support to third sector organisations and SMEs enabling them to grow sustainable enterprises, e.g. developing a business model to support trading activity within the current regulatory framework; or working with individuals to develop micro-enterprises from an initial idea.

We are also interested in improving information about providers, to help suppliers to advertise the services they offer, and customers to access information on different types of services.

## Service development priorities

We look for providers with flair and imagination to help us turn our priorities into real change. We want to work in partnership with organisations to provide services for people with personal budgets as well as people funding their own care needs. The key opportunities to make a difference are highlighted below:

- Older people with complex needs
- Services for people with forensic histories
- Support to people with autism in their own homes or with families
- Shared models of support for people with challenging reputations
- Individual service design to promote independence and reduce reliance on paid support through promoting skill development and use of regular facilities.

**Above all, we need flexible providers who will re-design what they offer to match people's individual needs, particularly where these are challenging or changing. This means shaping the appointment, expertise and training of staff to fit known support needs.**

## Want to find out more? - Key contact details for further discussion....

For further discussion you and your organisation can book a personal appointment to discuss how we can work with you.

Arrange an appointment through the Social Care contracts team by email on

[contracts@northumberland.gov.uk](mailto:contracts@northumberland.gov.uk)

or telephone 01670 622437.