

National inspection of care and support for people with learning disabilities

Bridgend County Borough Council

Easy Read

June 2016



This report is also available in Welsh. If you would like a copy in an alternative language or format, please contact us.

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This Easy Read is very long.



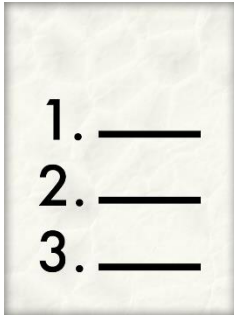
This is because it is important that people with learning disabilities get the full information about the inspection of their services.



If you just want to know about good things, look for the green boxes.



If you just want to know what needs to change, look for the pink boxes.



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Bridgend Council

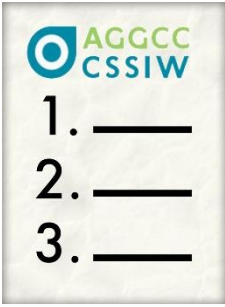
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Abertawe Bro Morgannwg

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University Health Board



Introduction



We are looking at services for adults with learning disabilities.



We are checking if local councils are helping people with learning disabilities to have the life they want.



We are checking if care and support services are:



- working well
-



- good quality



- safe



We asked questions about all 22 local councils.



We visited 6 local councils.



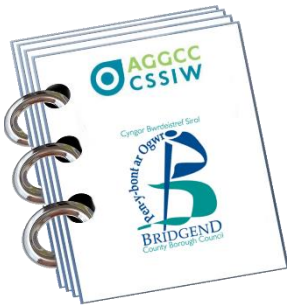
We have written:



- an all-Wales report



- a report for each of the 6 local councils



This is the report about Bridgend



We worked closely with:



- All Wales People First and the All Wales Forum of Parents and Carers. They helped us listen to people with learning disabilities and their family carers.



- Healthcare Inspectorate Wales. They helped us check how Social Services and health are working together.



This report says:



- what we found out.



- what we think Bridgend Council and the Health Board need to do.



How we did the work



We wanted to find the answers to 3 questions:



Cyngor Bwrdeistref Sirol



1. Do Bridgend Council and the Health Board understand what people with learning disabilities and their family carers need?

2. How good are Bridgend Council and the Health Board at:

- giving information, advice and helping people to use services



- checking if someone needs support from the Council



- care planning



3. Do Bridgend Council and the Health Board have a clear vision, and do other people agree with that vision?



This is what we did to find the answers.



CSSIW looked at Bridgend Council.



- Bridgend Council filled in questionnaires for us.



- We looked at inspection reports about services in Bridgend.



- All Wales People First and the All Wales Forum of Parents and Carers talked to their members and other people in Bridgend. They told us what people said.



- We spent 2 weeks in Bridgend.



- We looked at 20 people's files.



- We found out more about 8 of those people.



- We talked to staff, councillors, service providers and voluntary organisations.



- We visited the Resource Centre, work projects, emergency accommodation and day services.



- We went to a talk by Bridgend Council and the Health Board about how they work together.

Healthcare Inspectorate Wales looked at the Health Board.



- We found out about 4 people who get support paid for by health and social care, or just by health.



- We looked at their files. We talked to professionals. We met the people and their families.



- We talked to health staff and managers, including the person in charge of checking what happens when people might not be safe.



- We held a meeting with the community learning disability health team.



- The Health Board and Bridgend Council gave us a presentation about how they work together.



Thank you



A lot of people gave their time, help and ideas. We want to say thank you to:



- people with learning disabilities



- parents and carers



- staff and managers



- service providers



- voluntary organisations and other partners



Bridgend Council

About Bridgend Council



About 141,000 people live in Bridgend.



We think there are about 2,650 adults with learning disabilities in Bridgend.



Bridgend Social Services knows about 522 adults with learning disabilities.

Of the 522 people:



- 455 people have a care manager



- 67 people only get an annual review



- 47 people are waiting to get a care manager



- 47 people are aged 65 or older



Bridgend Council is part of the Western Bay Collaborative. The members of the Collaborative are:



- Bridgend, Neath Port Talbot and Swansea Councils
- Abertawe Bro Morgannwg Health Board



- health and social care service providers



- voluntary organisations

The Collaborative wants people who need health and social care to have better lives. The members are helping people to have better lives by thinking together, planning together and making changes together.





Good things about what Bridgend Council does



Here are some good things about Bridgend Council:



- People with learning disabilities and their family carers are happy with their care and support.



- People with learning disabilities are part of their community.



- Staff have good attitudes about people with learning disabilities.



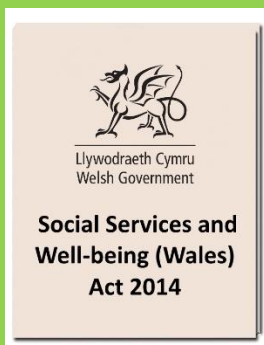
- Some people have excellent care plans.



- Health staff and social care staff are good at working together.



- Bridgend has good plans for the future.



- The 'change agent' team is helping staff to get ready for the Social Services and Well-being (Wales) Act.



- Staff are confident they know what to do if someone might be unsafe.



- Staff and managers protect the rights of people with learning disabilities.



- The Council says *“improvements are made first, and the savings follow”*.



- We think Bridgend Council can do what it says in its plans.



Vision and change



The Council worked with *Alder Advice* to think about the future. They thought about:



- what people with learning disabilities need now, and what they might need in the future



- better ways to work with the community



- better ways to run services



- how to make sure everyone with learning disabilities can be supported to learn new skills, be more confident and depend less on the Council. They call this 'the Progression Model'.



Alder Advice will help the Council to make these changes.



The Council is good at making sure staff know its vision for learning disability services and for the lives of people with learning disabilities. For example, they have 'Changing the Culture' meetings for team managers.



The changes are to make life better for people. The changes also mean services cost the Council less money.



The Council has a plan for 2014 to 2016 about choosing, buying and checking social care services for people with learning disabilities. The Council needs to check if the plan is working.



The Council is making good changes. But it means staff have less time to do important jobs like:



- supervision



- reviewing care plans



- applications to limit someone's freedom



- applications to Court when someone cannot make their own decisions about their care and support



- checking the quality of people's files



The Council must make sure people with learning disabilities are getting good support now.



Bridgend Council plans to get smaller. It will do less itself. It will ask other organisations to do more. The Council will use more short term contracts for staff. They will check if they need to replace a member of staff who leaves.



Where people live and what people do in the daytime



In the past, most people with learning disabilities had a care manager and depended on Social Services.



Now, the Council has decided that about 40 people do not need a care manager, and do not need learning disability services. They can use services that are for anyone. The Council must check how this big change affects people's lives.



The changes mean there are new ways that people get support for:



- where they live



- things to do in the daytime



The changes help people learn new skills, be more confident and depend less on the Council. Making the changes has also saved money.



The Council has checked people's plans to make sure they get the right amount of support where they live. Some people were getting too much support. It is hard to be more independent if you are given too much support.

The Council has done some work to find out:



- who might need to leave their home in the future



- who might need extra support in an emergency



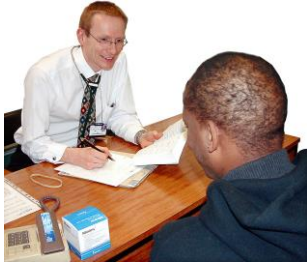
This means the Council can think ahead. Thinking ahead is good for people with learning disabilities. It also saves the Council money.



Many people need support to do things in the daytime. In the past, people went to day centres.



Now, people can choose to do things in their community or use a learning disability day service.



The Council has Community Coordinators. They have drop-ins at GP surgeries.



They help people with learning disabilities to use services that are for anyone. They have a big job to do. The Council may need to make this service bigger.



The Council had a plan to start community groups for people with learning disabilities, which other people could join too.



But other people have not joined. The Community Coordinators need to work with voluntary organisations to get people with and without learning disabilities doing things together in the community.



The Western Bay Collaborative looked at ways to start social enterprises.

awen



These are businesses that are good for the community. Bridgend Council has asked Awen Cultural Trust to turn Wood'B and B'Leaf into social enterprises. In time, this will save the Council money.



In the past, people who lived in supported housing could not share support with people who lived in a different supported housing scheme.



Now supported housing schemes work together so people can share support to do things in the daytime.



The Social Services and Well-being (Wales) Act

The Council has a 'change agent' team to help the Council get ready for the new Act.



The 'change agent' team:



- looked at people's plans to make sure they get the right amount of care and support



- made sure all the Council staff know about the new Act



- is helping staff to ask people with learning disabilities 'what matters to you?', not 'what services do you need?'



The Council is already making it easy to get information, advice and help to use services that are for anyone.



Working together



The Council works well with service providers, including advocacy services. This means people with learning disabilities get better support.



Service providers have told the Council it is hard to get staff. They asked if the Council is doing anything to make sure there are more social care workers in Bridgend.



The Council works well with people who use their services. They listen to people with learning disabilities.



The Council needs to do more work with voluntary organisations. Voluntary organisations can help the Council find new ways to support people.



The Director of Social Services wants to work with others to make sure people in Bridgend have better lives.



Health and social care staff work well together in the community learning disability team. But they do not have an easy way to plan together or share people's case files.



The learning disability team are good at working with staff in people's homes, day services and specialist health services.



They are good at planning ahead together to make sure people get good support.



The Council wants to work with the Health Board.



This is hard because the Health Board has been changing the way it is organised.



They do not have a way of working together or planning together. They do not have a way of check together if a person with a learning disability has the right support.



The Council and the Health Board need to start working together. They need to write a plan which says:

1. _____
2. _____
3. _____

- what changes they will make



- when they will make the changes



- how the Health Board and Bridgend Council will work together on learning disability services



- how they will support young people as they become adults



- how they will check what difference the changes are making to people's lives



The Western Bay Collaborative thought of a good way to plan for when a young person is becoming an adult.



Bridgend will have a social care, health and education team. Bridgend Council will start doing this in July 2016.



The children's disability team is in the same building as the adult learning disability team.



This makes it easier for them to work together when young people are becoming adults.



Social Services needs to work together with further education colleges to make sure people with learning disabilities can go to college.



The Western Bay Collaborative is finding out about people who had to move away from Bridgend to get the support they need.



They are also finding out about people still living in Bridgend who need a service that Bridgend does not have.



The Director of Social Services makes sure she puts Bridgend people first when she is working with the Western Bay Collaborative.



Having a voice



The Council wants to listen to people with learning disabilities and their family carers.



Staff support people to speak up for themselves.



People have a say in their own care and support.



The Council has a contract with Bridgend People First.

Bridgend People First:



- runs 'Having Your Say' events



- supports people to speak up about their own lives



- encourages people to get involved in planning services



- supports young people as they become adults



The Council has asked Tros Gynnal Plant to support disabled young people as they become adults.



There is a Parents Forum. Most of the parents who go have adult sons or daughters. Parents of young people and younger adults might want their own forum.



The Parents Forum and Bridgend People First speak up about changes to services.



The Council:



- talked to people with learning disabilities about changes to day services



- did not work with people with learning disabilities as equal partners



- involved people with learning disabilities in choosing new staff



x6

The Council needs to make sure people are not sent too many questionnaires.



People can get support from Bridgend People First to make complaints. The Council does not have an Easy Read complaints leaflet.



Councillors speak up for people who live in their community. Councillors spoke up 71 times last year.



People's plans



Staff have done some excellent work.



People's files show that staff listen carefully to people with learning disabilities and their families.



Some people's plans are written in hard language. They need to be written in plain language.



Care managers are working out how to do an Easy Read care plan.

Some plans do not say enough about how the person will be supported to learn new skills, be more confident and depend less on the Council.



Their plans say how they will be supported to stay the same.



Some people with learning disabilities told us they wanted to depend less on the Council.



Many people need to learn how to travel by themselves on buses. Some people want paid work. The Council needs to listen to them and do something about this.



The Council is good at thinking about risks and how people can be supported to be more independent **and** stay safe.



Quality checking



The Council does not check if people's files are good.



We looked at some people's files. We found that important information was missing.



The Council needs a way to check that applying to have someone's freedom limited is done well.



The Council needs to check if people's lives are better because of the changes to services.

It is important to do this for people who do not have a care manager anymore, and have stopped using learning disability services.



The Council checks if service providers give good value for money.



Staff



Staff understand their job is to make sure people with learning disabilities have better lives.



Staff have an annual check to see how they are getting on with their job.



The Council gives a lot of staff short term contracts. A lot of staff have been changing jobs.



This makes it hard for people with learning disabilities to get to know their care manager. 47 people are waiting for a care manager.



At the moment, community nurses do a good job making sure people with learning disabilities can talk to someone they know.



Staff do not get enough supervision.



Councillors



Councillors know about the changes.



Some Councillors are not happy that the Western Bay Collaborative makes decisions about changes.



Councillors think it is important to visit learning disabilities services.



Councillors think it would be good to have a 'learning disability champion'



Communication



Very few people in Bridgend speak Welsh. So almost no-one wants a service in Welsh.



The Council knows about the Welsh Language Act. The Council offers Welsh classes to staff, but not many staff choose to go.

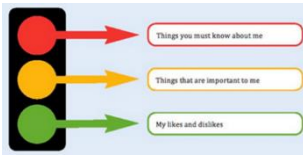


Communicate

More people want services in British Sign Language, Makaton or Braille. The Council has interpreters and trained staff.



People's files show that staff use communication passports and picture exchange systems.



Staff need to use the traffic light information system when someone needs to go into hospital.



When the Council buys services, it makes sure the service provider thinks about how people communicate.



Information



People with learning disabilities and their family carers can use the Council's 'single point of access' to get information.



But most of them choose to get information from the learning disability team. They are happy with the information and advice they get.



Some people with learning disabilities do not know how to get information from the Council.

They get information from Bridgend People First or their paid support workers.



Sometimes information is muddled. For example, people asked a question about day services and got different answers from different members of staff.



Sometimes people think the information is hard to understand.



Family carers



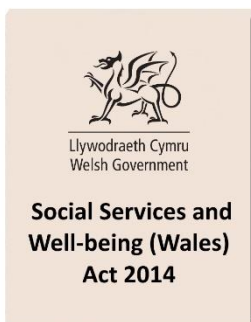
Family carers have a say about the care and support of the person they care for.



Family carers are offered an assessment to see what support they need for themselves. Most family carers choose not to have an assessment.



Some family carers go to the Bridgend Carers Centre for information and support. The learning disability team needs to find a link person to work with the Bridgend Carers Centre.



The Council plans to tell family carers about the new Act.

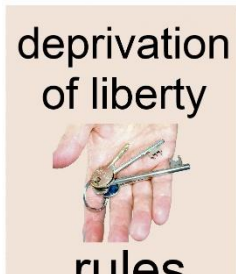


Keeping people safe

The Safeguarding Team deals with:



- protecting adults who might be unsafe



- limiting someone's freedom to keep them safe



- checking the quality of services



- looking for anything that is going wrong in more than one service



- doing something when there are worries about a care home



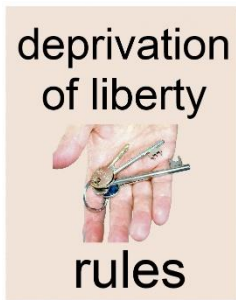
Service providers know what to do if they think someone may be unsafe.



People's files show that staff are good at thinking about risks.



Most people's files show they are being kept safe. But we were concerned about two people. We told the Council. The Council sorted it out. But it took 4 weeks.



385 people are waiting to be told if their freedom needs to be limited to keep them safe. We do not know how many of these people have learning disabilities.



If someone cannot make their own decision about care and support, the Council needs to go to Court.



The Council cannot make decisions for the person until they have been to Court.



174 people in supported living are waiting for the Council to go to Court. The Council needs to decide what to do about this. We do not think the Council has a plan that will work.



Money



Finance staff look after the money well. They know that the first task is to make sure people get the right support, and then to look after the money.



Team managers need more training before they are asked to look after the team budget.



Bridgend Council has saved money by changing the way it supports people. The 'change agent' team has been checking if people have the right amount of care.



The Council has looked at how services are organised. They have saved money by changing the way they organise services.

The Council will need to save more money next year.



What Bridgend Council needs to do



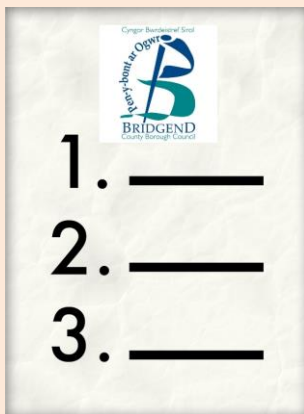
- Quickly plan stronger ways to work together with voluntary organisations.
- Check that everyone's plan says how they will gain new skills, become more confident and depend less on the Council.
- Check that staff get supervision.
- Write a plan saying what they will do about the waiting list for people who may need their freedom limited.



- Check if they are doing a good job for people who might need their freedom limited.



- Make a plan with the Health Board for working together and decide when this will start.



Bridgend Council must write an improvement plan saying how they will do these things.



Bridgend Council should send us a copy of their plan.



We will check if Bridgend Council is doing what it says in their plan.

Abertawe Bro Morgannwg

University Health Board

About the Health Board



Health services for people with learning disabilities include:



- a community health team



- a specialist behaviour team



- specialist learning disability dieticians



The community health team is part of the Bridgend Community Learning Disability Team.



Learning disability health services are part of the Health Board's Learning Disabilities and Mental Health Directorate.



This is a new Directorate. People in the Directorate may change again this year. How the Directorate is organised may also change again this year.



- **Good things about health services in Bridgend**



- Here are some good things about health services in Bridgend:



- Staff are good at helping people with learning disabilities to be healthier and to have healthier lifestyles.



- People are happy with the health support they get.



- Staff stay in the team long enough for people to get to know them.

- The community health team see what needs doing and do it. For example, they are doing great work with people who need to go into hospital and young people who are becoming adults.



Staff understand people's needs, and work together to think about what people might need in the future.



Organising and planning



The Health Board is changing the way it is organised. This makes it hard for them to develop their learning disability health services.



The Health Board says it is making plans, and there will be an event in February 2016 to listen to people.



The Health Board does not have a clear vision for the future. The Health Board should listen to the community health team because they have a good and clear vision for the future.



The Health Board does not check what people with learning disabilities need.



Senior health staff want to improve services for people who cannot get the support they need in Bridgend.



The Health Board needs to make plans for services for people with learning disabilities who:



- need mental health services



- get into trouble with the law



- are young people who are becoming adults



- need to go into hospital



The community health team are doing good work. The Health Board needs to support them.



The Health Board is thinking of having health liaison nurses. Their job is to make sure doctors, hospitals and other health services know how to support people with learning disabilities.



Working together

Health and social care staff work well together. They are in the same office. They hold meetings together. They work on new projects together.



This is harder to do because:



- they do not share a computer system.



- Health staff work well with social care providers.



- The Health Board does not work together much with the local Council.



The Health Board is part of the Western Bay Collaborative.

The aim of the Collaborative is for people who need health and social care to have better lives.



The members of the Collaborative do this by thinking together, planning together and making changes together. The Health Board is not ready to do much thinking together or planning together.



Staff



The Health Board and community health staff need to communicate better.



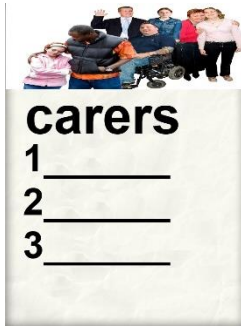
Having a voice



The Health Board needs to listen to and work with people with learning disabilities and their families when they plan for the future. They say they will, but we are not sure how they will do it.



Staff give people a questionnaire so people can say what they think about the services they use. The team leader looks at what people say and thinks of ways to make the services better.



Family carers had a say about making services better when someone with a learning disability needs to go into hospital.



Staff need to have a voice too.



People's plans



People have good plans. The plans look at what people need now and what they might need in the future.



Sometimes, people's support needs to be planned better. For example, when a young person is becoming an adult. The Community Learning Disability Team is working on this.



Communication



The health team leader speaks Welsh. The Health Board can offer translation and interpreting services.



'Closer to Home'



The Western Bay Collaborative is working on a scheme called 'Closer to Home'.



This is for people who cannot get the services they need locally. About 6 years ago, some people needed to move away from Bridgend to get the services they needed.



'Closer to Home' has one service in Bridgend. Another service is being planned. These services mean more people will be able to get the services they need locally.



Some of the people who moved away from Bridgend are very happy where they live now. The Health Board will not make them move back to Bridgend.



Keeping people safe

The community health team works with Bridgend Council and the Health Board to make sure people are safe and to make sure services are safe.



If someone might be at risk, the health team tell Bridgend Council. They do not always tell the Health Board as well.

What Abertawe Bro Morgannwg University Health Board needs to do



- The Health Board must make clear plans for the future. The plans need enough details so people can:



- check if the actions in the plan are being done



- check if the plan was the right plan for helping people with learning disabilities to get the life they want



- The Health Board must have plans to say how they will get better at:



- supporting people who also need mental health services, are in trouble with the law, are young people who are becoming adults or who need to go to hospital



- helping people with learning disabilities to be healthier



- helping doctors, hospitals and other health services to support people with learning disabilities



- The Health Board should have a plan to develop new services for people with complex needs and challenging behaviour.



- The Health Board needs to make sure there are clear systems so they know if health staff are worried about someone's safety.



- The Health Board needs to keep talking to staff about changes that the Health Board is making.



- The Health Board should make sure staff have a good system for keeping people's files.



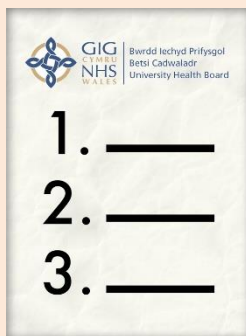
- The Health Board must listen to and work with people with learning disabilities, their family carers and staff when they plan for the future.



The Health Board has 2 weeks to write an improvement plan saying how they will do these things.



The Health Board must send the plan to Healthcare Inspectorate Wales.



The plan must say



- what the Health Board will do about the things in this report



- when they will do it.



The Health Board should check that the same problems are not happening in other parts of the Health Board.



The Health Board must tell Healthcare Inspectorate Wales when they have done what the plan says.