



Hampshire Learning Disabilities Partnership Board



Hampshire Learning Disability Plan for Adults

Foreword



“It is really important for people with learning disabilities to have a full and happy life and for people to have the chance to say what they want. To make sure this happens, this Plan has been written by us and the Hampshire Learning Disability Partnership Board. The Board has two Co-Chairs and is made up of the following representatives:



- 10 adults with learning disabilities
- 5 parent/carers
- 1 person from Adult Services
- 1 person from NHS



The Board shares information and speaks up for people with learning disabilities. It is for people who use services and for carers. We do our best to represent people who cannot speak for themselves.



The previous plan was not written by people with learning disabilities and some people did not know about it. We talked about a lot of important issues and thought it was time to rewrite a Plan because some things had changed.



We wanted the new Plan to be widely available to everyone. It was important to write about how people wanted to be supported and what things could make a difference in people's lives.



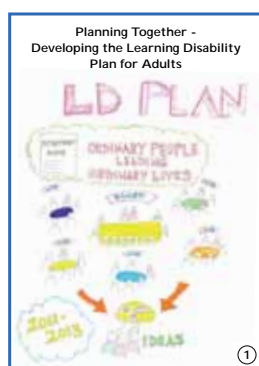
The Board will be working to hold organisations, like health, social care and the police to account, in the delivery of this Plan”.

As stated by Donna Williams, Co-Chair of the Board:



“We have heard your promises and now we want action”

The Local Implementation Groups (LIG) members and Hampshire Learning Disability Partnership Board



“I am delighted with the Hampshire Learning Disability Plan for Adults. It is an excellent example of what can be achieved through true participation and joint working with people who use services, or who may need to in the future.



The Plan provides clear messages for the changes needed to provide adults with learning disabilities with the same opportunities as anyone else to live satisfying and valued lives. It includes ‘Promises’ from agencies to make sure these changes happen.



Everyone needs to continue working together to make sure that services improve for people with learning disabilities.



I very much welcome the continued role as co-chair of the Hampshire Learning Disability Partnership Board to support the monitoring of the Plan. Hampshire County Council is committed to the Promises set out in this Plan and I look forward to seeing positive changes for the lives of people with learning disabilities and their families in Hampshire”.

Councillor Elizabeth Fairhurst, Executive Member for Adult Social Care and Co-Chair of the Hampshire Learning Disability Partnership Board



“We, the five Hampshire’s Clinical Commissioning Groups (CCGs), fully support the Hampshire Learning Disability Plan for Adults.



We are delighted that the Plan has been developed by people with learning disabilities and their carers, with support from other agencies, to ensure the Plan has the best possible outcomes.



Health commissioners (people who buy services) and health practitioners contributed to the consultation and helped develop this Plan. Making sure that people with learning disabilities have meaningful and healthy lives is the responsibility of all agencies, but health services have a huge role to play in supporting people to stay healthy.



We are particularly aware that better access to health services, such as in hospitals, through GPs and community teams, will mean better health outcomes for people with learning disabilities and their carers.



Our 'Promises' in the Plan reflect this and we look forward to putting our Promises into action".

Dr David Chilvers, Dr Hugh Freeman, Dr Barbara Rushton,

Dr Sarah Schofield, Dr Andrew Whitfield

Clinical Chairs of Hampshire's 5 Clinical
Commissioning Groups

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About This Plan



In 2009 the Learning Disability Plan for Hampshire was published. Many good things have happened for people with a learning disability and their carers since the 2009 Plan, but some things have not changed.

It was clear from talking to people with a learning disability and their carers that a new plan was needed.



This new Plan has been written by the Hampshire Learning Disability Partnership Board. The Board is made up of the following members:

- Ten people with learning disabilities
- Five family carers
- One senior officer from Adult Services
- One senior officer from Health



The Executive Member of Adult Services is the Chair of the Board. The co-chair is a person with a learning disability and is elected every year.



Hampshire has five Local Implementation Groups (LIGs) that support the work of the Board.



People who run services have made Promises in this Plan and people with a learning disability have all said they support this Plan.



Who this Plan is for

This Plan is for every adult with a learning disability regardless of their needs.

This Plan is also for anybody who supports people with a learning disability.



What we want to do

We want everyone with a learning disability to have the same rights, choices and opportunities in life as everyone else.

This is why we have written this Plan.



The promises in the Plan will be regularly checked by the Hampshire Learning Disability Partnership Board, Hampshire County Council and Health to make sure they are being met.



The people who made promises will report to the Hampshire Learning Disability Partnership Board about how well they are doing.

You can read what people have said about their promises in the minutes of the Hampshire Learning Disability Board Web pages. See <http://www.hampshirelearningdisabilitypartnershipboard.org.uk>



What the Government wants us to do

The Government wrote a plan for England for people with learning disabilities in 2009. This was called Valuing People Now.

Valuing People Now stated that people with a learning disability should have:

- The same rights and choices as everyone else



- The right to be treated with dignity and respect
- The same chances and responsibilities as everyone else
- That family carers and families of people with learning disabilities have the right to the same hopes and choices as other families



Our Plan supports all of these.

What people of Hampshire told us



Over the last two years we have been listening to what people with learning disabilities and family carers had to say about living with a learning disability in Hampshire.



People have told us what was good and what was bad. People gave us ideas of how things could be made better.

We have written our Plan based on what we have been told and we will continue to listen and update the Plan.



Our Plan

Our Plan is in 7 chapters. Each chapter has a small piece that says:

- What people of Hampshire told us.
- What people said would make things better.
- The promises that have been made by people who provide services.



Hampshire Learning Disability Plan for Adults

Important Messages

Each Chapter includes the following important messages from people with learning disabilities to people who buy services (called commissioners) and service providers:



- **Good communication** – please learn how we communicate to ensure we are heard



- **Clear information** – please provide information that we can find, understand and be available when we need it



- **Joined up working** – please will everyone co-operate and work together



- **Good support staff** – please make sure staff are fully trained and supported to give us good quality care and do not spend time on their personal phones when supporting us or work double shifts



- **Continuity of staff** – please help us trust staff by working hard to train and keep the same staff. We do not find it easy to get to know new staff all the time



- **Choice and control** – please let us have our say and respect our decisions



- **Person centred** – if it is about us...focus on us! We can have a Person Centred Plan if we want one.



- **Involving us** – please do not do things for us without us
- **Involving others** – please make sure that you listen to people who know us well, especially if we have complex needs
- **Respect us** – please listen to what we have to say
- **Good transition** – please give us time and support to manage changes in our lives
- **Access to community and facilities** – please support us to be able to go to the same places as everyone else
- **Monitoring services** – please involve us in checking services we use. Support us to make sure they are good or get better

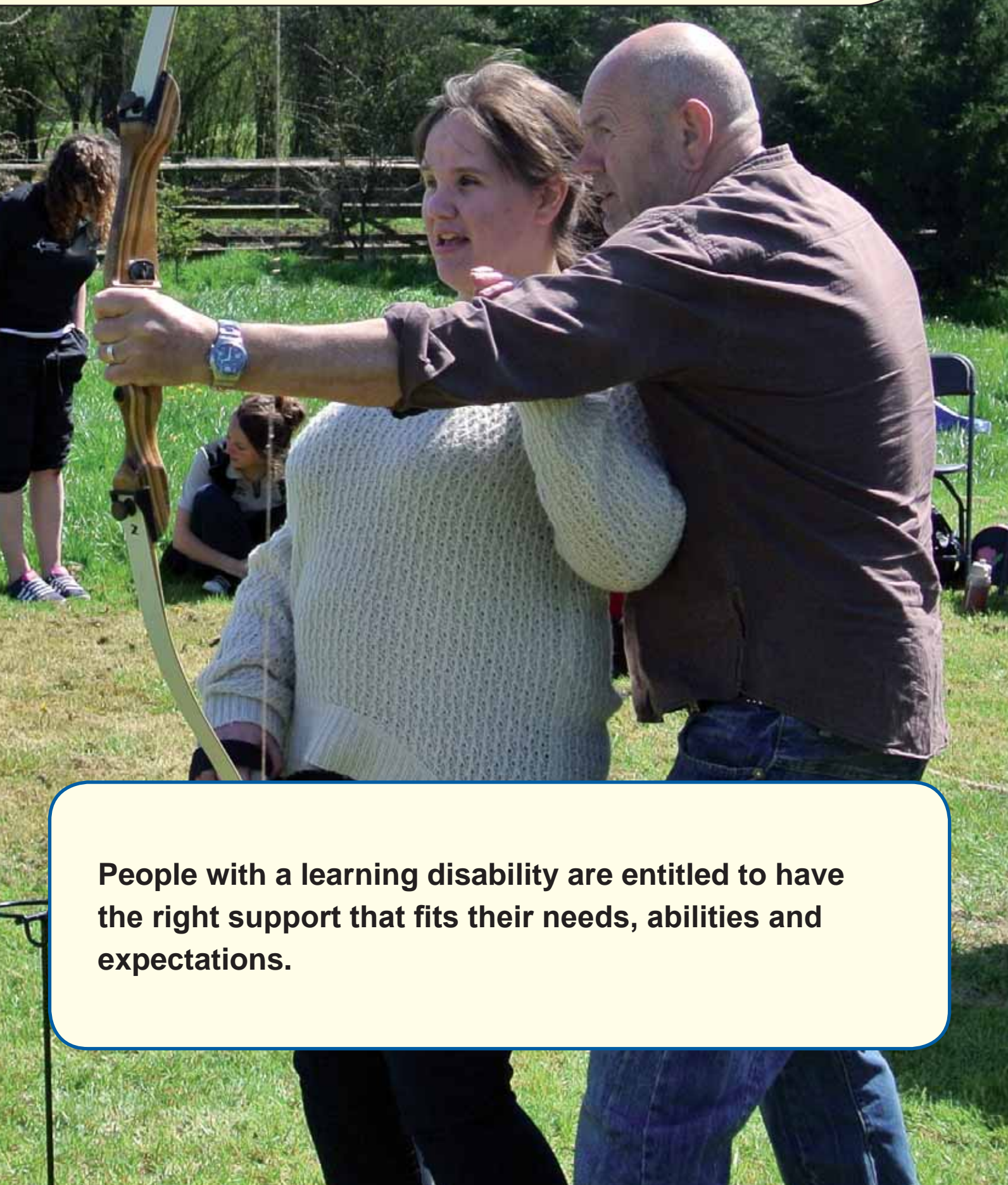




Acknowledgements

A special thank you to everyone in Hampshire who took all the photographs in this Plan and gave us their permission to use them. Please print and share this Plan.

2. The Right Support



People with a learning disability are entitled to have the right support that fits their needs, abilities and expectations.

What people in Hampshire have said about The Right Support:



"How do we make sure that staff and others listen to and understand our needs?" Some do some don't !

"All staff should be CRB checked and regularly monitored."

"Support staff need to be completely person centred all the time."

"Staff need to know people well, it's no good if they keep changing all the time." This is very important especially for us



"Staff need to have good values and attitudes, they should be caring, positive, motivated and encouraging." Not walk all over us



"That my choices and needs are met, not those of the support services."
They need to put me first. What about people who can't speak for themselves

"Support staff who work with people with LD and complex needs must have the right training especially in communication skills."

"Enough staff on duty to feel safe and to do all my activities"
Sometimes they are short staffed





“I am a person. I have my own feelings and thoughts. I want these to be respected and followed through. I want to live my life my own way, not just have my care needs met. You would be amazed at what I can achieve. But I need you to support me and give me the confidence I need to do it.

With you beside me I can really go places that might have seemed impossible.” Marcia



What people said that would make things better



- Making sure staff are motivated and trained to support us and have good supervision to ensure best practice
- Care staff are valued and motivated to do a good job (including recognition of the value financially i.e. not just paying minimum wage)



- Ensure that support plans and Person Centred Plans (PCPs) are followed and regularly updated to meet changing needs and choices. Ask us first about any changes
- Someone’s support is initially reviewed after 6 months and then annually to ensure it continues to meet their needs



- The right to choose who supports us and to be able to change that support easily if required
- Ensure there is enough support so people listen to us and respect our choices about where we live, what we’d like to do during the day and how we can be included in our community.



- Ensure that there is continuity of staff who know people well but not restricted to a few individuals, to enable staff to learn from one another and encourage best practice



- Staff not to use their personal phones when supporting people



- Making sure staff are aware of new technology to help support people, things like, Telecare and communication aids. This needs to be explained in simpler terms so we understand



- Ensure there is enough support to help people access Personal Budgets and Direct Payments



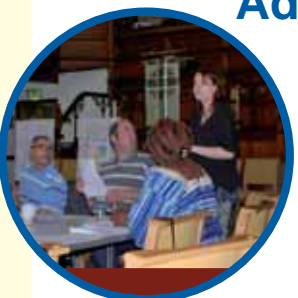
- Making sure there is support for parent /carers where and when they need it



OUR PROMISES

Working together we will ensure people with learning disabilities have the right support that fits their needs, abilities and expectations.

Adult Services will make sure:



- Social care teams include people's person centred plans when they do an assessment
- Social care teams think about all the ways people with



learning disabilities have support to meet their needs and include these in their assessment

- Social care teams help people with learning disabilities write clear support plans that tell providers how much support they need and how they would like it to be provided



- Social care teams review services with people with learning disabilities and other people who are important to them to make sure they are getting the right support in the way they want it



- People with learning disabilities are involved in the planning and design of a new way of buying support so they can choose the right support for themselves
- It continues to check the support people with learning disabilities are getting when there are concerns that a provider is not as good as they should be.
- Adult Services will help providers to be better, this is called Quality Outcomes and Contract Monitoring (QOCM).



- It buys support services for people with learning disabilities that are good quality and meet written standards
- It buys community based services that include support to help people with learning disabilities be included in their community
- It buys care services that meet standards set by the Care Quality Commission (also known as the CQC)

Health Services will make sure:



Working in partnership with the Hampshire Five Clinical Commissioning Groups



- It works with other services to teach them and support them to give people the right healthcare support
- That healthcare is reviewed with people with learning disabilities and adjusted as needs change



- That action is taken when the support is not good enough



- That new technology is considered when planning healthcare services for people with learning disabilities



- People with a learning disability are involved in writing their care plans about how they want to be supported



Children's Services will make sure that:



They work together to make sure people have the information they need about transition

Advocacy will make sure:



- People know what their rights and choices are
- People can tell others what support they want
- It helps people to challenge professionals and services if they are not getting the support they want



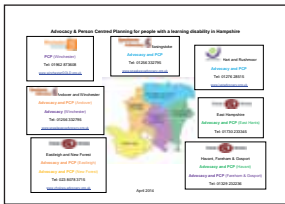
HAMPSHIRE
ADVOCACY
REGIONAL
GROUP



- It helps people who find it hard to speak out or do not use spoken words to have their rights and choices respected



- It helps to find ways of helping people train workers who support them, so that they can do a good job
- It asks people to help recruit and train our workers



- It makes sure information about our advocacy services is available to people, their families and workers from other services



The Police will make sure:



- It works with others to continue to cut crime and protect people with learning disabilities, wherever they live
- People with learning disabilities who are witnesses or victims of crime are supported to speak out



- It works alongside people with learning disabilities to stop hate crime
- People with learning disabilities will see the Police treat everyone fairly and with respect for their individual rights

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3. Staying Healthy

&
Pharmacy 



People with a learning disability have the right to stay healthy like everyone else.

What people of Hampshire said about Staying Healthy:



"Make sure there are people who know me really well who will notice if I am not happy or I am not well and who know how to help me."



"Educate the community to be more inclusive and get rid of discrimination and prejudice."

"I have made mistakes with my medication in the past but my support worker helped me."



"Have the right to say no!"

"If I need hospital treatment I should be able to be supported by my own staff who know me well and understand me."

"Need continuity of skilled staff who know people really well to make sure good communication keeps happening."



"I have my check up at the dentist. I have my blood pressure checked by the doctor. Both are good"



"Help people understand what will happen when they make each choice – so they really understand what they are choosing."

"We need help to make plans and arrangements."



What people said would make things better:



- Making sure people have support with advocacy and through groups and clubs to speak out.



- Making sure that people are supported with their communication in a way that suits them.



- Making sure employers have trained staff who treat people with respect.
- Making sure that the support people get is monitored to check it is good.



- Making sure that support plans for health and social care are clear and tell others how someone would like to be supported.



- Making sure that people have support around them from people they trust.



- Making sure that people are not isolated.
- Making sure that health staff talk mainly to the person with a learning disability.
- Making sure that we can understand health information.



- Making sure people have a health passport and that staff understand what these are for.



- Making sure that people have an annual health check and a health action plan.



OUR PROMISES

Working together we will make sure that people with learning disabilities have better opportunities to stay healthy.

Health will make sure:



Working in partnership with the Hampshire/Isle Clinical Commissioning Groups



- Contracts say that services provided for people with a learning disability must be of a good quality and safe. If they don't, contracts can be cancelled
- People who are in specialist learning disability hospitals being assessed and treated will have a named learning disability nurse who will visit regularly and make sure care plans are being followed



- People who are in specialist learning disability hospitals are supported to leave hospital as soon as it is appropriate to do so. People will not live in hospitals



- Providers who support people with challenging behaviour have appropriately trained, qualified and experienced staff
- People with mental health needs in addition to their learning disability will be supported to access mental health services where appropriate



- That the use of restraint is reduced and that face down (prone) restraint is not used



- People with a learning disability are involved in writing their care plans about how they want to stay healthy
- That people with learning disabilities are supported to understand public health messages such as healthy eating, exercise and not smoking



- People with learning disabilities will be supported to stay well by doing WRAPs with you (Wellness and Recovery Action Plans)



- That providers support people with learning disabilities to get information about local independent advocacy services and help them to access these



- That people with learning disabilities are supported to write health passports and health action plans
- People with learning disabilities are involved in their care and treatment including stopping treatment



- People with learning disabilities will have access to easy read documents that help to explain health and illness
- That their staff work with people with a learning disability using Mental Capacity Assessments and Best Interest Decisions



- Staff in doctor's surgeries and general hospitals get training in how to make reasonable adjustments for people with a learning disability and how to communicate with people with learning disabilities
- Staff in general hospital are supported to meet the needs of people with learning disabilities and make reasonable adjustments by specialist learning disability health liaison nurses



- People with learning disabilities are able to access annual health checks with their GP. GP's will know what and who can help them to get ready to provide annual health checks



- Hospital Liaison Nurses will help you when you go into hospital or visit out-patients. They will help you to understand what Doctors and Nurses are telling you and can help you by doing things like visits to wards before you go to stay there



- Staff in doctors surgeries are aware of the need to register carers on their GP records and to support access to health checks to carers over the age of 40
- Health Facilitators and other staff will work with you and your family and staff to get the healthcare you need



- Quality and inspection visits are made by the Vulnerable Adults Team who will take action where there are any concerns or worries

Adult Services will make sure:



- People with learning disabilities will have access to equipment such as sensors and alarms, sometimes called telecare, to help them stay healthy



- It works with health staff to make sure people with learning disabilities get support when they need it
- Social care teams include things that are important to help people stay healthy in their assessments and support plans



- It works with people with a learning disability plan or provide health services to make sure people have a health action plan and a health passport when they want or need one



- It continues to work together to plan and design services for people with learning disabilities
- People with learning disabilities have the right support to get to their health appointments and information about which health services can help them with their needs

Adult, Children's Services and Health will make sure that:



- They work together to keep people healthy when they are in transition

Advocacy will make sure:



- People know their rights to health services and support to stay healthy.
- People's health choices are respected.
- It helps people who find it hard to speak out or do not use spoken words to have their rights and choices respected.



- People are able to tell others what help they need and want to stay healthy.
- It helps people to tell services when they are doing things well and what can be better.



The Police will make sure:



- It works with others to protect people with learning disabilities from harm
- It works alongside people with learning disabilities to stop hate crime
- People with learning disabilities will see the police treat everyone fairly and with respect for their human rights

Passenger Transport promise to make sure:



- The needs of people with learning disabilities are listened to and used in developing new passenger transport services, wherever possible



- Work with passenger transport providers on ways to make information clearer and easier to read
- That passenger transport information for people with learning disabilities is advertised as widely as possible



- It explores how it can develop the use of the Safe Journey Card



- Seek where it can get funding from, for more buses to be fitted with 'next stop announcements' and displays

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4. The Right Place to Live



People with learning disabilities have the right place to live based on individual need and choices.

What people of Hampshire said about The Right Place to Live:

"How can Hampshire make sure people with complex needs are involved in planning housing?"



"I want to be able to move house if the time is right."

"I want to be safe in my home."



"I want to be able to make housing choices and be in control of my own life."

"I am a citizen and have a right to good housing"



"I like having my own front door key. I have my own key and it makes me feel safe"

"I want to be able to choose who I live with."



"What can Hampshire do to help improve local supported living options for everyone, including those with complex needs?"



What people said would make things better



- The community is educated to help stop discrimination and prejudice against people with learning disabilities
- We are involved in planning future housing for when we need it



- There are supported living options for everyone including those with complex needs.



- There are supported living options near to our family and friends, if that is what we want.



- We have the right help to find the right place to live
- People who support us are well trained to understand our communication, however we communicate
- We know our rights and options, wherever we choose to live



- We have help to make choices about who we live with and where we live, even if we have complex needs



- We know what to do if we want to move on
- We have independence and control in our lives, even if we need help with this



- We have the right equipment and changes made to our homes so that we can move around and be as independent as possible



OUR PROMISES

Working together we will make sure that people with learning disabilities are involved in future housing plans, know their housing rights and options, and are supported to make their own decisions over where and with whom they live.



Adult Services and Health will make sure:



- They work with others to ensure that no one is unfairly discriminated against because of their ability or disability
- People with learning disabilities are involved in the planning and design of new housing projects and support services



- They work with others, such as District Councils, housing providers and private landlords to make sure there are different choices for where people with learning disabilities live and the support they have



- They buy services to provide support to enable people with learning disabilities to live as part of the community
- They buy services to support people with learning disabilities to find the right place to live
- Where people with learning disabilities have a tenancy they buy services that provide housing related support, if needed



- People with learning disabilities who are living away from their families are supported to move nearer if they want to



- They continue to work with others to check that the paid support which people with learning disabilities get is good
- People who have learning disabilities have support to move from care homes if they want to



- They continue to work with District Councils to ensure that equipment and changes to homes are made available to people with learning disabilities, and help people to apply for a Disabled Facilities Grant, if needed



Adult Services will also make sure:



- Social care teams help people with learning disabilities to have good support plans so that providers know how best to support people



- People with learning disabilities are supported to get equipment such as mobile phones and alarms, sometimes called Telecare, to help them be more independent in their own homes



- It works with District Councils to ensure that all Older Persons Extra Care Housing schemes are available for people with learning disabilities, who are aged 55 and over who need it

Adult and Children's Services will make sure that:



- They work with families and young people to think about where they want to live when they are adults

Advocacy will make sure:



- People are able to tell local services what housing they want and need
- People know their rights and choices about where to live
- People are able to say where they want to live and who with



- It helps people who find it hard to speak out or do not use spoken words to have their rights and choices respected
- It helps people to challenge professionals and services if they are not getting their rights and choices about where they live

The Police will make sure:



- It works with others to continue to cut crime and protect people with learning disabilities, wherever they live
- People with learning disabilities who are witnesses or victims of crime are supported to speak out



- It works alongside people with learning disabilities to stop hate and mate crime
- People with learning disabilities will see the Police treat everyone fairly and with respect for their individual rights



Passenger Transport promise to make sure:



- The needs of people with learning disabilities are listened to and used in developing new passenger transport services, wherever possible



- Work with passenger transport providers on ways to make information clearer and easier to read
- That passenger transport information for people with learning disabilities is advertised as widely as possible



- It explores how it can develop the use of the Safe Journey Card



- Seek where it can get funding from, for more buses to be fitted with 'next stop announcements' and displays



Trading Standards will make sure:



- It helps people with a learning disability stop people knocking on their front door to sell things by giving out door stickers to any one who asks for one
- It gives a free Making Money Matter booklet and DVD to anyone who asks for one, to inform people with a learning disability how to deal with people knocking on their front door to sell things



The Department of Work and Pensions (DWP) is a Government Department and will make sure:



- It helps people with learning disabilities into work and pay benefits
- It will treat you fairly and with respect, helping people with a learning disability get the right support

5. My Day



People with learning disabilities have the right to the same opportunities as everyone else for:

- Education including Higher and Adult Education
- Training for work and life
- Paid Work and Volunteering
- Taking part and being included in meaningful activities, during the day, evenings and at weekends

What people of Hampshire said about My Day:

"I like volunteering in my local Charity Shop; the other staff support me."



"We want to Stay Out Late."



"We need support staff who are motivated and trained to support us and be fully involved."

"I want to go to work like my sister."

We need good access to transport in the community where and when our activities happen



"We need our choices to be respected – we should be able to spend time at home if we want to."

"We need suitable adaptations in all places we do activities so we can take part fully."

"We need help planning ahead and making arrangements to be able to attend activities."

"My paid job gives me money to do the things I want to."



"We need signs and information about what is happening in our community that is easy to understand."



What people said would make things better



- Our choices are respected



- I can access what activity I want to do e.g. I may need to have adaptations to a building, at an event or where I work



- There are more choice of activities that are meaningful and enjoyable for me to do during the day and the evening, no matter where I live
- I can continue to learn after I have left school or college



- I can have the training and support to get a job and to keep it
- I can have the support to become a volunteer
- Staff are motivated and trained to support us
- Help is available to plan and make arrangements



- Information is available about everything that is happening in my community
- Information that is easy to understand



- Transport is available when and where I need it



- I can have support to follow my faith



OUR PROMISES

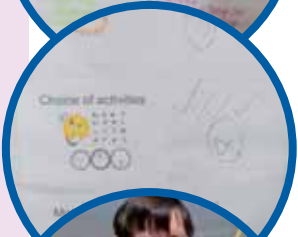
Working together we will increase the opportunities for people with learning disabilities to become more involved in their local community. We will also work together to increase the opportunities for people to be involved with activities they enjoy during the day, evenings and at weekends.



Adult Services and Health will make sure:



- Information is clear and easy to understand to enable people, whatever their age, to know about local activities they could join
- People with a learning disability are supported to identify and include their interests in their Person Centred Plan
- Community Learning Disability Teams will help people with a learning disability to think about how they spend their time and know what is available locally
- Community Learning Disability Teams will make sure people with a learning disability have the support they need when they are having an assessment
- Community Learning Disability Teams will work with the supported employment service and job centres to help make it easier for people to get a job



Adult Services will also make sure:



- It thinks about the needs of people with learning disabilities, in their local areas
- It will listen to people with learning disabilities and tell local providers what kind of things people want to do



- It thinks about things learnt from “Launchpad” and how this can help them plan and develop new things for people with learning disabilities to do during the day



- Day opportunities are person centred, involve the community and people with a learning disability are supported by staff that are well trained



- They help people think about all the different ways they can have support with transport to get to their day opportunities. This could include learning how to travel independently and using public transport

Adult and Children’s Services will also make sure:



- They work together to support people to think about learning, training and work when they are in transition



Health will make sure:



- It works with other services to provide advice about skills and adaptations to support people with learning disabilities and complex health needs to access local activities



- That action is taken when the support is not good enough



- People with a learning disability are involved in writing their care plans about what they want to do during the day

Advocacy will make sure:



- People's choices are respected.
- People can say what they want to do in their lives.
- People are able to try new things if they want to.



- It helps people who find it hard to speak out or do not use spoken words to have their rights and choices respected.



- It helps people to take part and have their say in their local community, by getting to know their MPs, Councillors and leaders of local services.

Passenger Transport promises to make sure:



- The needs of people with learning disabilities are listened to and used in developing new passenger transport services, wherever possible



- Work with passenger transport providers on ways to make information clearer and easier to read
- That passenger transport information for people with learning disabilities is advertised as widely as possible



- It explores how it can develop the use of the Safe Journey Card



- Seek where it can get funding from, for more buses to be fitted with 'next stop announcements' and displays

The Police will make sure:



- People with a learning disability know about the Hampshire Hate Crime Alert App for mobile phones



- People with a learning disability will see the Police treat everyone fairly and with respect for their individual rights



- It works with others to continue to cut crime and protect the public
- It works alongside people with learning disabilities to stop hate and mate crime



Department
for Work &
Pensions

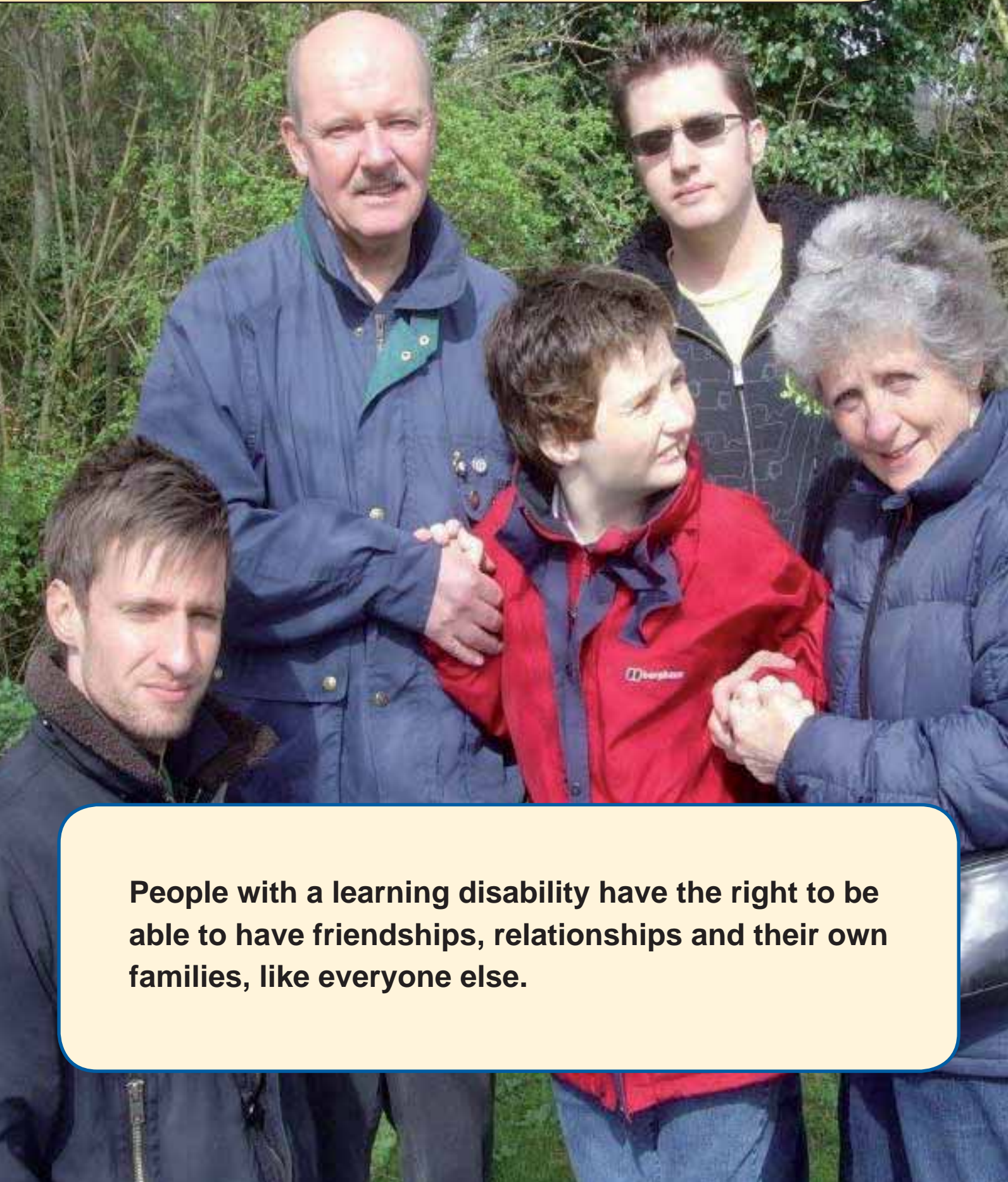
Department of Work and Pensions (DWP) will make sure:

jobcentreplus



- As a Government Department it helps people with a learning disability into work and pay benefits
- It will treat you fairly and with respect and make reasonable adjustments for your disability

6. Relationships and Family



People with a learning disability have the right to be able to have friendships, relationships and their own families, like everyone else.

What people of Hampshire said about Relationships and Family:

"I want to have information about sexuality and relationships that is easy for me to understand."



"I want to be able to make choices and be in control of my own life."

"I want to feel able to discuss all aspects of my sexuality and relationships."



"My family didn't want me to get married."



"Without friends you are lonely; friends are people you have fun with."

"I expect the community to understand I have a right to friendships and relationships and that they will support me to help with this."



"I want to be respected as a family member."

"I am gay and would like a partner."

"I am a citizen and have a right to friendships and relationships."



What people said would make things better:



- Making sure people can be happy and have fun in their lives, not just staying safe



- We are able to access clubs, social groups, activities, cafes, night clubs and pubs and this should include us if we use a wheelchair.



- There is suitable transport, we can all access, whether it is private cars, taxis or public transport



- Having access to more social groups, even if this means there needs to be adapted facilities, so that we can all be included
- There are people who are well trained to help us find interesting places to go and activities we can enjoy together
- There are people who are well trained to help us socialise



- More relationship courses for people with learning disabilities would be a great help



- There is time and good support to allow us to make friends and get to know each other



- Parents with a learning disability are included and have all the information on their rights and support to access services



- There are people who are creative, maybe using things like Skype or videos to help us to keep in touch with families and friends
- There are people who are well trained to understand our communication, however we communicate
- There are people who are well trained to help us communicate with our friends



- There is information to help us understand where to go to find out about our individual relationships and sexuality
- There are opportunities to meet my girlfriend or boyfriend so that we can have our relationship



- The community understand we have a right to have a relationship
- Respecting the views of our family members, if that is what we want



OUR PROMISES

Working together we will make sure that people with learning disabilities are able to make new friends and build relationships in a way that respects their dignity and their human rights, including the right to have a family, in the same way as everyone else.

Adult Services will make sure:



- Social care teams help people think about all the ways they can be supported to see their friends and do the things they want in their free time



- It thinks about the importance of being able to have relationships and spend time with friends when we are planning and designing new ways for people to get their support



- It works with others to help people get the support they need with their relationships, including sexual relationships, and have information, advice and support that will help them make good decisions
- Social care teams work with everyone who is important in a person's life to involve them in assessments and plans

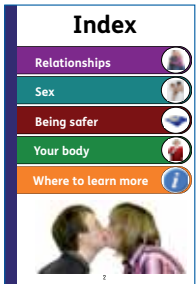


- It works with District Council to ensure that all Older Persons Extra Care Housing schemes are available to people with learning disabilities, who are aged 55 and over who need it, to make sure relationships can continue

Health will make sure:



Working in partnership with the Hampshire Five Clinical Commissioning Groups



- When you give us permission we will involve your family and people important to you
- It thinks about the importance of relationships and how people with learning disabilities spend time with family and friends when we buy services
- People with learning disabilities can access information and services to help them experience healthy relationships, including sexual relationships
- People with a learning disability will receive information about safe sex and staying healthy, in a way they can understand
- People with learning disabilities are supported to use generic healthcare services when they need support with contraception and sexual health screening
- It thinks about the importance of individual preferences and how these can be accommodated when we buy services

Advocacy will make sure:



HAMPSHIRE
ADVOCACY
REGIONAL
GROUP



- People can say what relationships are important to them and that these relationships are respected
- People know they have rights to choose and control their relationships
- It helps people who find it hard to speak out or do not use spoken words to have their rights and choices respected



- It helps people to challenge people or services that are not respecting people’s rights and choices
- People get support if they want it to discuss and have information about their relationships and sexuality



The Police will make sure:



- People with a learning disability will see the Police treat everyone fairly and with respect for their individual rights
- It works alongside people with learning disabilities to stop hate and hate crimes



Passenger Transport promise to make sure:



- The needs of people with learning disabilities are listened to and used in developing new passenger transport services, wherever possible



- Work with passenger transport providers on ways to make information clearer and easier to read
- That passenger transport information for people with learning disabilities is advertised as widely as possible



- It explores how it can develop the use of the Safe Journey Card



- Seek where it can get funding from, for more buses to be fitted with ‘next stop announcements’ and displays

Notes page

7. Being Safe



People with a learning disability have the right to be safe at home and in the community, like everyone else.

What people of Hampshire said about Being Safe:



"What is Hampshire doing to make sure people are safe in the community?"

"Make sure there are people who know me really well who will notice if I am not happy or I am not well."

"Make sure I have the right support staff, people who have the right attitudes and values and are highly trained."



"What is Hampshire doing to make sure people are safe in their homes?"

"I have the right to make a plan to stay safe."

"We want to be able to live our lives not being scared."



"If I need hospital treatment I should be able to be supported by my own staff who know me well and understand me."



What people said would make things better



- Our community is a safe place for people with learning disabilities
- Keep working to make sure that there are more safe places in the community through the Safer Places Scheme



- People know how they can tell someone if they do not feel safe
- People have support from advocacy, groups and clubs to speak out



- People are supported to take part in Safeguarding Meetings
- Information about staying safe is easy for everyone to understand



- People can have equipment like mobile phones or alarms, sometimes called Telecare, to help them stay safe and be independent
- People do not feel alone



- Support plans for health and social care are clear and tell others how someone would like to be supported
- People are supported with their communication in a way that is personal to them



- People have support around them from people they trust
- The support people get is checked to make sure it is good



- Employers, such as care agencies, have trained staff who treat people with respect



- There is training in schools and other places in the community to help everyone think about equal rights to stop bullying, hate and mate crime



OUR PROMISES

Working together we will make sure that people with learning disabilities are safe in their homes and their communities and are able to get the right support if they do not feel safe.



Adult Services will make sure:



- It works with other people such as the Police to ensure that people with a learning disability are safe
- Services work together to support people with a learning disability who are witnesses or victims of crime



- Services work together to support people with learning disabilities who break the law



- Social care teams are properly trained and supported by their managers to help people stay safe.
- Social care teams include people with learning disabilities and their carers to say how they want to be supported to stay safe and make decisions
- It looks at different ways people can be supported to live safely in their own homes and in the community.



- Safeguarding concerns will involve the person with a learning disability and be supported to say what they would like to happen
- People with a learning disability will be supported in raising awareness about abuse



- It continues to support the development of the Safer Places Scheme and make sure people with a learning disability know about it



- It buys support services that are good quality and meet written standards
- It buys community based services that include support to help people be involved in their community
- It buys care services that meet standards set by the Care Quality Commission (CQC)



Adult and Children's Services will make sure:



- They continue to work together to keep people safe when they are in transition

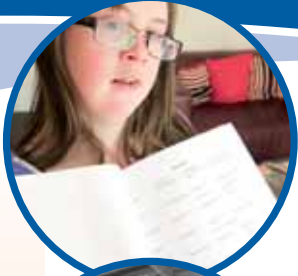
Health will make sure:



Working in partnership with the Hampshire Five Clinical Commissioning Groups



- Services for people with a learning disability are safe and that neglect and abuse will not be accepted
- People with a learning disability, their families, carers and supporting staff know how to spot and report abuse



- People with a learning disability and their support are involved in writing care plans about how they want to be kept safe



- Staff who support people with challenging behaviour will be properly trained, qualified and experienced to do so safely



- Clinical quality visits will be made by the Vulnerable Adults Team who will take action where there are any concerns or worries

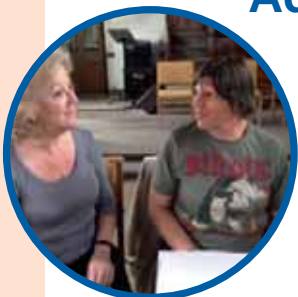


- There is independent advocacy available to people with a learning disability and that advocacy is available for carers if required to support them to report concerns



- Staff in general hospitals will have access to Health Liaison Nurses to help support people with learning disabilities and make sure they get the healthcare they need
- Health passports are completed and used

Advocacy will make sure:



- People know they have a right to be safe
- People know they have a right to speak out and report times that do not feel safe





- It helps people to report that they do not feel safe or that they are being abused or are a victim of a crime
- It helps people who find it hard to speak out or do not use spoken words to have their rights and choices respected



- It helps people to tell services about the best ways to help them to keep safe



- It helps people to get to know the services in their local community that are there to help them to stay safe



The Police will make sure:



- People with a learning disability know about the Hampshire Hate Crime Alert App for mobile phones



- Through services working together people with a learning disability get the support that is right for their individual needs if they are witnesses or victims of crime
- Services work together to support people with learning disabilities who break the law



- It works alongside people with learning disabilities and the people and family they live with to stop Domestic Violence



- It works with others to continue to cut crime and protect the public
- It works alongside people with learning disabilities to stop hate crime
- People with a learning disability will see the Police treat everyone fairly and with respect for their individual rights

Trading Standards will make sure:

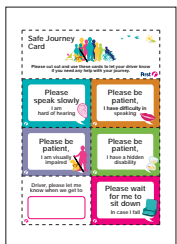


- It helps people with a learning disability to understand their rights about anything they buy and help sort out problems if things go wrong
- It gives a free Making Money Matter booklets and DVD's to anyone who asks for one



Hampshire
County Council

Passenger Transport promise to make sure:



- It explores how it can develop the use of the Safe Journey Card

8. Supporting Carers and Families



Carers and their families feel supported and live their lives the way they want to.

What people of Hampshire said about Supporting Carers and Families:



"Support to make plans and arrangements during any time of change, for the people we care for."

"We need up to date information about adaptations to our homes"

"Choice and control for us"

"Services must be more honest and open with families"

"Carer's assessments must be meaningful and result in support for family carers"

"We need up to date accessible and appropriate information when we ask for it."



"Providers must be more closely monitored."



"We need to feel someone cares about us, and we are not made to feel a nuisance."





What people said would make things better

Make sure information is available:-



- as and when we need it, on all services available to us
- on emergency planning, respite, local activities, support to enable us to work and support for brother and sisters and extended family



- about charities that support carers and peer support groups



- about transition from school year 9, so we can be fully informed and visit other schools or colleges prior to meetings, as transition impacts on the whole family



- about other services available during college holidays, such as take a break service, approved care agencies that specialise in supporting people with learning disabilities and complex needs



- if things go wrong – how to make a complaint

Also make sure:-



- There is a named person to contact in an emergency or a change of circumstance



- Meetings should be arranged at a time to suit us and not to suit the professionals
- Services for the person we care for need to be flexible
- Services need to communicate between themselves, with us and the person we care for



- Respite services that give choice, meet individual needs, are flexible, responsive and employ trained and good quality support workers
- Carer's assessments that result in services, especially recognising that as carers get older, there may be a need for more services, including planning for the future



- Carers and families need to be involved in Person Centred Plans, at any time of change, for the person we care for



- People who buy services (Commissioners) understand the needs of people with learning disabilities



- Monitor the quality and consistency of the support provided



- Making sure that all staff are fully trained and supported to give good quality care, e.g. do not spend time on mobile phones, or work double shifts



- Ensure Adult Services staff who visit families and people with learning disabilities are well informed, know local services and what they cost so that a clear “support plan” is produced which can be put in place
- Being treated as equal partners, being kept informed during any processes and having regular contact with Health or Adult Services staff



- GPs need to listen to our needs
- GPs need to register us as carers, to enable us to continue to care which saves resources and keeps us healthy
- GPs need to listen to us and the person we care for. This will help them make changes to the way they work, for example giving longer appointments at the right time



OUR PROMISES

Working together we will help carers and their families feel better supported to live their lives in the way they wish to.

NHS



Adult Services and Health will make sure:



- Meetings are held to suit caring responsibilities
- Community Learning Disability Teams share information and support carers and families to access the right information when they need it



- Community Learning Disability Teams think about carers needs when they are helping people with learning disabilities plan their support. Treating them as equal partners by valuing their “knowledge and experience”



- Community Learning Disability Teams know what is available locally for people with a learning disability and families



- Carers of people with learning disabilities are respected, supported and listened to
- Young Carers of people with learning disabilities are supported and listened to
- Carers of people with learning disabilities are able to have their say in making local services better



- Carers of people with learning disabilities are involved in helping to plan and develop new services



Hampshire
County Council

Adult Services will also make sure:



- It supports carer and user led organisations and continues to support wider involvement of people with learning disabilities, their families and carers



- Carers of people with learning disabilities are represented on the Hampshire County Council Carers Strategy and Partnership group



- Social care teams offer carer's assessments that may result in a service to meet everyone's needs
- Social care teams are aware of legislation that enable carers to work, access leisure opportunities, to have a break and to inform them of their rights It supports carers



through their involvement with the Local Implementation Groups and the Learning Disability Partnership Board to help plan services



Health will also make sure:



- Staff in doctors surgeries are aware of the need to register carers on their GP records and to support access to health checks to carers over the age of 40



Adult Services, Children's Services and Health will make sure:



- They continue to look at ways they can work together to improve transition into adult health, education and social care services

Advocacy will make sure:



- It respects people's carers and families
- It shares information we have about services that can help carers and families
- It makes sure information about our advocacy services is available to people, their families and workers from other services



The Police will make sure:



- Through services working together people with a learning disability and their families get the support that is right for their individual needs if they are witnesses or victims of crime, or break the law



- It works with others to continue to cut crime and protect the public



- It works alongside people with a learning disability and their families to stop hate and mate crime
- People with a learning disability and their families will see that the Police treat everyone fairly and with respect for their individual rights



Hampshire
County Council

Passenger Transport promise to make sure:



- The needs of people with learning disabilities are listened to and used in developing new passenger transport services, wherever possible



- Work with passenger transport providers on ways to make information clearer and easier to read
- That passenger transport information for people with learning disabilities is advertised as widely as possible



- It explores how it can develop the use of the Safe Journey Card



- Seek where it can get funding from, for more buses to be fitted with 'next stop announcements' and displays

What the Words Mean

Advocacy

Helps people with disabilities speak up for themselves as much as possible. It supports people to make their own choices and decisions.

Annual Health Checks

The Government is supporting GPs to offer people with a learning disability a yearly assessment of their general health. Health checks can help identify health problems.

Aspects

Means the parts of something. Looking at all aspects means looking at everything.

Best Interest Decisions

This is where someone makes a decision for you because it has been found that you can not make it yourself. The person needs to make the decision for you by deciding what is best for you. To work out what is best they must:

- Listen to what you want
- Make sure you are involved
- Ask people who know you

Community Learning Disability Teams

Are a team of Health and Social Care staff who work closely together to help meet the needs of people with learning disabilities. They support people to get the right services to help them have better lives.

Day Opportunities

These are the things people want to do during the day, evening or at the weekend. Day opportunities are different to 'day services' as they are not generally things provided by Adult Services that take place in a traditional day centre building.

Discrimination

When you are treated differently from other people. Discrimination against you is when you are treated unfairly or badly because of something about you, such as your skin colour, religion or disability.

District Councils

Look after the interests of the local people, such as housing, collecting rubbish, local parks and shopping areas.

Care Plans

This is a plan that a service makes together with the person to say what needs to happen to make sure that person has a better life.

Care Quality Commission (CQC)

This is an organisation that makes sure that care services in England are good and safe. The CQC does this by visiting and checking services.

Hate Crime

Hate crime is when someone is nasty to you for example because of your skin colour, your religion, your disability or where you come from.

Hate Crime Alert App

This is a free mobile phone tool for reporting hate crimes and hate incidents to the Police for anyone when they are anywhere in Hampshire, Southampton, Portsmouth or the Isle of Wight.

Health Facilitators

Are staff who work for health, who support you to get good services from people like GPs, dentists, district nurses and chiropody. *Health Facilitators* can help you write your health action plans and hospital passports.

Health Passport

The *Health Passport* is an important booklet for identifying any health problems quickly that you may have. It helps you share information about your health with health staff so you do not have to keep repeating yourself to people. It is a booklet that you complete. You can have help to complete it from someone who knows you well if you want to.

Hospital Liaison Nurses

Hospital Liaison Nurses help adults with learning disabilities that need to use hospital services. They make sure that your needs are quickly identified, so that the right things can be put in place to support you while using hospital services. They also carry out training with staff in the hospitals to help give them the skills, knowledge and understanding to meet the needs of people with learning disabilities.

Isolated

To feel alone.

“Launchpad”

“Launchpad” is an Adult Services’ word for moving people with a learning disability on from day services to more ordinary day opportunities. It helps people find out what activities and opportunities are available in their local community. People then try new activities to see if they like and wish to continue them. “*Launchpad*” supports people to keep their friends and make new ones.

Mate Crime

Is where people pretend to be your friend but treat you badly. Mate Crime is against the law and the Police will help you stop it.

Mental Capacity Act

Mental capacity means being able to make your own decisions. The Mental Capacity Act is a law that supports people to make their own decisions. The Act tells people:

- What to do to help someone make their own decisions about something
- How to work out if someone can make their own decisions about something
- What to do if someone cannot make decisions about something sometimes

Monitored

To check the progress or quality of something.

Older Persons Extra Care Housing

If needed this is a Hampshire County Council scheme offering a safe place to live in a home of your own for people over the age of 55. It has care and support staff on hand all the time so there is always help to support you when you need it. Extra Care Housing allows people to move out of houses, when they are finding it difficult to cope, into a home where they can be secure and live independently.

Person Centred Plans (PCP)

These are plans that you have written about the things that you want to do and the help you need. *PCPs* are different to *care plans* as they belong to you and it is up to you who you share it with. You can have help to complete it from someone who knows you well if you want to.

Prejudiced

A bad opinion that is held about another person or group of people that has not been made by knowing them, but based on what is thought they are like. This is often caused by people being seen as different such as skin colour, religion, race or disability.

Quality Outcomes and Contract Monitoring (QOCM)

This is the way that Adult Services check that providers are doing a good job and agree how to help them if they need it.

Reasonable Adjustments

Changes that can be made for a person to prevent them from being disadvantaged compared to others. For example, if a person with a learning disability needs more time to be able to communicate their health problem with their GP a reasonable adjustment could be a longer appointment time.

Skype

Skype is a programme that allows people to communicate with friends and other people by computer so that the other person can be heard and seen. It is like talking face to face with the other person.

Social Care Teams

These are teams, like Care Managers, Occupational Therapists and Sensory Teams who work for Adult Services. Social care teams support people who are eligible for social care funding.

Tenancy

Is an agreement between you and your landlord which gives you the right to live in your house or flat;

- as long as you pay the rent,
- look after the house or flat,
- keep to other rules in the *tenancy* agreement

Vulnerable Adults Team

Is Hampshire's health team that buys some of the health services for people with learning disabilities as well as for other people that are at risk.

Wellness and Recovery Action Plans (WRAPs)

Is a simple plan that can be used by you to improve or manage how you feel. It is about identifying what you need to do to stay well. It gives you the control so you feel good.

Resource Links

Adult Learning in Hampshire

<http://www3.hants.gov.uk/hampshire-learning/find-a-course-2.htm>

Care Quality Commission

<http://www.cqc.org.uk/>

Clinical Commissioning Groups (CCGs) in Hampshire

<http://www.westhampshireccg.nhs.uk/>

<http://www.southeasternhampshireccg.nhs.uk/>

<http://www.farehamandgosportccg.nhs.uk/>

<http://www.northhampshireccg.com/>

<http://www.northeasthampshireandfarnhamccg.nhs.uk/>

Department of Works and Pension (DWP)

<https://www.gov.uk/government/organisations/department-for-work-pensions>

Department of Works and Pension: Disability and Health Employment Strategy – the discussions so far (Easy Read)

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/266374/disability-and-health-employment-strategy-easy-read.pdf

Disabled Facilities Grant

<https://www.gov.uk/disabled-facilities-grants>

Disability Rights UK

<http://disabilityrightsuk.org/>

Government Information and Resources

<https://www.gov.uk/>

Hampshire Advocacy Resource Group (HARG)

<http://www.hampshireadvocacy.org.uk/>

Hampshire County Council (HCC):

0845 603 5630 or Out of Hours - 0845 600 4555

- **Adult Learning**

<http://www3.hants.gov.uk/hampshire-learning.htm>

- **Care Choices**

<http://www3.hants.gov.uk/adult-services/carechoice.htm>

- **Carers**

<http://www3.hants.gov.uk/adult-services/care-services/carers.htm>

<http://www3.hants.gov.uk/childrens-services/youngcarers.htm>

- **Comments, Suggestions and Complaints**

<http://www3.hants.gov.uk/complaints>

- **Contacts for Services**

<http://www3.hants.gov.uk/contactus/>

- **Disabled toilets (Radar Key)**

http://www.changing-places.org/install_a_toilet/equipment/key_schemes.aspx

- **Easy Health (Easy Read Leaflets)**

<http://easyhealth.org.uk/categories/health-leaflets>

- **Disability Registration “Yellow Cards”**

<http://www3.hants.gov.uk/adult-services/disability/register.htm>

- **Discovery Centres and Libraries**

<http://www3.hants.gov.uk/discoverycentres>

- **Housing and Extra Care Housing**

<http://www3.hants.gov.uk/housing.htm>

<http://www3.hants.gov.uk/adult-services/carechoice/resicare/extra-care/extra-care-housing.htm>

- **Mate Crime**

<http://www3.hants.gov.uk/adult-services/carechoice/protection-from-abuse/professionals-abuse/what-next/mate-crime.htm>

- **Safer Places**

<http://www3.hants.gov.uk/safer-places.htm>

- **Safeguarding**

<http://www.hampshiresab.org.uk/>

- **Trading Standards – customer advice**

<http://www3.hants.gov.uk/tradingstandards/tradingstandards-consumeradvice.htm>

- **Trading Standards – Making Money Matters booklet and videos**

<http://www3.hants.gov.uk/tradingstandards/tradingstandards-makingmoneymatter.htm>

- **Transition to Adulthood**

<http://www3.hants.gov.uk/adult-services/disability/transition.htm>

- **Transport**

<http://www3.hants.gov.uk/index/transport.htm>

<http://www3.hants.gov.uk/passengertransport.htm>

- **Your Information (leaflet about how it uses your information)**

<http://documents.hants.gov.uk/adultservices/publications/ASpublicationsYourInformationApril2014.pdf>

Hampshire Learning Disability Partnership Board

<http://www.hampshirelearningdisabilitypartnershipboard.org.uk/>



Hampshire Learning Disability Network

<https://www.facebook.com/pages/Hampshire-Learning-Disability-Network/272451886259299>

Hampshire Learning Disability Plan for Adults

www.hants.gov.uk/consultation-outcomes

Hampshire Police

<http://www.hampshire.police.uk/internet>

Hate Crime Alert App

<http://www.hampshire.police.uk/internet/advice-and-information/abuse-against-the-person/helping-victims-of-hate-crime-app-for-smartphones>

Health and Wellbeing Strategy 2013 – 2018

<http://documents.hants.gov.uk/health-and-wellbeing-board/health-and-wellbeing-strategy.pdf>

Health Checks

https://www.improvinghealthandlives.org.uk/uploads/doc/vid_8917_IHAL%202010%20-04%20%281%29%20EASY%20READ%20guidance..pdf

Hospital Liaison Nurses

<http://www.southernhealth.nhs.uk/services/learning-disability/hospital-liaison-nurses/>

Integrated Learning Disability Teams

<http://www3.hants.gov.uk/adult-services/disability/learndis/ld-services/ld-community-teams.htm>

Local Offer

http://www.hantslocaloffer.info/en/Main_Page

Parentvoice (for parents with children aged 0-25 years old)

http://www.parentvoice.info/en/Home_Page

Telecare

<http://www3.hants.gov.uk/adult-services/carechoice/careathome/equipment/telecare.htm>