

# **VALUING PEOPLE IN LEICESTER**

## **Nothing About Us Without Us**

### **Issue 32**

**In this issue Lou Brown (Team Manager) reports on a recent Quality Network Review which took place at Access All Areas.**

Access All Areas is a learning disability service area developed following the modernisation of day services. The specialist service currently provides care and support for 25 individual people with learning disabilities who display physical challenging behaviour and who could face "exclusion" from most public services. The service provides support and opportunities within the Layton House building base and supports individuals to access the wider Leicester community.

#### **The Service Review**

The people we visited

We visited 9 people out of the 25 who use the AAA service based at Layton House. 8 of the people were male and 1 female and all were under 65 years old. The 9 individuals reviewed were from diverse ethnic origins and have differing cultural needs. People needed different levels of support to do things during the day. Some people were more independent and some people needed a lot of support because they had behaviors that were challenging. Some people used signs and symbols to communicate, some people talked to us and some people didn't use words at all, but were able to show us how they felt about things by their behaviors. Some people lived at home with their families and some people lived with other people with learning disabilities in residential homes

## **The review team members were:**

Lou Brown, Team Manager and Quality Lead

Jo Brown, Senior Practitioner and Quality Coach

David Cooper, person with learning disabilities

Andrew Taylor, person with learning disabilities

Philomena McLarty, Senior Practitioner, High Support Services

Julian Holt, Senior Practitioner, Assessment & Commissioning

Vicki Hawkins, Service Development Co-coordinator, AAA

Chris Tarrant, Social Worker

Yasmin Surti, Planning Officer

Jo Burke, Carers Participation Officer

Laura Clifford, Advocacy Worker - Mencap

## **What we did**

We talked, listened to and observed the people that we visited. We visited people during the day when they were due to be supported by the AAA service. We went with them when they were out and about and also talked to support staff and family members who knew the person well.

## **Findings - What was going well**

- People who were supported by the service were treated with respect.
- People who were supported by the service were kept safe from bullying and abuse.
- The family views of people who are supported by the service are listened and responded to.

## **Things we need to work on**

- We need more sessions and activities that develop and build on people's individual skills and interests.
- We need to improve planning and delivery of services that support choice and control.
- We need to explore how to help people get a sense of community and be more involved in using community resources.

Thank you to everyone involved.

## **For more information please contact:**

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## Inspection of services for people with Learning Disabilities



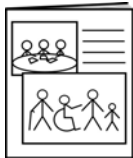
The Commission for Social Care Inspection (CSCI) is the organisation that checks all social care for adults given to people in England.



In February 2007 a team of inspectors came to check services for people with learning disabilities at Leicester City Council. They wanted to see what things were like for people with learning disabilities and their carers.



There were 2 inspectors on the team, and for part of the time an Expert by Experience, a person with learning disability who has experience of services, and her supporter.



The inspectors came to check services for people with learning disabilities at Leicester City council.

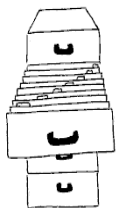
The inspectors also wanted to see how well the council was doing with 'Valuing People'- the national plan for learning disability services.



The inspectors asked people who used services and carers what they thought about services for people with learning disabilities in Leicester. They also spoke to managers and staff from the council and organisations that work with the council.



The inspectors visited different projects and went to a Partnership Board meeting. They also met with advocacy groups, people from the black and minority ethnic communities, Councillors and the Chief Executive of the Council.



The inspectors looked at case files and papers from the council. They also sent a survey to carers. Staff who worked in the service also filled in a survey.



Some of the things the inspectors said were good about Leicester City Council's Learning Disability Service were:

- Involving people in the Partnership Board
- Helping people to live at home
- The Adult Placement Service
- Involving people in planning and delivering services



Some of the things the inspectors said Leicester City Council's Learning Disability Service could do better were:

- Telling people about the services that are available
- Making all information easier to understand
- Helping people who do not need much support
- Helping people to get out and about in the City



The inspectors listed 22 recommendations to help make services better for people with learning disabilities and their carers in Leicester City. The Council has written an action plan to show how it will make services better.



Overall, the inspection team thought that Leicester City Council was serving some people with learning disabilities well. They thought Leicester City had enough good things in place to be able to make sure that learning disability services got better in the future.



If you would like to see the full inspection report you can find it on: [www.csci.org.uk](http://www.csci.org.uk). If you would like a copy of the report you can contact Kavita Dholakia on: 0116 225 4763.



If you would like to find out more about the Learning Disability service and the Learning Disability Partnership Board you can log on to: [www.ldicn.org.uk](http://www.ldicn.org.uk)