

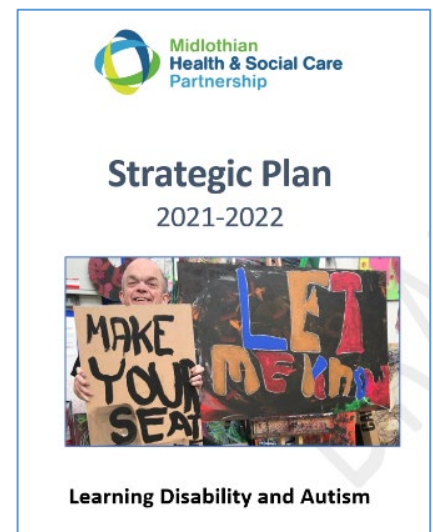
Area: Learning Disability

Strategic Plan Engagement 2021

The Midlothian Health and Social Care Partnership is responsible for services that help people live well and get support when they need it. This includes all community health and social care services for adults in Midlothian and some acute hospital-based services.

Every 3 years we write a plan to say what things we are going to do to:

- Support people to stay healthy and well
- Make it easy for people to get health and social care services
- Provide excellent quality care, treatment and support



Key Themes

This is a summary of what people said in the consultation.

People with learning disabilities and Autism want to feel empowered to recognise and realise their human rights and to participate in community life free from fear, harassment and abuse.

There was a real emphasis on health and wellbeing throughout life and on feeling safe at home and in the community.

The right housing, flexible, good quality support, friendships and relationships, imaginative day opportunities and jobs are all really important to people.

Who We Talked to

We spoke with over **160 people** during July, August and September 2021.

People First Members over two months at their four Midlothian groups

We held a Public Meeting with 25 people in Eskbank

The Learning Disability and Autism Providers held a meeting with 23 providers

The Learning Disability Team held a meeting.

The Learning Disability Strategy Group met three times to talk about the survey and the findings.

We did detailed work with 12 people with the most complex care needs and communication difficulties at Cherry Road

We sent out a survey through all the Provider Organisations and their user forums

We did two Online Surveys. One for Learning Disability and one for Autism. 98 people did the on line survey

People First Members wrote a letter to the Strategic Planning Group



Rights and Involvement in Care and Planning and Decision Making

People want equal rights whatever their gender, age or ability.

Everyone should be supported to make their own decisions about their life.

There are some people who do not have a voice yet, particularly those with Complex Needs and younger people.

People want to be involved in planning and decision making about their own health and care.



There were a lot of ideas about how we could make this happen:

- Speak with people on a regular basis to ensure they are getting the right health and care services.
- Speak directly to people with lived experience, not just their families.
- Promote supported decision making and offer training to staff.
- More advocacy groups to hear the views of a broader range of people with learning disability and autism.
- Gathering information about what works well for people and use it to plan.
- Making sure that key knowledge about people with complex needs is clearly evidenced in the outcomes they achieve
- Help people to get the skills and confidence to speak up
- Look at different ways to consult, easy read, pictorial questionnaires, meetings and gather feedback from individuals
- People with Learning Disability and Autism should be on the Expert Panels.
- We should educate people about their rights and educate others about learning disability and Autism
- We should implement the Charter for Involvement.

Health and Wellbeing

Staying Healthy and Well is very important to people.

Many people with a learning disability are not as healthy as other citizens.



There were a number of ideas to help improve people's health:

- Medical people like nurses, doctors, and hospital staff should be trained in understanding learning disability and autism.
- They should understand the health issues experienced by people with Learning Disability.
- Seeing the same medical professional for each appointment and having more time really helps.
- Getting a GP appointment can be difficult. The appointment systems don't always suit people with Learning Disability.
- There should be a good choice of more accessible and affordable physical activity like swimming and gym and exercise classes.
- There should be more accessible health information.
- There should be more help with mental health especially for men.

Transition

Young people want to reach their full potential and may need help and support to do this.

This can be in different areas of their lives like:

- going to school or college,
- moving from child to adult services,
- help getting a job, education or training,
- welfare and housing changes,
- and healthcare,



There were a number of ideas to help improve transitions:

- We should start working with young people and their families at an earlier age and develop better partnership with schools and Children's services.
- There should be more support and flexible choice after school.
- We should focus on getting it right for each young person.
- We should start planning earlier.

Feeling Safe

Everyone should feel safe in Midlothian Communities. This includes changing attitudes and behaviours so that disabled and vulnerable people can feel safe within their communities.

People want to

- feel safe at home
- when they are out and about



People said they need the skills to:

- Stay safe on line
- Know how to avoid scams
- Stay protected from financial exploitation

Keep Safe Spaces work well and there should be more.

Working Together

There are a lot of good examples of people working well together in Midlothian.

There are great relationships between people, their families, service providers and Health and Social Care. Good relationships between social work and social care staff really help in getting things right for people.

Organisations worked well together during COVID and we should build on these partnerships.



There was a lot of really positive feedback from families and service providers who appreciated the flexibility and communication around the Midlothian response to the COVID Pandemic. In particular:

- Continuation of services,
- Creative responses and willingness to give things a go on all sides,
- Ability to still offer respite,
- Flexibility of services to enable us to meet critical needs ,
- Vaccination clinics.

The dedicated Learning Disability Team has worked very well. It has helped to build relationships, develop peer support, and knowledge sharing.

People like face to face contact but we should continue to use technology for people who it works best for.

Housing

The right housing is a key part of being independent and feeling included in our community.

People with a learning disability and autism have a right to live in ordinary houses in ordinary streets with adaptations if required. This includes people with the most complex needs.



People said that:

- There should be more Housing Options including single tenancies and two people sharing.
- They should be able to choose where they live and who they live with.
- There is not enough affordable housing.
- There should be sufficient support to live independently.
- People with complex needs should be supported to live where they want to live.
- Partnership work between housing and Health and Social Care works well and should be developed
- There should be options for people with Dementia and Learning Disability to stay in Midlothian.

- There could be more respite and short break options particularly for:
 - those with physical needs
 - people with very complex behaviours who can be managed at home if parents and carers can get a break.

Support

The right support and the right staff make a big difference to people's experience. This means staff who are skilled, feel valued, motivated and supported. We should understand what works for people individually and not concentrate on service models that don't meet people's needs and expecting them to either fit in or be isolated in 1:1 packages which lack structure and meaning.

Some people cannot do the things they want to because of lack of staff. This means they get less choice than people without a learning disability. People say they could have more independence and make more decisions if they had more support.

At the moment, support only helps with basics like cooking, shopping and paying bills.

There should be more choice about support in Midlothian:

- Choice of staff,
- People would like to be involved in choosing their staff
- It is good to have consistent staff.
- Choice of hours,
- Choice of service providers.
- Small teams who people know and like.
- An allocated worker who people can get to know.

Support should be flexible and tailored. It should:

- support personal outcomes
- ensure that people's needs and desires impact on how services are delivered
- develop skills in ways that are meaningful for people
- Offer more bespoke support for people with complex needs and Profound and Multiple Learning Disability.
- Support older family carers
- Help people to get out into our communities and meet others.
- Promote independence to be active and do new things
- Offer Proactive approaches which can prevent a crisis
- Be about people not cost

Good friendships and relationships are very important to people.

Monitoring and improving the quality of services and support offered to people is important. Support is sometimes better on paper than people's experience.



Opportunities

People with a Learning Disability, and younger people in particular, want very different opportunities and the right support that is individualised and reflects their aspirations.

People want to:

- Get out and meet more people
- Do a variety of interesting things
- Find a partner
- Build confidence after the pandemic.
- Be a good parent



(i) Day Opportunities

People said that they would like more choice of Day Support and flexible day services at different hours.

- More chance for a social life
- Social Opportunities like Get2gether, LAC football, walking and coffee, tea dances, discos,
- Community Access Teams for young people are good
- Being with friends and people we like.
- Be part of our community.
- Use local sports centres.
- Friendships and Relationships are really important
- Do a variety of interesting things
- Local Area Coordinators are good at helping people join local things.



Many Day Services were suspended because of COVID leaving nothing for some people to do.

Now Day Services should be started again. They should:

- Support people to build their confidence after pandemic.
- Some people have lost confidence after the pandemic and need support to make new friends.
- Continue with the type of creative and flexible services offered through pandemic

We need a choice of day support in the west of Midlothian.

Clearer policies needed for transport and access to day service

We could try a Befriender scheme.

We need more support and activity for autistic people without a learning disability.



And for people with the most complex needs:

- The pandemic has shown that people, families, housing support services and day services can work really well together,
- People with complex needs like variety of opportunity,
- Activity should be designed around shared interests and can support friendships and relationships,
- Activities can take place wherever they work best, at home, at a day centre, or in the community,
- Programmes can respond to the detail of people's interests and their right to learn and develop new skills and interests,
- Activity within the programme should change in relation to people's responses through a review system which helps to provide variety and build on what works ,
- Regular good quality feedback from those involved helps to develop a fuller understanding and improve people's support.
- Interactions and environments can be adapted so that people feel safe,
- Teamwork provides better quality outcomes for people with complex needs.

(ii) Jobs

People want more opportunity to work or get work experience and more support to help find and keep jobs.

- Opportunities for work experience
- Training for employers
- Real, permanent jobs
- Volunteering



(iii) Education

People would like:

- More adult education classes like literacy, numeracy and digital literacy.
- More life skills classes like planning and cooking meals.
- To be part of special interest groups like art or drawing. Not just go to groups for people with a learning disability.
- More education opportunities after leaving school.

The Midlothian Strategic Plan

The findings from the Consultation have been used by the Learning Disability and Autism Planning Groups to write the Strategic Plan for 2022 to 2025 and to decide which things the group should do to plan for and improve Health and Social Care support in Midlothian.

