

National inspection of care and support for people with learning disabilities

Pembrokeshire County 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.



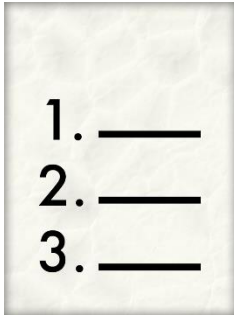
If you just want to know about good things, look for the green boxes.



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



If you want to know what people with learning disabilities said, look for the yellow boxes.



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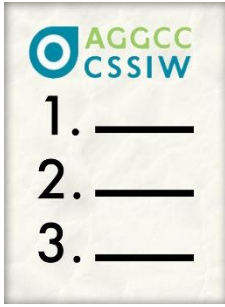
Pembrokeshire Council

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**Hywel Dda University
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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 Pembrokeshire



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 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 Pembrokeshire Council and Hywel Dda University Health Board need to do



How we did the work



We wanted to find the answers to 3 questions:



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



2. How good are Pembrokeshire 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 Pembrokeshire 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 Pembrokeshire Council.



- Pembrokeshire Council filled in questionnaires for us.



- We looked at inspection reports about services in Pembrokeshire.



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



- We spent 2 weeks in Pembrokeshire.



- 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 day centres, supported living projects and care homes.



- We went to a talk by Pembrokeshire 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 in the Health Board.



- We held meetings with staff from the community learning disability health team and positive behaviour intervention service.



- The Health Board and Pembrokeshire 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



Pembrokeshire Council

About Pembrokeshire Council



About 124,000 people live in Pembrokeshire.



We think there are about 2,298 adults with learning disabilities living in Pembrokeshire.



The Council knows about 768 adults with learning disabilities.



- 81 people are aged 65 or more



- 197 people have a care manager



- 172 people get a review



- 192 people do not have a care manager and do not need a review



Pembrokeshire Council is part of the West and Mid Wales Health and Social Care Collaborative.



The members of the Collaborative are:



- Powys, Pembrokeshire, Ceredigion and Carmarthenshire Councils



- Hywel Dda University Health Board and Powys Teaching 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 Pembrokeshire Council



- The Council knows it needs to do better.



- Some staff and some team leaders are doing a good job.



Planning difficulties



The Council has not made learning disability services a priority.



At the moment, the Council does not have a clear vision. The Council does not have a clear plan for the future.



The Council knows it needs to do better.



Some of the changes the Council needs to make are urgent.



Councillors have not looked closely at services for people with learning disabilities for a long time.



The Council does not have a 'learning disability champion'. This means none of the councillors has the job of speaking up for people with learning disabilities and their family carers.



There have been 4 new managers of adult services since November 2014. This makes it hard to plan.



The Council does not know:



- if people are getting the right support to have the life they want



- if it is spending its money well



The Council does not have a plan for:



- listening to the ideas of people with learning disabilities and their family carers



- working with people with learning disabilities and their families to write a plan for the future



Making plans



The Council needs to make big changes to:



- people's care and support



- leadership and planning for the future



The Council showed us a draft plan for choosing and buying services. The plan has 4 values. One of these is 'working together'.



The Council needs to show leadership, and show that it will work hard to do what the plan says. It needs to make sure people with learning disabilities can have the life they want.



The Council plans to:



- write a plan for what type of services it will need in the future



- change how it sorts out respite care



- get more staff to work with people on their care plans and reviews



- have a review team



The Council is doing things to try to get better at:



- planning how to choose, buy and check services



- checking the quality of services



- managing teams and services



- looking at where people live and whether they have the right support



The Council is starting to think about services for the future. But it needs to do this with people with learning disabilities and their family carers. It also needs to work more closely with its own staff.



The Council does not have a vision.



In the past the Council did not talk with its staff about a vision for people with learning disabilities. It did not talk to staff about the way it wanted Social Services to treat people with learning disabilities.



The Council has started talking to staff about these things.



The Council needs to be clear about how it will do better. Everyone should be able to see that it is doing better.



Making changes



When we inspected the Council it was changing the way it organises services.



New managers were starting work in Social Services. Staff had good ideas about how to improve care and support for people with learning disabilities.



The Community Team for Learning Disabilities has:



- a new team manager



- a new senior practitioner



The team manager and senior practitioner can see what needs changing, and they have some good ideas. They need support from senior managers.



The changes have not yet started to make life better for people with learning disabilities. It is too soon to tell if the changes will make life better for people in the future.



On the last day of our inspection, the Council gave us their plan. The plan says how they will make services better. The Council needs to do what it says in the plan quickly.



The Mid and West Wales Collaborative may help the Council to plan and make changes.



For example, the Collaborative has a vision for the future. Pembrokeshire Council needs to think about this vision



and how it would make things better for people in Pembrokeshire.



Pembrokeshire Council needs to listen to people with learning disabilities and their family carers. They need to make sure everyone understands this vision.



Working together



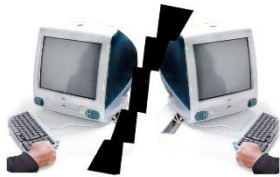
Leaders, managers and staff want health and social care to work together.



Sometimes health staff and social care staff work well together. But this does not always happen. Staff find it hard to plan support together for people who need a lot of care and support.



When someone gets support paid for by health **and** social services, they do not do a joint review.



Staff said having different computer systems made it hard to work together.



The Council and the Health Board do not collect the information they need to plan the right services together.



The West and Mid Wales Health and Social Care Collaborative has a plan that will make working together easier.



People's rights



Some people are supported to know and use their rights.



Some people are part of their community, live in their own home and take part in social activities.



But this is not true for everyone.



- Many people have poor care plans.



- Some people are neglected by the Council.



- Some people have their home and their care provided by the same supported living service.



The Council needs to make sure it tells service providers to put people's rights first.



Having a voice



People with learning disabilities can get support to speak up from:



- self-advocacy groups



- Pembrokeshire People First



- day services



- Dewis CIL, which has advocacy services



Most people do not have a say in their own care plan.



The Council has not been good at giving people with learning disabilities and their family carers a voice.



The Council has not been good at working with them or asking their ideas about the future.



For example, the Council did not tell people it was closing their day centre. Some people heard about it on the radio on the way to the day centre



The Council has now made a plan to consult people about the future of day services.



Staff need a voice too. The Council is planning a day in **February 2016** when all the staff can meet to think about the future and have their say.



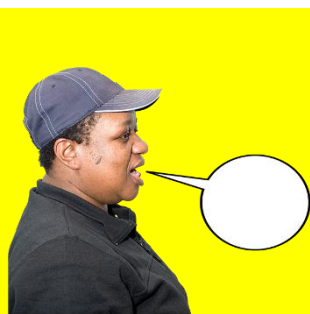
People's plans



Some people have good support and a good care plan.



More people are using Direct Payments.



“I am quite happy with the council. I receive direct payments; it would be a different story if these ended. I pay for a personal assistant who does understand and help me.”



Most people need:



- a stronger voice



- a care plan that is based on the life they want



- to be valued more by their care manager



There is a duty system in the community team. The duty system is used to sort out things like reviews and respite care. This is not a good way to sort out these things.



Most plans are badly written. Most plans are not checked by a manager to make sure they are well written. We saw one person's file which had notes about someone else in it.



We were worried about two people. We were not sure they were being kept safe.



129 people have been waiting more than a year to have their care plan reviewed.



Some people who live in care homes do not have an up to date plan. Some people have not seen a care manager for many years.



“I meet my social worker for my annual review every 2/3 years. Clearly they are not prioritising me”



“I had a social worker in London. When I moved to Pembrokeshire 5 years ago I hoped I would get one here. I have tried all ways, but not been given one. So I don’t have a professional to turn to for help.”



Staff

Some care managers do a very good job.



Most care managers are **not** doing a good job. We think this is because they do not get the right support.



We do not think it is because they are bad care managers.



Some staff said they had not been taught how to think about the life people want and how to support them to have that life.



Senior managers and other leaders need to sort things out when care managers are not doing a good job.



There are new staff who have good ideas and want to do a good job. Senior managers and other leaders must support them.



The Council wants staff to treat people with learning disabilities with respect. So the Council needs to treat its staff with respect.



Information and advice



Sometimes it is hard to get information and advice about support and services.

There is no user-friendly information about services in Pembrokeshire.



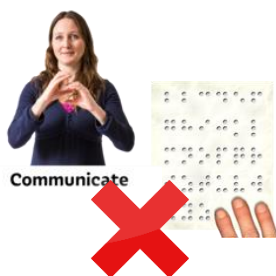
Communication



Sometimes it is hard for Welsh speakers to get information and support in Welsh. The Council finds it hard to get Welsh speaking staff.



The Council keeps a list of staff who speak Welsh. They have someone whose job it is to remind everyone to think about the Welsh language.



People's files did not show whether care managers thought about their communication needs.



Where people live



The Council has set up a team to look at where people live. The team checks if people have the right support.



This is hard because care managers often do not know what support people need to have the life they want.



There is no plan to look at what support people need now, or what support people will need in the future.



Sometimes the supported living landlord also provides care and support.



This is not good. It makes it hard for people to choose who they live with. It means they cannot choose their home and choose their support from different service providers.



Family carers



Meeting family carers was part of the inspection. We also met family carers at a meeting with the Council about changes to day services.



Family carers said:



- some care managers are good



- day service staff do good work



- it is hard to work out who to contact if they need help



- some reviews are not very good



- they do not see much of the senior managers



Not many carers assessments are up to date. But some family carers have good assessments.



The carers' forum is for all carers in Pembrokeshire. It does not meet regularly. It sends out a newsletter 3 times a year.



There is no forum just for family carers of people with learning disabilities.



The carers' officer is thinking of ways to reach out to family carers of people with learning disabilities.



Keeping people safe

Keeping people safe takes:



- a good safeguarding service



- good care management



- good checking to make sure services are safe



The Council is trying to do better at all of these things.



Pembrokeshire has a team for keeping people safe. The team has a lot of empty posts, including the post of coordinator.



This means there are not enough staff. This has been a problem since 2013.



The Council has just appointed:



- a manager to check the quality of work done to keep people safe



- an adult and children safeguarding manager



There is a plan to make sure the Council knows it is keeping people safe.

But it is hard to get staff to do what it says in the plan.



At the moment, no-one in the Council is checking if the Council is doing a good job of keeping people safe.



People's files do not always show if they are being kept safe.



There were 33 adult safeguarding meetings for people with learning disabilities in 2015-16. This means there were 33 investigations.



None of these people had a case conference. A case conference:



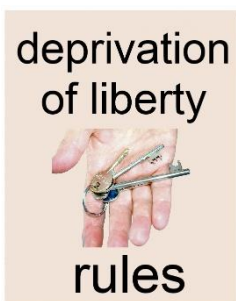
- checks what the investigation found out



- agrees a plan to keep someone safe



- includes the person who is at risk



Sometimes a person needs to have their freedom limited to make sure they are safe. The manager of the mental health services is in charge of this.



10 people with learning disabilities are waiting for an assessment to see if they need to have their freedom limited.



We think this number is low. We think more people with learning disabilities may need an assessment.



We think the Council will find more people who need an assessment if the Council compares information about:



- decisions about limiting someone's freedom



- adult protection



- Information about services



What Pembrokeshire Council needs to do



- Pembrokeshire Council needs a vision and a plan for the future.



- People with learning disabilities and their family carers should be invited to give their ideas about the future, and about the type of services they want. People should be offered support to speak up.



- The Council and the Health Board need to work together on a plan for choosing and buying services. The plan must be based on information about what support people need to have the life they want.



- The plan must not just be about the type of services Pembrokeshire has now. The plan must have new ideas and ideas about how health and social care will run services together.



- Care plans and reviews need to get better urgently. Plans and reviews:

- must be done at the right time



- must be about the life a person wants and the support they will need to have that life



- must be easy to check to see if people have the life they want



- must be well written



The Council must make sure that staff and councillors support its plans for doing better. This means:



- involving staff and councillors



- managing the project well to make sure everything gets done



- checking the quality of staff's work and the quality of services



- leaders must be seen to lead



The Council has a plan for keeping people safe. The Council must:



- check staff are doing what the plan says



- check the plan is helping to keep people safe



- make sure people with learning disabilities are protected from abuse and neglect



The Council needs a list of everyone who has the same supported living landlord for their home and their care and support.



The Council should write a plan for these tenants to make sure:



- their human rights are supported



- their voices are heard



- they have a choice about where they live and about who supports them



The Council needs to make sure that councillors can check if people with learning disabilities are getting good care and support.



Councillors should think about choosing a champion to speak up for people with learning disabilities.



Pembrokeshire Council must write an improvement plan saying how it will do these things.



Pembrokeshire Council should send us a copy of its plan.



We will check if Pembrokeshire Council is doing what it says in its plan.

Hywel Dda University



Health Board

About the Health Board



Health services for people with learning disabilities include:



- a community health team



- a Positive Behavioural Intervention and Support team



The community health team is part of the Pembrokeshire Community Learning Disability Team. They work in the same building as the social care team.



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



Good things about the Health Board



- The community team does a lot of work to make sure doctors, hospital staff and other health staff know how to support people with learning disabilities.



- A member of staff and a person with learning disabilities visit GP surgeries together. They tell the GP what it is like to use the GP surgery if you have learning disabilities.



- The speech and language team have got a new way to check what support someone needs. The Health Board has agreed to use it.



- The team does a lot of good work to stop small problems becoming serious. For example, they give support about behaviour to make sure people do not have to leave their home.



Getting the right support in Pembrokeshire



Some people need a lot of care and support because of their behaviour.



Sometimes people are asked to leave their home because of their behaviour.

This means they have to leave Pembrokeshire, because Pembrokeshire Council cannot give these people the right support.



The Positive Behavioural Intervention and Support Team does a good job of making sure people are not asked to leave their home. The team supports the person, and they support the people caring for them and working with them.



It is getting harder for people to get help from mental health services, unless it is a crisis. And when there is a crisis, some people are placed in a mental health unit that does not know how to support people with learning disabilities. This needs to stop happening.



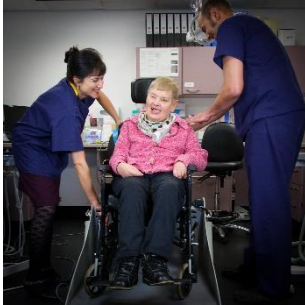
The health team could not find the right support for a person who needed a lot of care and support, and needed support because of their behaviour. So the health team worked with the social care team to get the right support for the person.



Not everyone gets the right support in Pembrokeshire. For example:



- some people who get in trouble with the law or who may get in trouble with the law



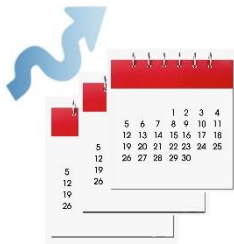
- some people who need respite care, and need a lot of care and support



A person who moved back to Pembrokeshire found they still did not get the right support. We talked to senior managers about this. They said they were trying to get the right support for this person.



The Health Board needs to find out what people need. Then they can plan the right services in Pembrokeshire.



New services in the future



Pembrokeshire does not have health liaison nurses. These are people who make sure doctors, hospital staff and other health staff know how to support people with learning disabilities. Health team staff worked with doctors, hospital staff and other health staff to help people with learning disabilities to get the right support at present.



The health team has asked the Health Board for money to start a health liaison service.



We think the Health Board and the Council have good plans for making sure there are the right services in the future.



The Health Board wants to stop small problems becoming more serious. One idea is to create a team of staff to help people when their problems start turning more serious.



The Health Board is looking for more buildings to use for respite care. At the moment, people have to go to Llanelli for respite care.



We found out about 4 people who get their support paid for by health and social care.



All of their plans were good. The staff working with them were doing a good job. They had good plans. The plans showed that their health care manager had listened to them and involved them in writing the plan.



There are Welsh speaking staff in the health team. But it can be hard for Welsh speaking people to get services in Welsh. The Health Board is doing something about this.



People's plans and services



Health staff know the people they work with well. Health staff speak up for them and help them to speak out about decisions.



Health staff have worked with social care staff to get the right support for people. They have not just offered people services that were already there.



Sometimes people only get the right support when there is a crisis.



Young people get support as they become adults. But this is only happening for young people who go to school.



Some young people with learning disabilities are taught at home. The health team are thinking about how to make sure these young people get support as they become adults.



People with learning disabilities and their family carers said good things about the health support they get.



People like having the same health worker for many years. Family carers said the health workers keep in contact with them.



They speak up for them and help them speak up. They feel they are equal partners with the community nurses.



Working together



For the last year, health and social care staff have been working well together.



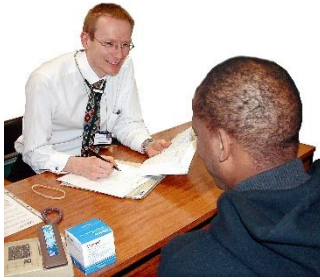
Social care staff tell health staff if someone needs support from the health team. They work well together to meet people's needs.



The health team works well with people who use health services, Pembrokeshire People First and voluntary organisations.



The health team works hard to make sure people with learning disabilities get:



- annual health checks from their GP



- visits to the dentist



- any hospital check-ups they need



People with learning disabilities, their family carers and the Health Board talk with each other and trust each other.



For example, the Health Board and Pembrokeshire People First do a lot of work together, including:



- patient feedback questionnaires



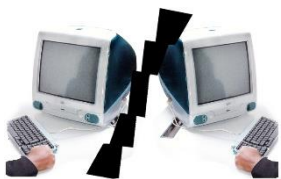
- giving the patient's story to the health service board



- thinking of ways to check the quality of services



- a group that meets to think about the future



Having different computer systems makes it hard to work together. Staff often need to talk to each other instead of using the computer system.



The health team are trying to make sure people get a joint review if they get their support paid for by health and social care.



Management, leadership and vision



There is a plan for 2014-2018. Doing what the plan says has started slowly. This is because the managers kept changing.



Plans to work together with Pembrokeshire Council have been going slowly. We think the plans are speeding up.



Staff told us there are plans for the future. But they said they did not have a voice in making the plans.



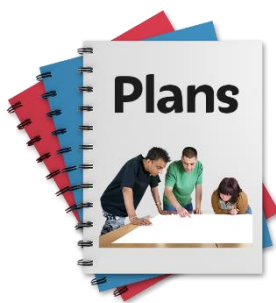
This needs to change. Staff need to feel valued. They need to know the Health Board's vision for the future.



There is a panel that makes decisions about buying care and support services. Getting the right services and working out who will pay for them is difficult.



Some people do not get the right support. This means some people cannot use their human rights.



The Health Board and the Council have written a plan for working together. This is part of the work of the West and Mid Wales Health and Social Care Collaborative.



The Health Board and the Council think that these things are important:



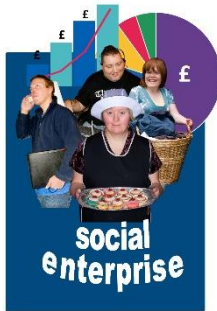
- have one shared file for each person with learning disabilities, and keep the file up to date



- have one way to contact health and social care, so people do not need to contact two different teams



- share their money so they can buy services together



- have more private and independent services



- write care plans that let people use different types of service



- review day services

The Health Board needs to do better at making sure:



- managers have information about any problems, think about the information, then make services better



- health services check what people with learning disabilities need, so they can make sure they have the right services in the future

We think the Health Board and the Council will be able to make good changes in the future.



Keeping people safe



The Health Board has a team whose job it is to keep people safe. The team is getting bigger.



Staff know what to do if they think someone may be at risk, abused or neglected.



When we started our inspection, the Health Board did not always know what the community health team is doing to keep people safe. But at the end of our inspection they had a new way to check this.

What Hywel Dda University Health Board needs to do



The Health Board must make sure it has the right services, including:



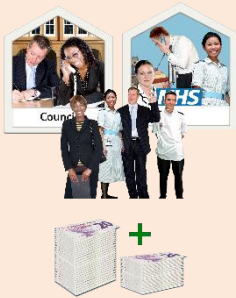
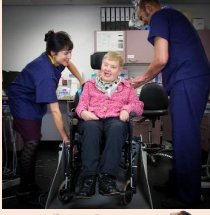
- the right services when someone needs to leave home in a crisis



- the right services so that people who had to leave Pembrokeshire to get the right support can move back



- the right services for people who get in trouble with the law or who could get in trouble with the law



- the right services for people who need a lot of care and support, and people who need a lot of support because of their behaviour

The Health Board should work with Pembrokeshire Council to find better ways to work together on choosing, buying and checking services.



The Health Board must make sure it listens to people with learning disabilities. It needs to use feedback to make services better.



The Health Board should make sure staff feel part of the Health Board. Staff need to know the Health Board's vision for the future.



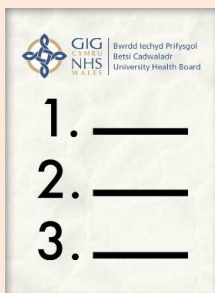
The Health Board should make sure its computer system works well and helps staff to do their jobs.



The Health Board has 2 weeks to write an improvement plan saying how it 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 it has done what the plan says.