

Review Project in Response to Winterbourne

In response to the Winterbourne View scandal and in anticipation of the DOH recommendations in their report, Bracknell Forest Council commissioned a project into the quality of the care being received by all of the people it supports residing either in residential care or acute/hospital settings (placements).

The number of people included in the project for review was 44.

For clarity all other people with a learning disability supported by Bracknell (inclusive of people 'health' funded) were already living in their own homes in the community (settled accommodation).

Project Plan

Requirements were of the project plan:-

- Establish from the person and family their experience of the support, whether needs were being met and whether they wanted / needed any changes in their support and/or residence
- Identify clear outcomes from visits that BFC staff will follow up following service reviews as well as after the completion of the project.
- Clear health provision information to be fed back to both local and Bracknell health practitioners for recording and/or action (this covered pain management, basic health need plans and policies and guidelines for people with Severe Challenging Behaviour).
- To present a full list of contact details for local LA, Health, and Safeguarding teams
- Project Worker and practitioners to liaise with Service Providers, local health and social care community teams as well as other commissioners of services and feedback information to BFC Contracts Dept. RE: Contract or Quality Assurance Framework issues.
- Project Worker and practitioners to liaise and discuss with the BFC Safeguarding team any issues and seek advice as required.
- To agree action plans from reviews with Service Providers
- In accordance with Jim Mansell report about how services should and can effectively support people with challenging behaviour some Good Practice Standards Checklists for Supporting People who Present Severe Challenging Behaviour were developed by Health and Social care practitioners: including Challenging Behaviour Therapist, Psychologist and Speech and Language Therapists. The Project Worker and Practitioners applied these checklists and applied these as part of reviewing the quality of the service and whether a persons needs were effectively being met.
- Through monthly project meetings and progress reports give regular and detailed feedback to the Project Team: Community Team for people with learning disability (CTPLD), BFC & Health Commissioners, Safeguarding

Team, Contracts and Commissioning Team to seek advice/support as required.

- To provide a final report that clearly identified actions, findings and recommendations for future reviews of 'placements' and to ensure people were safe and receiving person centred support
- To present report, findings and recommendations to Bracknell Learning Disability Partnership Board, Bracknell Safeguarding Board as well as Care Governance Board.

Methodology

Lead Project Worker (experience of managing provider services for people with learning disability) met with health and social care practitioners from CTPLD, Contracts & Commissioning Team, and the Safeguarding Team in order to develop review and monitoring requirements. The documents and information provided to inform Service Reviews were:-

- § The Contracts Quality Monitoring
 - § The Service Assessment (BFC)
 - § The Formulation Planning Process for people with Severe Challenging Behaviour
 - § The Good Practice Standards Checklist for supporting people with Severe Challenging Behaviour standard version, extended version and flow chart
 - § The community Pain Survey –Bracknell CTPLD
- The CTPLD Joint Team Manager wrote to the relevant providers to inform them about the project and its purpose.
 - This information was used to develop a cohesive monitoring/service review template tool. This was used as a basis to review people's service provision from a multidisciplinary perspective.
 - Individuals in 'placement' were asked for feedback on the quality of their support (communications aids and other tools utilised aligned to persons communications skills)
 - Families of people supported by BFC were informed of the project and asked for feedback on the quality of the service being received by their relative.
 - The review tool throughout the process was edited in order to incorporate issues that arose throughout the project to help with future reviews
 - The Project Worker worked collaboratively with Practitioners in order to undertake service review visits. This was to support robustness of service review but also to support professional development
 - This was also further supplemented by some quality check visits undertaken by Quality Checker schemes run by Bracknell & Wokingham Mencap (carers perspective) and EBE2 run by people with learning disabilities (Experts through experience) and undertaken by people with learning disability.

- CQC findings / inspection reports of the Providers were reviewed after visits rather than before. This enabled project worker and practitioners to:-
 - § Keep an open mind during reviews
 - § Check following visits to see if CQC reports were consistent with the findings on our review visit
 - § Follow up with any issues raised by CQC that hadn't been picked up during our visit
 - § Test the openness of providers i.e. some providers were immediately forthcoming with information about CQC issues and discussed how they had/were being addressed while others failed to volunteer information
- Action plans were agreed with Providers for service/practice improvements where this was required. These Action Plans were and are being monitored and reviewed.
- As part of each service review contact details for local Safeguarding, CTPLD's and Advocacy services were obtained.
- Positive Behaviour Support Plans for individuals were reviewed by CTPLD Behaviour Support Specialist for information and/or to get advice and support where required.
- Liaison with colleagues in the relevant departments of BFC in order to share information and/or concerns and seek advice/direction as required.

Outcomes

1. 1 of the people that we visited had serious safeguarding concerns that had developed since the routine review earlier in the year. He was helped to move and is now settling into his new home.
2. Of the 44 people living out of borough only 1 person is living in an acute setting. This person is very happy with the support received and is being supported by practitioners to plan and develop a bespoke support arrangement for the future in the community.
3. 5 of the people that were visited lived in services/placements that required very close monitoring to help them to improve
4. 5 of the people that were visited live in services/placements that required moderate support to help them to improve
5. 32 of the people that were visited are happy with very high quality support.
6. Health and Social care practitioners will continue to monitor the actions outstanding from the reviews
7. A newly revised approach to assessing and reviewing how people are supported is being developed from information / lessons learnt from the project including a risk checklist that will flag and identify when to escalate work activity to clarify the quality of support a person is receiving.

8. This information has been presented to senior managers in the Department to inform the approach to reviewing support arrangements for all people supported by the Department.