

# Multi-Agency Inspection of Services for People with Learning Disabilities in Ayrshire

## Accessible Summary

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March 2007

## Foreword

This is the report of the pilot multi-agency inspection of services for people with learning disabilities in Ayrshire. We are very grateful to the three Ayrshire local authorities and NHS Ayrshire & Arran for agreeing to host this pilot multi-agency inspection. A multi-agency inspection team carried out the inspection. The fieldwork for the inspection took place in June 2006. We will use the learning from the Ayrshire multi-agency inspection of services for people with learning disabilities to take forward multi-agency inspections of services for learning disabilities in Scotland. We would like to thank all of the people with learning disabilities, carers, staff and others from Ayrshire whom we met during the inspection.



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## Accessible summary of our findings

This is a report about services for people with learning disabilities in North Ayrshire, East Ayrshire and South Ayrshire. We looked at services for people with learning disabilities and their families in each of the three areas. We looked at services provided by

- The local council, particularly social work and education
- The NHS
- Others, such as Strathclyde Police

A team of people came to Ayrshire to check up on how good services were for people with learning disabilities.

Our team included people with learning disabilities and family carers.



**We had 4 inspectors with learning disabilities on our team.**

Our team included people from:

People First Scotland  
Quality Action Group  
Carers Scotland  
PAMIS  
Social Work Inspection Agency  
NHS Quality Improvement Scotland  
HM Inspectorate of Education  
HM Inspectorate of Constabulary  
The Care Commission



We did a lot of work to get ready for the visit.

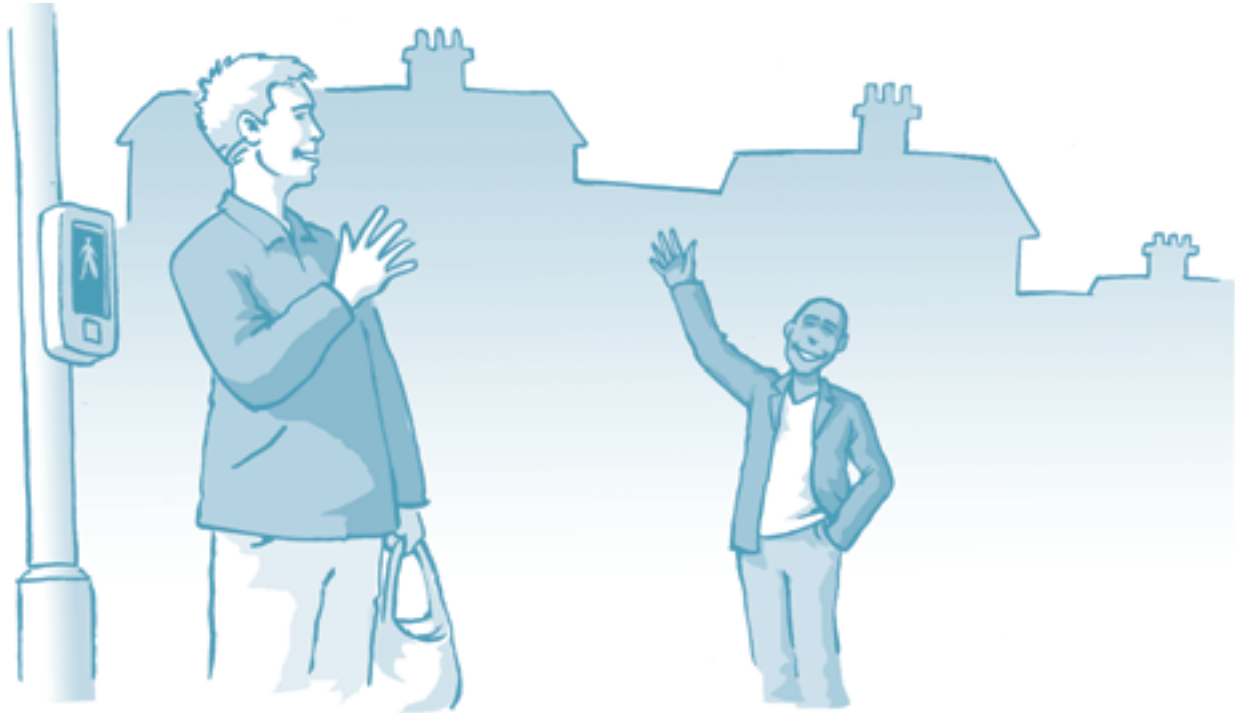
- We read a lot about services for people with learning disabilities in North Ayrshire, East Ayrshire and South Ayrshire.
- We read social work and education files for adults and children with learning disabilities.
- NHS staff checked some health records for people with learning disabilities. This is the first time any inspection agency has reported on a check on the health records of adults with learning disabilities.
- We sent a list of questions to some people with learning disabilities, family carers, and staff to find out what they thought.

You helped us by

- Filling in questionnaires
- Talking to us at meetings

This report tells you what we found out.

## *Being independent*



We wanted to know if people get the help they need to live an independent life.

### **North Ayrshire**

In North Ayrshire there were lots of good ideas but more has to happen.

One in four adults with learning disabilities were living in their own tenancies.

Some people have had help to get a job. A lot of people need help to get a job.

People who got direct payments have more choices about what they did, but only a few people got direct payments.

People with learning disabilities and their families liked the local area co-ordination service. Social work need to tell more people about it.

North Ayrshire needs to do more to help people go to college and have holidays.

One in four people with learning disabilities had personal life plans. The plans were mostly excellent or very good.

## East Ayrshire

In East Ayrshire they have a good plan for improving services. The plan talked about giving people with learning disabilities more choices.

We think the East Ayrshire partnership should make sure that the advocacy services they commission for people with learning disabilities should operate in line with Scottish Executive policy.

Some people have had help to move into their own homes. We heard about seven older women who had good support to move to their own home after their care home closed.

Just over a quarter of people with learning disabilities had personal life plans. The plans were mostly excellent or very good.

There were two part-time local area co-ordinators in East Ayrshire. People liked this service. There should be more local area co-ordinators.

More people should get direct payments.

## South Ayrshire

In South Ayrshire they have a very good plan for services.

There was good support for people with learning disabilities to make friends.

There was good support for people with learning disabilities to get jobs. We think it is good that 31 adults with learning disabilities had real jobs. Fourteen adults with learning disabilities had got a job with the council.

They had good services to help carers get a break in South Ayrshire. Some of these services were so good they had won prizes.

Lots of people with learning disabilities had their own tenancy. We talked to ten people who all had their own house or were about to get one.

There were lots of examples of good, flexible services based on personal life plans. We were impressed that a little under half of the people with learning disabilities in South Ayrshire had personal life plans. The plans were mostly excellent or very good.

Things could be even better though.

There was only one local area co-ordinator in South Ayrshire. There should be more.

More people should get direct payments.

More family carers should get their own assessment for services.

### *Being included*



### **North Ayrshire**

There was some good work being done in North Ayrshire to include people with learning disabilities in more things.

### **Disability equality training**

Disability equality training means teaching people to give disabled people the same opportunities as everyone else by meeting their individual needs. All council staff should get disability equality training. We were told that all health staff will get disability equality training.



### Access to services

Some people can get the help they need to use services in North Ayrshire but some people cannot. We heard about an outdoor centre on Arran that has special wheelchairs so that people who use wheelchairs can get into the hills.

### Transport

Transport was a problem for people with learning disabilities. Some people can use public transport but a lot of people spent too much time on special buses. We think that more people should get support to learn how to travel on their own.

### Health

There was a good plan for improving the health of everyone who has learning disabilities in North Ayrshire. People with learning disabilities should be able to get a copy of the plan that is easy to read.

### Information

The council should make their information easy to read.

### East Ayrshire

There was also some good work being done in East Ayrshire to include people with learning disabilities in more things.

### Disability equality training

Council staff and health staff get disability equality training. This could be developed to include people with learning disabilities and carers as trainers.

### Access to services

Some people could not go to college because they could not get into the building.

### Transport

The council had new minibuses that people like using. The schools and social work were training people with learning disabilities to travel on their own and talking bus stops may help with this.

## Health

There was good work being done to train staff to help people with learning disabilities to have better health.

## Information

A lot of carers thought it was hard to get information about services for people with learning disabilities in East Ayrshire.

## South Ayrshire

There was some very good work being done in South Ayrshire to include people with learning disabilities in more things.

## Disability Awareness Training

People with learning disabilities and carers should help to train staff.

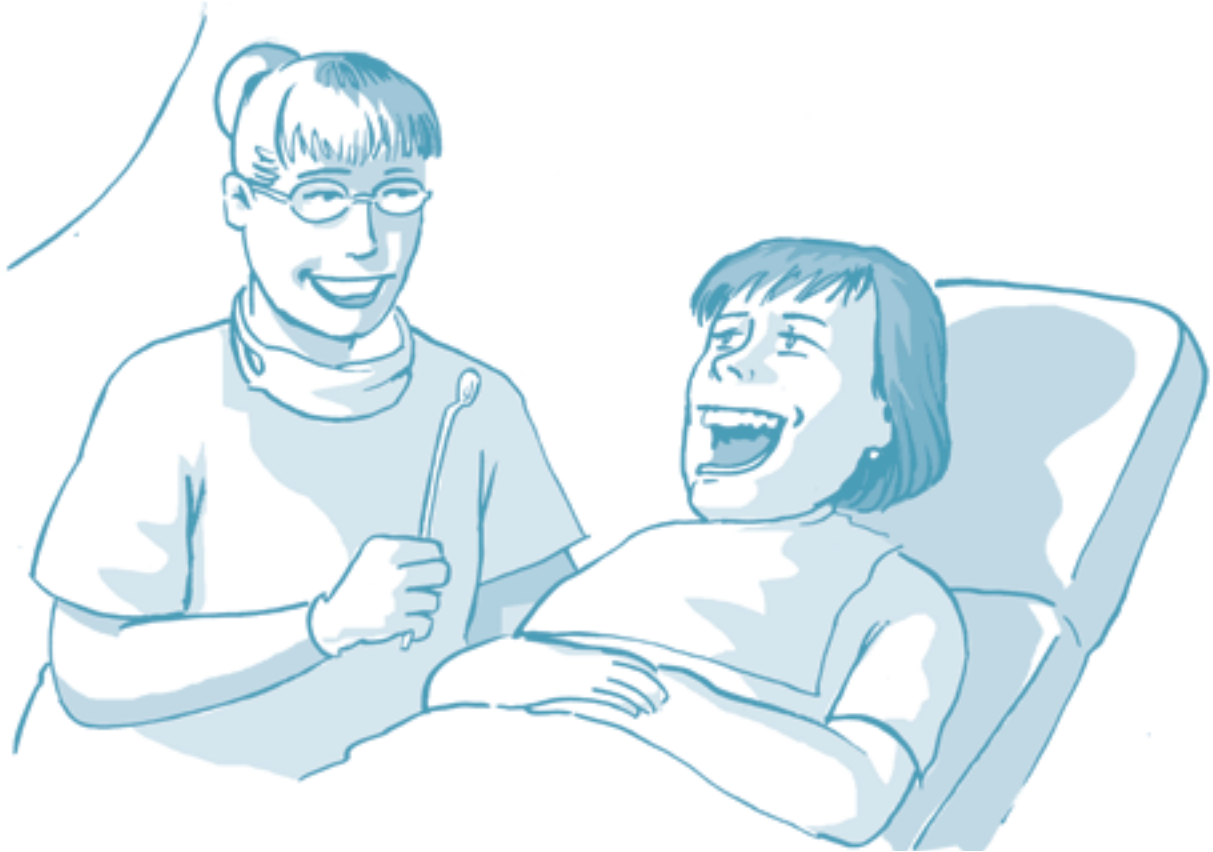
## Access to services

There had been some work done to make sure there are toilets in community settings that can be used by adults who need to use changing facilities.

## Transport

Forty-four people were learning to travel on their own. People with learning disabilities had been asked how public transport could be made better.

## *Being healthy*



### **Keeping people with learning disabilities healthy**

The three councils and NHS Ayrshire & Arran worked well together to look after the health of people with learning disabilities.

### **Going to the doctor**

Not all doctors surgeries were fully accessible to disabled people and not all of them had accessible toilets. The community learning disability teams worked well with doctors. Some doctors were running special surgeries for people with learning disabilities. People got more time to talk to their doctor at these surgeries.

### **Special health services**

We looked at special health services for people with learning disabilities. We thought the dentists were very good.

Some people who have learning disabilities and epilepsy could see special learning disability nurses. These nurses could visit people in their own homes.

There had been a lot of work done in South Ayrshire to improve things for people who have autism.

There were excellent services for people with learning disabilities who have problems hearing or seeing.

People who need wheelchairs could get them. People who needed special wheelchairs sometimes had to wait longer.

### Going into hospital

There had been a lot of work done to make things better for people with learning disabilities who have to go into hospital. We really liked the service at Crosshouse Hospital.

### Children and young people

There were good health services for children and young people who have learning disabilities. We think that staff worked well with families, but this could be even better.

### *What people with learning disabilities said about keeping healthy*

The Scottish Consortium for Learning Disabilities (SCLD) asked people about their health. This is what people told them.

Only some people said they got information about living a healthy life.

People do not seem to get information about health that is easy to read.

Most people had someone they could talk to if they were worried about their health.

Almost everybody was happy with their doctor. They said things like *“I do like him”*, *“she’s good, really good”* and *“I’m a lot better than I used to be”*.

The Scottish Consortium for Learning Disabilities also asked people about going into hospital. This was okay for most people but not okay for one or two people.

## *Being safe*



The three councils and NHS Ayrshire & Arran have rules to help protect people with learning disabilities from abuse. We think these rules should change a bit. The rules should say that a member of staff must always contact the police if they think that a person with learning disabilities has been harmed.

Strathclyde Police agreed with this. They think it is very important to make sure that people with learning disabilities are safe. Everyone needs to work together to help keep people with learning disabilities safe.

SCLD asked people with learning disabilities if they feel safe at home. Almost all said they feel safe at home. Most people said they feel safe when they are out and about. Most people said they had someone to talk to if they were frightened.

### **Strathclyde Police**

Strathclyde Police were training their staff to work better with people with learning disabilities. This included all their staff who meet the public in police stations. Ayrshire is the only place covered by Strathclyde Police that this is happening.

We thought that the three councils and the health board did good work to keep people with learning disabilities safe.

## *Keeping files*



We looked at some files kept by the three councils and NHS Ayrshire & Arran. They keep a file for every person with learning disabilities that they know about. This is the first time that health files for adults with learning disabilities have been inspected. We found that the file for most people was up to date and had all the right information.

### **North Ayrshire**

They need to find better ways to make sure young people get the right services when they move into adult services.

### **East Ayrshire**

There was a transition team in East Ayrshire. Their job is to work with families when children have to move into adult services. The transition team was set up a year ago and was working very well.

### **South Ayrshire**

They had a transition team, too, who work very well.

## *Staff*



We wanted to know if staff were well trained for working with people with learning disabilities.

We thought all three councils and NHS Ayrshire & Arran did the right things to make sure their staff are properly trained.

We thought that staff training was very good in East Ayrshire.

People with learning disabilities and carers should be more involved in training staff.

## *Working together*



NHS Ayrshire & Arran said it works well with the three councils. Some health services for people with learning disabilities in North, East and South Ayrshire were run from North Ayrshire. NHS Ayrshire & Arran needs to think if this is the best way to do things.

### **North Ayrshire**

We found council and health staff worked well together. In emergencies everyone worked well together. Most people with learning disabilities said they thought they had enough say in big decisions.



### East Ayrshire

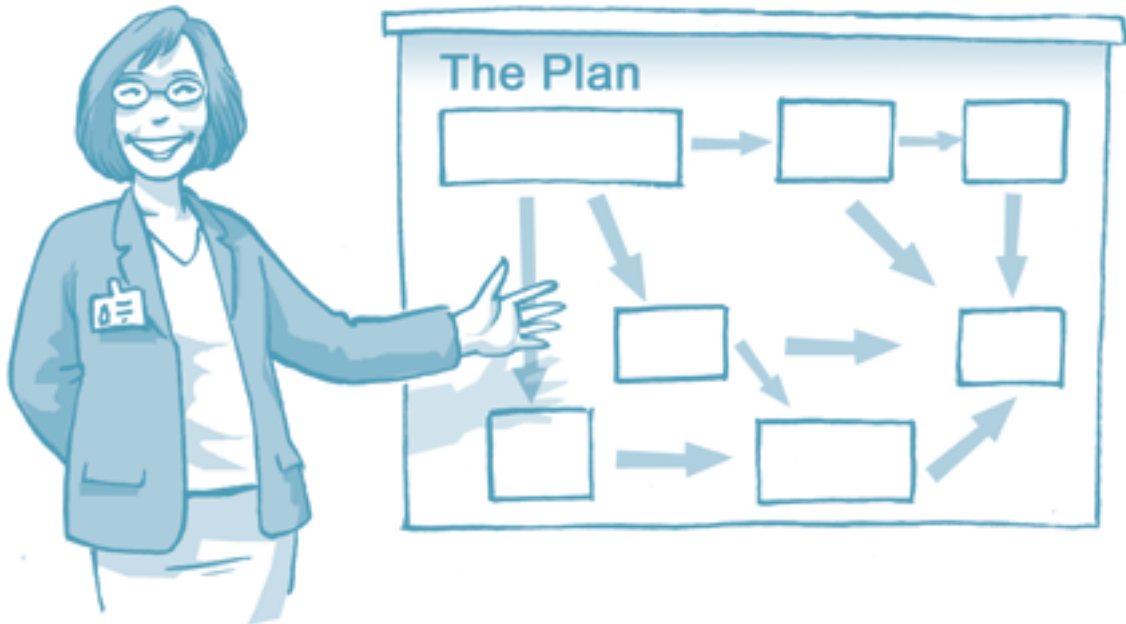
We found council and health staff worked well together. We found social work and leisure department staff running activities for people with learning disabilities that were very popular. Most people with learning disabilities said they thought they had enough say in big decisions. A lot of people with learning disabilities had helped to choose their support staff. Carers said they sometimes found it hard to have their say.

### South Ayrshire

We found that council and health staff worked well together. Most people with learning disabilities said they thought they had enough say in big decisions. Some people with learning disabilities said they thought they did not have enough say in big decisions. Some people with learning disabilities had helped to choose their support staff.

There has been good work done with carers of children with very high support needs.

## Leadership



### All of Ayrshire & Arran

The managers of NHS Ayrshire & Arran were very keen to improve health services for people with learning disabilities.

### North Ayrshire

Senior managers in North Ayrshire had good plans for people with learning disabilities. But some staff did not seem to be very sure about what was happening. The managers need to make sure that all the staff know about the way that services are changing.

### East Ayrshire

Senior managers in East Ayrshire had good plans for people with learning disabilities. Most of the staff agreed with this.

### South Ayrshire

The council in South Ayrshire made sure, in the past, that they did not cut back on services for people with learning disabilities. They have now had to cut back some services. They said they were not happy but they needed to save money.

Some health services for people with learning disabilities in South Ayrshire were run from North Ayrshire. This makes things complicated.

## Money



### All of Ayrshire & Arran

NHS Ayrshire & Arran had paid money to the three local councils. This was to pay for the care of the people who used to live in Arrol Park and Strathlea Hospital.

NHS Ayrshire & Arran also paid money to the three councils for respite care for children with learning disabilities.

### North Ayrshire

North Ayrshire thought they needed more money to pay for services for all the people with learning disabilities that they care for. But everyone in urgent need of a service got it.

North Ayrshire had a good way of keeping track of looked after children. These are children who are looked after by the council, not their own family.

### East Ayrshire

Staff in East Ayrshire made good use of computers to keep track of the money that is spent on services for people with learning disabilities.

### South Ayrshire

A lot of extra money had been put into services for people with learning disabilities, but even more will be needed. The council tried to plan ahead so that people could get the services they need.

## *Lifelong learning*



### **All of Ayrshire & Arran**

The Scottish Consortium for Learning Disabilities talked to a lot of people with learning disabilities. They asked them about what had happened when they left school. Most people had been at a special school and most people were at college or had been at college. Some people said they had had some say in what they did after school. But most people with learning disabilities who needed a lot of support did not get a choice about what they did after school. People who needed a lot of support were less likely to get the chance to go to college or get a job.

People were asked what would make their lives better. They said:

- Work and education
- Mainstream education and college
- To be welcomed in the community and not be on the outside of things
- More to do

We thought that all three councils did some good work in education. They have to try harder to improve things for young people with learning disabilities when they leave school. Young people who need a lot of support needed more help to get jobs.

### North Ayrshire

Young people with learning disabilities could join the school band at Stanecastle School. They could do drama or music or join a youth theatre. The outreach service ran things after school and during the holidays for children with learning disabilities.

Kilmarnock College ran courses for people with a wide range of needs.

### East Ayrshire

Park School was going to move to the Grange School campus. This should give pupils more chances to do things together.

Pupils at Hillside School enjoyed doing cookery, gardening and music.

Parents and school staff said it would be helpful to work with social work right through school.

### South Ayrshire

Young people with learning disabilities were running a café with help from community learning and development staff. This may help them get jobs. Young people with learning disabilities got good help to do sports and use libraries. Pupils at South Park and Craig Park Schools were learning to speak up in the children's parliament.

Ayr College ran courses for people with a wide range of needs.

It was not clear who paid for the transport and the help needed by young people who need a lot of support when they go to college.

## *Doing things better*



### **North Ayrshire**

People with learning disabilities and their families got good services in North Ayrshire. But we think there are some things they need to do to make sure that people are more included.

### **East Ayrshire**

We were pleased with the way East Ayrshire used personal life planning. We think this is one reason why people with learning disabilities got good services.

### **South Ayrshire**

People with learning disabilities and their families got very good services in South Ayrshire. They did personal life planning and it worked very well.

### **Personal life plans**

This was the first time anyone has ever checked the personal life plans of people with learning disabilities. We thought the plans that we saw were very good.

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