

Learning Disability Partnership Board Meeting



8 September 2022

At County Hall, Truro



Who was there

Name	About them
Tanya Falaschi - Chair	Healthwatch Cornwall
Mike Hooper	Healthwatch Cornwall
Andrew Coleman	Cornwall Partners in Care
Charlotte Day	Cornwall Partnership NHS Foundation Trust
Claire Grimsey	Cornwall Partners in Care
Christopher Jordan	Self-advocate and Volunteer book keeper for Cornwall People First and Parish Councillor
Dina Holder	Divas / The Women's Centre
Jason Stone	Self-Advocate, Mid-Cornwall Hub Day Services
Jo Pike	Cornwall Partnership NHS Foundation Trust
Julia-Wildfire-Roberts	Healthwatch Cornwall & Pentreath Mental Health
Julie Pape	Self-advocate
Karen Gregory	Mid-Cornwall Hub Day Services
Karen Hooper	Cornwall Council
Kevin Beveridge	Cornwall Council
Laura Keeper	Self-advocate, Blantyre Day Service, Cornwall People First & Proper Job Café
Lynda Berry	Parent Carer
Martha Reed	Cornwall Council
Matthew Oates	Self-advocate, Mid-Cornwall Hub Day Services

Name	About them
Natalie Philips	Cornwall Partnership NHS Foundation Trust
Neil Carpenter	Volunteer Advocate, Cornwall People First
Nory Menneer	NHS Kernow
Sandra Ward	Parent carer of a young adult with profound LD, Director of Parent Carers Cornwall and Chair of Carers Partnership Board
Steve Dymond	Self-advocate and Partnership Boards Community Promoter
Tom Sanderson	Self-advocate & Volunteer for Mid-Cornwall Hub Day Services

What we talked about at the meeting



Everybody agreed that the minutes of the last meeting were correct.

Actions and Updates from members



The Police and the **CHAMPs** want to restart the **Safe Places** scheme.

They want to have Autism information on the card



If you feel worried when outside you can ask for help in places that have a Safe Places sticker in the window.

These are places like shops, cafes and job centres.



Transport to Day Services was now based on a persons needs.



Julie and Jason Pape were joining the **CHAMPs** Team.

Parent Carers Cornwall gave an update.



They want to help parents of adults with additional needs.

They are holding sensory workshops.

The Aiming Higher Conference is on 4th October.

They are working on a new Liberty Protection Policy. It has to be right for Cornwall.

The Women's Centre and the **Divas** gave an update.



They are working with the government on violence against women and girls.

They are working with the National Probation service.

They are training lots of new staff to know how to help women that have been abused.

New Logo



4 Board members have designed new logos for the Board.

They are all so good that the Board can not pick a winner.

A new logo with bits from all 4 will go to the next meeting.

All 4 members will get vouchers for their work.

Peer Review



Adult Social Care

Cornwall Council want to make sure that everyone has the right support.

Everyone should have a say about the support they need.

So they Council asked the **Local Government Association** to review what they do.



A presentation is at the end of these minutes.

Update from NHS Kernow



Annual Health Checks

Fewer people with a learning disability were having an **Annual Health Check**.

Work was being done with **GPs** to get more people to have one.



Out of Area Hospitals

2 people were staying in hospitals out of Cornwall.

Both had plans in place to return.



Event

An event would be held on 14 October.

It is about making sure that everyone gets fair and equal treatment.

Cornwall People First, Cornwall Partners in Policymaking and **Citizen Checkers** would be there.

Partnership Boards Work



Department
for Work &
Pensions

A group of members from the LD Partnership Board and the Autism Partnership Board have put together questions for the **DWP**.

The answers will go to the next meeting.



The team have held 2 sessions with service users and **Cornwall Council**.

They want to make sure that everyone can live well and be safe.

More sessions will be held.



Mike and Tanya met with Penny Newman of **The Advocacy People** about getting new self-advocate Board members.



The team want more self-advocates to join them at events like **Blue Light Day** and the **Royal Cornwall Show**.

Please get in touch and become a **Community Promoter**.

Updates from Adult Social Care



Delivering Better Care

Cornwall Council want self-advocates to help them to ask the right questions about care and support.

They also want your help to run workshops.

More information would go to the next meeting.



Day Services

The Council have decided to close 4 day services.

They now want to make sure that the right services are in place for peoples needs.



Adult Social Care

Making Services Accessible

Cornwall Council had a new 'Front Door' for people to access services.

That means that when you contact the Council you should be able to speak to the right person to help you.

Any Other Business



Sandra Ward from **Parent Carers Cornwall** is worried about the cost of living.

Cornwall Council must do all it can to give good advice and support.

The next Learning Disability Partnership Board meeting will begin at 10:30am on Thursday 3 November 2022



**On Microsoft Teams
or at
St Austell Conference Centre**

Local Government Association

Cornwall Building the Right Support Peer Review

Feedback Presentation

22nd July 2022

Care and Health Improvement Programme

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Agenda

1. What is a Peer Review
2. The Peer Team
3. What the peer review team do (the process)
4. What is looked at (the scope)
5. Feedback
6. Your thoughts and questions
7. Discussion
8. Next steps

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Peer Review explanation

Peer reviews look at what and how things can improve (get better) and what is working well already

A peer team is invited by the area as 'critical friends'. This means the team all bring their experience of doing this work.

We have given daily feedback to colleagues so they understand what we are finding out and there are no surprises.

All the feedback and recommendations the peer team give are checked from what we have read, heard and seen. We also make sure it is found three times or more. We call this triangulation.

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Peer Review explanation

We don't share who has said what
People have been open and honest with us.

We have held up the mirror and to reflect back what is happening across Cornwall

We have been really well supported and made to feel very welcome. Special thanks to Tamsin, Sarah and Suzanne for supporting us. Thank you to Proper Job who have kept us all well fed with lovely lunches

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Peer Review Team

- **Di Domenico** is a Senior Programme Lead for Strategic Commissioning in NHSE England Learning Disability and Autism Programme, she brings her experience of commissioning in health and social care
- **Sam Prowse** is an expert by experience and works for Hertfordshire Council as an Expert by Experience Advisor
- **Kirsten Peebles** is parent of an autistic teenager who has been detained. She co-chairs the Building the Right Support Advisory Group and works with the British Institute of Human Rights and NHS England Parent Council delivering human rights training. Kirsten is part of the NHS England Children & Young People quality improvement taskforce
- **Jez Harris** is an expert by experience; parent, who supports Lancashire with their Small Supports development. He also participates in C(E)TRs through NDTi and works on various projects to end restrictive practices
- **Vicky Rogers** is a Head of Quality and Compliance for SECO support providing bespoke services to people leaving hospital and people at risk of admission supporting them to live well in their community

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Peer Review Team

- **Kirstie Haines** is a specialist in learning disability and autism improvement programmes and is currently working with the Local Government Association
- **Bev Stockton** has been a Director of Adult Services (DASS) in various Councils including Bradford and a Manager in a Learning Disability Team
- **Catherine Nolan** is West Midlands Association of Directors of Adult Social Care (ADASS) regional lead for learning disability and autism. She was also a commissioner
- **Nikki Henderson** is a Senior Adviser on the Building the Right Support programme at the Local Government Association Care and Health Improvement Programme
- **Sue Gale** is a Assistant Director for Learning Disability and Autism, Building the Right Support, in Local Government Association Care and Health Improvement Programme
- **Kay Burkett** is the Peer Review manager, she has worked with places and systems supporting health and social care integration and currently leads on public health improvement for the Local Government Association


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Local Government Association **The process** Information Classification: CONTROLLED



In 4 days we:
Read over 40 key documents



Met over 120 people including 4 visits across the county



Feedback on 22nd July 2022

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Local Government Association **What is looked at (The Scope)** Information Classification: CONTROLLED



TCPs

How does the System work for people?
Do all the different services and parts of the system work together so people have good lives?
What are the barriers for people and families?



Plans

Are the things the partnership is involved in Sustainable?
Is the everything planned to last or just fix a problem in the system now?
Is there a plan that people know about, and everyone is trying to make it happen?

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Local Government Association **What is looked at (The Scope)** Information Classification: CONTROLLED



Capacity to deliver: Can the partners provide the services that people need in their area
Can they keep the quality to a high level?
Can they develop new services and keep doing the work they need to do?
Can they make the priorities in the plan happen?




Service design: Is the partnership designing services and plans using the best practice guides? Building the right home & building the right support
How are people with lived experience and families involved in designing the services?


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Local Government Association **How we will give you the feedback** Information Classification: CONTROLLED



Things that you need to think about



Recommendations

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Local Government Association **Some quotes...** Information Classification: CONTROLLED



"a personal assistant I employ is a single parent with 2 kids in early teens... was given notice leave her property in lockdown, faced being housing in a premier inn, at the twelfth hour found a place - The rent was £1200 a month. It doesn't add up" re Direct Payment amounts

"I sat watching social care and CHIC argue in my own home"

"Some families are rejecting Adult Social Care due to charging"

"Diagnosis makes no difference to others, does to self"

*"Everybody thinks they know what people should be doing but..."
Re understanding of roles and responsibilities across organisations*

"What we need is a joined up approach to health and care so nobody falls through the gaps"

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Local Government Association **Key Messages** Information Classification: CONTROLLED

- We had the privilege of meeting passionate and committed people who are driven to improve the lives of people
- We know you are on a journey and we can see you have plans in place to move things forward and improve peoples' lives. As you move out of the pandemic there is an opportunity to accelerate the scale and pace of delivery taking people with you
- You have some fantastic self advocacy organisations for families of children and people with a learning disability from the legacy of previous investment - an opportunity for you to re-engage and benefit from hearing their voices
- Creative work is happening in pockets despite the system which is leading to good outcomes for some people - this needs to be enabled to have maximum impact across the system
- There is a disconnect between health and social care - and between strategic, operational teams and community
- There are some significant gaps around provision for autistic people which needs to be addressed urgently
- There is no defined crisis support pathway creating significant pressure in the system

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Key Messages continued

- The risk adverse approach is not enabling people or supporting them to live 'lives of wonderful ordinariness'
- Recognising the ambition to have people and communities at the heart of your systems will require a significant shift in your approach
- We recognise the challenges you face with helping people find their own home, find good quality support and workforce within Cornwall
- There are workforce challenges nationally that we see in Cornwall in securing a great workforce
- Working together and including people, families and providers everyone can benefit and develop new and more creative opportunities

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Issues important to self advocates and families

- Lack of autism specific services – mental health, local offer, drop in centre, front door to services
- Recruitment/retention of Personal Assistants – pay rates
- Crisis and prevention
- Training front line services
- Employment
- No provision/support after 25 – day services closing, transport issues, no activities especially for those with most complex needs
- Transition service needs improvement
- Poor communication & lack of consistency
- Respite services – no choice or control

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Co-production and recognition

"No self advocates on the ASD board are paid for their time"

"Easy read documents are not available"

"Lack of understanding of my autistic identity and a lack of reasonable adjustments impacts on my emotional state and my mental and physical health"

"We don't get listened to, we get fobbed off"

"They say they're listening but they don't listen"

"I was one of the original members of the LD Partnership Board but left when I realised I was a tick box."

"We need help finding our neurodiverse kin. It's our informed therapy"

"we need understanding and acceptance of autism not awareness"

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Lack of Autism Specific Services

"There's nothing beyond the age of 25"

"There are NO autism specific mental health services. You fall through the gaps"

"Due to the lack of multi-agency collaboration, I missed opportunities to access support. I shouldn't feel I'm not worthy of that support"

"GP and frontline services do not understand Autism. Even though they are the gatekeepers"

"If you are autistic, mental health services will not touch you. They say they don't know how to help you"

"Children end up excluded from school because of the lack of support for parents at the end of their tether"

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Personal Assistants

"We have had to refuse direct payments because PA will not work for the wages on offer"

"The agencies are ripping off the council while parents can't recruit and retain good staff at only £10 per hour"

"The council will quibble over paying to retain good staff when I'm saving them thousands by supporting via direct payments"

"They paid for a sensory assessment but wouldn't then pay for the recommendations made"

"The funding for autism training by NAS has stopped. The need has not"

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Financial Assessments

"The Financial Assessors don't understand autism or learning disabilities. My son needs activities and a sensory diet. They asked – why can't he just walk round the block and get the wind in his face?"

"Everyone just argues about who's funding what. In the meantime people are suffering"

"I said I couldn't attend a financial assessment meeting because my mum had just died. The assessor said if you don't attend the meeting you'll have to pay for all the services."

"Financial Assessors challenged the fact I'd bought my daughter's sheets from M&S and told me I should have bought them at Primark because it's cheaper. The difference is only a pound"

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Advocacy, Employment and Activities

"All the money goes to statutory advocacy. There's no money left for advocacy groups to deliver the support we need"

"We want to work, we don't want to live on benefits"

"The local offer webpage is so outdated it's crap. Half the organisations on there don't exist any more"

"We want a mobile drop in centre. To overcome the need for multiple sites"

"Staff will listen to paid advocates. Self advocates should be taken seriously"

"Services should be staffed by autistic people"

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People's views on the system

"There appears to be more people in NHS strategic positions who are listening more. But there is still the impenetrable middle layer"

"There's no crisis pathway. The council tells us to phone the police"

"It's the odd person who is good, not the systems. It's the extra milers who are good"

"I'm over 60 and trying to get my son settled for life. We're on the housing list but there's nothing to bid on."

"Front door is inaccessible by telephone. It's inaccessible unless you can use technology"

"They keep moving the deckchairs and your support changes"

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Local Context & Whole System Working

Strengths

- There is a vision for adult social care in Cornwall – 'Delivering Better Care'
- There are creative and passionate people across Cornwall who want to see change and are motivated to be involved
- Robust self-advocacy and people with lived experience who can help shape policy and do quality monitoring with opportunities for this to have stronger recognition and impact
- Parent Carer Forum 0-25 is a real strength:--
 - parent-to-parent peer support
 - helps individuals and families to navigate through the system
 - For professionals for information
 - they are entrepreneurial and regularly secure new funding into Cornwall
 - Parent carers have a really good understanding of local systems and awareness of local pressures – and can provide innovative ways to overcome these
- There are good relationships between the adult and children's teams who are happy to support and challenge each other in a positive way to create better outcomes for people
- The parent carer forum for children and young people were positive about the CETR process and feel this is effective

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Local Context & Whole System Working

Strengths

- Discharges from hospital have occurred and people are living back in their local area
- The Integrated Care Board have identified executive roles for people with a learning disability, autistic people and SEND
- We have heard really positive examples of the key worker pilot and the difference it has made to children and families
- We have seen some joint long term strategic approaches to housing in the Council
- Blue Light meetings were seen as a positive way to bring people together when there is an emerging crisis
- At operational level there is appreciation of the challenges being faced within adult social care

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Local Government Association
Information Classification: CONTROLLED

Local Context & Whole System Working

Areas for further consideration

- There is no clarity on what the collective vision is for people with a learning disability or autistic people within Delivering Better Care and other plans
- Lack of overarching strategies for people with a learning disability and autistic people
- The is no oversight in relation to the partnership boards with missed opportunities to:
 - meaningfully engage and hear people with a learning disability, autistic people and families
 - have collective responses to issues and actions
 - create a golden thread to inform practice, processes and all levels of decision making
 - For the partnership boards to be owned by people
- Access to the Intensive Support Teams is difficult to access for people who are not known to services
- Thresholds and processes are being interpreted differently in relation to safeguarding and this is making it hard for people and providers to enable consistency when making referrals
- There is a reliance on providers to conduct safeguarding investigations and report back to the system providing minimal evidence – we have not seen how quality oversight works when providers are required to undertake safeguarding investigations themselves
- The whole system isn't utilising the range of opportunities to be responsive and maximise best use of resources through conversations across health and social care within the localities e.g., decisions relating to respite
- Where people are working in silos there are examples of duplication and gaps e.g., production of learning disability strategies

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Information Classification: CONTROLLED

Local Context & Whole System Working

Areas for further consideration

- Communication with the workforce, partners and families on key issues or changes is inconsistent and not joined up
- Centralised budgets are restricting opportunities for place based prioritisation and solutions
- The Council's website is not accessible for people and parent and family carers and can be confusing to navigate
- There is a lack of consistency regarding positive risk taking which is leading to individuals or teams holding all the accountability as well impacting negatively on people's lives and opportunities

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Local Government Association **Sustainability** Information Classification: CONTROLLED

Strengths

- Having some new key strategic permanent appointments is viewed as very positive and seen as an opportunity enable sustained change
- There are some great staff - practitioners, commissioners and managers - who are taking dynamic approaches in several areas of practice e.g., Learning Zones to complement formal training and continuous professional development
- There are pockets of innovation across commissioning and practice
- People working across the system are keen to hear about good practice and are committed to continuous improvement; and shared learning
- New approach to data reporting bringing together children's, adults and public health reporting – opportunity to think creatively about how outcomes and assets are report alongside areas for improvement.

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Local Government Association **Sustainability** Information Classification: CONTROLLED

Areas for further consideration

- There are a couple of key elements of work and functions being held by a few people – who are in demand with regard to their input and knowledge - with a lack of succession planning for these key roles
- People are getting on a doing things because they need to be done with elements of firefighting to respond to people's needs that are not necessarily addressed by the system
- People are keen for change - but wanting future changes to have the opportunity to be embedded based on clarity about direction, vision, partnerships and best practice
- Lack of a positive risk management agreement across health and adult social care
- Existing provider market not meeting the vision or needs of people causing pressure across the system e.g., respite, short break, Personal Assistants
- There is a shared acknowledgement that there is a tendency towards a risk averse culture and the need for the development of a positive approach to risk management that is shared and owned by partners, people with lived experience
- Access to data requires further work to ensure the depth and scope of this intelligence is available to inform decision making and provide insights to impact on outcomes for people
- Personal Assistant rates not in line with Care at Home rates means that people are struggling to recruit and retain PAs with missed opportunities for early conversations with people who have PAs which may have helped to understand the implications and impact
- A focus on cutting services to reduce spend – rather than looking at how investments on early intervention and prevention activities could reduce spend in the future

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Local Government Association **Capacity to deliver** Information Classification: CONTROLLED

Strengths

- Work by the Children's Trust taking an integrated approach is successfully keeping children at home and out of hospital
- Children's Multi Disciplinary Teams crosses organisations and includes youth workers and social workers
- Use of community education and treatment reviews for children is effective at keeping children out of hospital
- Social work training and development includes health, rights and strength based approaches.
- There was an example of individual's influencing how their provider trains staff – responding to the individual person's aspirations
- Evidence of positive approaches to support – for example someone was supported to go away over night to a concert
- Social care provider with a strong focus on reducing health inequalities where 100% of people supported have had a health check.
- Relaunch of adult dynamic support register – building on the Dorset best practice – just at the beginning but real opportunity to shift towards earlier prevention
- Recognition that a post-diagnostic autism pathway is an area needing some priority attention

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Local Government Association **Capacity to deliver** Information Classification: CONTROLLED

Strengths

- Innovative approach to working with inpatients by the ICS – including using life coaches
- Autism Diagnostic Team is becoming a multi-disciplinary team – and they have a clear aspiration to establish post-diagnostic support networks for autistic people.
- Mental health commissioners are clear that there is funding to invest in the autism pathway

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Local Government Association **Capacity to deliver** Information Classification: CONTROLLED

Areas for further consideration

- The diagnostic and support system for autistic people is underdeveloped
 - Creating long-delays for autism diagnosis
 - No pre or post diagnostic support
 - Peer support for autistic adults is not there
 - Family carers are unclear about the therapeutic offer for autistic adults (SALT, OT, physio and IAPT) is and how they access it
- Provision for autistic people is limited
- Outcomes from diagnosis referrals have been received via a letter, this is not good practice
- Carers spoke of their experiences of not being spoken to about large changes in care packages or closure of day services
- Family carers are not getting the information they need from the statutory agencies – at times of crisis or other transition points
- A 'waiting list' for accommodation with support of 136..

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Local Government Association **Capacity to deliver** Information Classification: CONTROLLED

Areas for further consideration

- Leadership confusion amongst providers and practitioners about who will be leading work to redesign and commission the accommodation and support offer from '23 – when the current contract ends
- Gaps around training:
 - Learning disability and autism understanding
 - Reasonable adjustments
 - Communication
 - Sensory environments
 - offer to commissioners
- The employment offer that is being developed sounds really exciting and innovative, but there needs to be a plan in place that draws together the different agencies and sets out who is doing what – this would benefit people's employment opportunities external to the council
- We heard that communication from the council and the NHS to families and individuals is often poor and reasons for why things have changed is often unclear

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Local Government Association **Capacity to deliver** Information Classification: CONTROLLED

Areas for further consideration

- We heard from practitioners that risk is not always shared between agencies and senior managers understanding need to be aware of what risk in the community looks like for individuals on the Dynamic Support Register and inpatients
- Payment to social care providers – cashflow is key to the survival of services – but we heard that invoices can take a long time to pay especially if there are errors
- People with lived experience are not recompensed to attend meetings – this will mean that people who can not afford to have time off work or have caring responsibilities will be unable to attend these meetings

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Local Government Association **Service Design** Information Classification: CONTROLLED

Strengths

- Staff in the council and the NHS have shown a person-centred drive and really want to work in ways that allows them to do this
- Parents and family carers worked with the transitions team to identify what does/does not work and parent/family carers and influenced the neurodiverse pathway
- Parent Carers Forum and the Partners in Policy Team have developed services and are trusted by families and people with the potential to do more with a some additional funding
- Parent Carers Forum was provided with flexible covid funding from the CCG that could be used to meet sensory needs during lockdown – empowering decisions about how to spend money to meet communities needs

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Local Government Association **Service Design** Information Classification: CONTROLLED

Areas for further consideration

- Leisure and day opportunities for those who cannot access training and employment are not easy for parents to access and even when they can access transport becomes a barrier because some provision is many miles away from their home.
- Working and influencing DWP as the offer for disabled people is very slow and without reasonable adjustments, with long waiting lists causing unnecessary delays for people wanting to work
- The post Covid respite and social care placement offer is undeveloped in places and it feels to parents that hospital discharges are being prioritised; so an opportunity to prevent carer fatigue or care breakdown is lost
- Transition to adult services: pathways and transitions for social care and health need to be clear about what criteria are being use to set the age at which transition planning is initiated. We heard from parent and practitioners that this varies from 16 years to the day before their eighteenth birthday. How transition into adult services works needs to be better communicated for parents

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Local Government Association **Service Design** Information Classification: CONTROLLED

Areas for further consideration

- The current mental health community team offer and crisis support feels inaccessible to individuals and their families – with an individual's disability being used to explain their presentation rather than their mental health needs
- Why has the Autism Intensive support team taken a long time to get established and secure its staff base, this is welcome service but is currently closed to new referrals
- Current needs assessment for adult social care eligibility and care planning was too focussed on fitting people to available services – not enough building on strengths and helping them realise their aspirations
- Financial assessments feels clumsy and unhelpful to individuals and families.
- Communication in relation to Direct Payment; Individual Service Funds and Personal Budgets not clear or accessible

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Local Government Association **Service Design** Information Classification: CONTROLLED

Areas for further consideration

- Currently not maximising quality assurance to:
 - get ahead of potential failure/deregistration and supporting providers before they 'Require Improvement'
 - Respond to safeguarding and issues that are being flagged
 - Learning from recent events.
 - Share quality concerns between health and care partners
 - Work proactively with the whole provider market

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Local Government Association **Service Design** Information Classification: CONTROLLED

- Recognising the ambition to have people and communities at the heart of your systems (the fundamental 'flip' you talk about) – this is a big jump from where you are now and perhaps a step too far at the moment. We suggest making a smaller 'flip' to enable you to work on some fundamental areas that will help inform and guide your journey to the bigger 'flip' over time
- Fundamentals to focus on:
 - Working together – all organisations, all agencies and people and families to have one vision of where you are going that you are all signed up to
 - True co-production – there is some great work going on around engagement but taking a step further and making sure that 'nothing about us without us' is embedded at all levels is key
 - Risk – working to develop a consistent approach to risk to enable people to get the lives they choose and reducing/removing a risk aversion culture
 - Can-do culture – moving to a 'do with' rather than a 'done to' position. Giving all levels of the system (including people and families) the permission to be creative and solutions focussed so that you have shared problems to develop shared solutions
 - Co-ordinate and build on what you have – you have great, values driven and passionate people in the system with lots of good things happening. Find a way to bring these together in a co-ordinated way to enable them to grow and develop

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Local Government Association Information Classification: CONTROLLED

Things to think about (recommendations)



- You need to **dedicate time as a whole system with people and families, to design, commission and communicate the whole crisis pathway for Cornwall**, recognising and addressing the unique needs of people with a learning disability and autistic people and making sure staff can meet peoples needs
- You need to jointly address the quality and capacity issue you have in health and social care and work with good providers as equal partners to develop solutions
- Where people with a learning disability and autistic people are included within your mainstream offers and support, you need to ensure adequate training, support and understanding to communicate, respond and meet the needs of the person





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Things to think about (recommendations)




- Partners need to come together at all levels to develop a plan about how they move away from responding to crisis, to move towards working in a more cohesive way that ensures less firefighting and supports people to remain in their own homes and communities
- Take the opportunity to create an environment where staff are:
 - empowered to work creatively
 - feel supported
 - able to share when things might not go according to plan
 - provided with opportunities to have open conversations with senior managers
- Co-produce a vision for people with a learning disability and autistic people in Cornwall
- Consider refreshing the Carers Charter as a way of ensuring the role of a carer is acknowledged, respected, their needs are met and they have access to the services and support they need
- Plans to update the market position statement could be an opportunity to be specific about what is needed to support people with a learning disability and autistic people – and to really engage individuals with lived experience in what the market needs to do

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Local Government Association Information Classification: CONTROLLED

Your reflections and questions

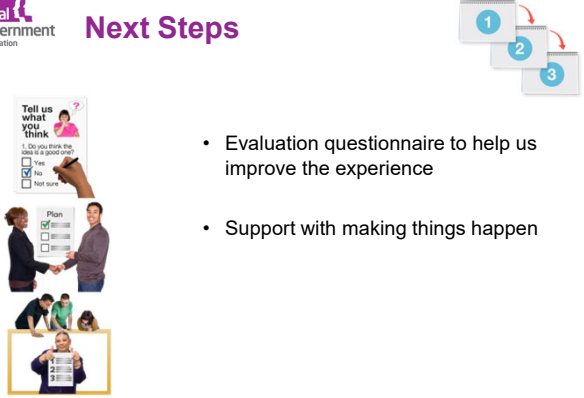


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Next Steps



- Evaluation questionnaire to help us improve the experience
- Support with making things happen

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Thank you

Contact Details



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