

Local Account of Adult Social Care 2013-14

People with learning difficulties



Promoting
independence

 Hackney

People with learning difficulties



Israel's journey to independence

Israel, 42, has learning difficulties that affect his communication and behaviour. He needs manageable routines to achieve his goals and flourishes best in a calm environment. With help from Hackney Learning Disabilities Service, Israel has developed his independence and social skills, becoming a powerful advocate and role model for people with learning difficulties. Early in 2013, Israel felt confident enough to move from shared accommodation supported by Hackney Independent Living to a flat with Family Mosaic where he lives independently.

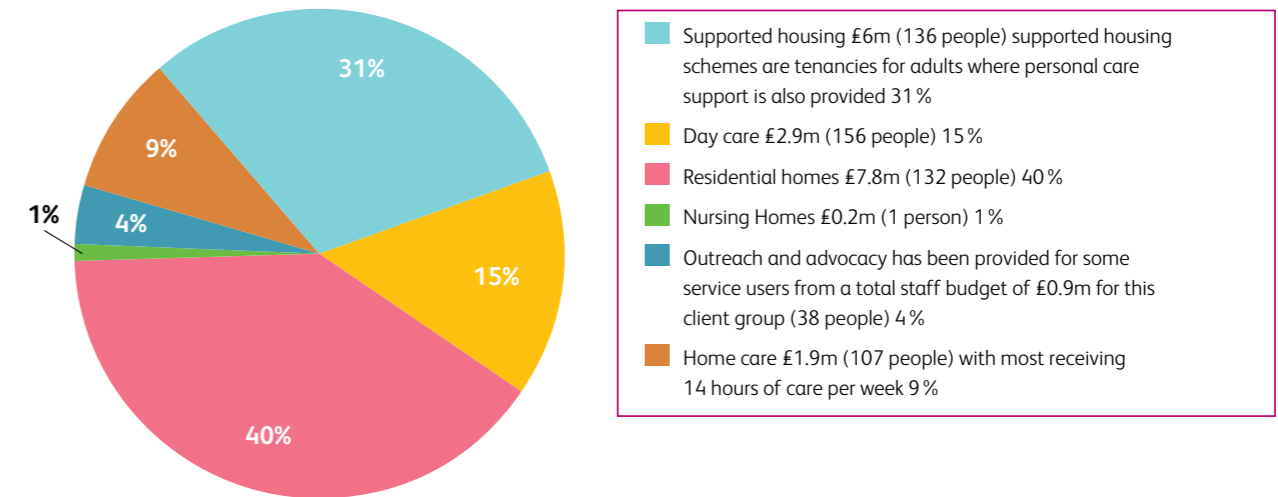
He loves acting and attends Drama for All and is a regular at the Learning Disabilities video group where he hones his multi-media skills.

Israel currently works as a volunteer gardener and is responsible for Open Mic Q&A sessions at various forums including the POhWER self-advocacy forum. He is active in speak up groups and events including the annual Big Do event for people with learning difficulties. Last year he took a council Train the Trainer course and tutors peers at Hackney Warrior Boccia team.

Israel also advises on easy read health and social care information and occasionally sits on council interview panels grilling interviewees on how well they understand the needs of people with learning difficulties. His resolutions for 2014 are to get a paid job, lose some weight and look after himself better.

What we spent in 2013-14

We spent a total of £19.6 million on services for 453 adults with learning difficulties last year. Part of the money supported 116 people who care for adults with learning difficulties, including services such as home care to give carers a break.



Some people received more than one service; some bought services using self-directed support to control their care

People with learning difficulties in Hackney

Some 4,358 adults with learning difficulties live in Hackney. People with learning difficulties experience more ill health, including mental ill health, than other client groups. Last year we provided social care and support to 453 people

with learning difficulties aged 18-64. Of these, 77 (17%) used direct payments to exercise more choice and control over their services.

During 2014-15, we will continue to improve day services to give people with learning difficulties a chance to take part in a range of community activities. People with highest needs will move to a new, purpose built resource centre in Oswald Street in 2016.

Plans

Below we have summarised what we did for people with learning difficulties in 2013-14 and what we plan to do in 2014-15.

What we said we would do	What we did in 2013-14 and what we plan to do in 2014-15 and beyond
Make it easier for people with learning difficulties to have their health and social care needs met	<p>In 2013-14, we:</p> <ul style="list-style-type: none"> Merged health and social care services so people with learning difficulties now have a single assessment point <p>In 2014-15, we will:</p> <ul style="list-style-type: none"> Involve adults with learning difficulties in developing and designing their services Make sure all council services take account of the communication needs of residents who have learning difficulties
Increase use of personal budgets	<p>In 2013-14:</p> <ul style="list-style-type: none"> 325 people with learning difficulties used self-directed support to control their care, 13 fewer than the previous year because some found this approach was not right for them <p>In 2014-15:</p> <ul style="list-style-type: none"> We will look at ways to make it easier for people with learning difficulties to use self-directed support
Help carers of people with learning difficulties to have a break and support them in their caring role	<p>In 2013-14, we:</p> <ul style="list-style-type: none"> Provided support to 116 carers of people with learning difficulties, nine more than in 2012-13 Commissioned a new community partnership called 'Carers are the Bedrock', starting in 2014, to make it easier for carers to get support including: <ul style="list-style-type: none"> Carers' assessments Hackney Carers Card Advice and advocacy Training A point of contact for GPs <p>See the Carers fact sheet for more details</p>

What we said we would do	What we did in 2013-14 and what we plan to do in 2014-15 and beyond
Support people to have more control and choice over their lives	<p>In 2013-14, the Hackney One Team:</p> <ul style="list-style-type: none"> Worked with 15 people a week to improve their computer skills at IT drop in sessions Set up a Looking After Your Money course at Hackney Community College which has helped several people to open bank accounts and handle their own money including wages and benefits Worked with local colleges to set up college placements and enrol over 50 people with learning difficulties on courses including new courses at The Centre for Better Health <p>In 2014-15, we will:</p> <ul style="list-style-type: none"> Set up day time drop-in sessions, providing advice and guidance to people with learning difficulties Work with Hackney Learning Trust to plan more courses for 2014-15 including bridging classes to help people access more mainstream subjects
Help people with learning difficulties become more independent	<p>In 2013-14, we:</p> <ul style="list-style-type: none"> Provided travel training to 60 people with learning difficulties to help them feel confident using public transport Worked with Transport for London, Community Police and Stage Coach buses to develop a Safety Card Supported seven people using day services into voluntary work Supported 33 people into paid work including securing a full time paid job for one person at Queen Elizabeth Olympic Park Modernised day services, moving some people with learning difficulties out of Trowbridge day centre to give them access to new community day activities Worked with Hackney's Housing with Care providers to increase the number of activities available to tenants <p>In 2014-15, we will:</p> <ul style="list-style-type: none"> Run more travel training and open sessions up to younger people with learning difficulties Work with service users and their families to make sure everything that goes on in Hackney is accessible and available to them Make sure assessments, reviews and consultations focus on support for people with learning difficulties to achieve their aspirations Ensure providers know how to give people with learning difficulties every chance to learn skills to help them take control of their life

What we said we would do	What we did in 2013-14 and what we plan to do in 2014-15 and beyond
Provide practical support to people, help them overcome isolation and get out and about in their community	<p>At the end of 2013, we launched a new Targeted Preventative service which includes:</p> <ul style="list-style-type: none"> • A new Floating Support service to provide practical support and interventions for up to 1,500 people who struggle to cope, including support to maintain tenancies, linking to services and developing skills to build links in the community. One Support, Family Mosaic and the Single Homeless Project will provide this support across four neighbourhoods • A Health and Wellbeing activities programme with Norwood to provide healthy eating, exercise, arts and cultural activity sessions for up to 400 people in the first year • A Volunteering and Befriending service with Outward providing 33,000 hours of support through home visits and/or phone befriending to help up to 250 people overcome isolation, get out and about and take part in activities • People will only have to contact one referral point for all three services (see useful contacts at bottom of this fact sheet) <p>In next year's local account we will tell you:</p> <ul style="list-style-type: none"> • How many people using these services reported improvements in: <ul style="list-style-type: none"> • Physical and emotional health • Emotional wellbeing • Independence • Social inclusion • Self esteem /self confidence <p>We will also let you know how satisfied people are with the new services</p>
Provide more easy read information	<p>In 2013-14:</p> <ul style="list-style-type: none"> • We worked with Photoroutes, a company that produces accessible maps, to help people with learning difficulties find their way around <p>In 2014-15, we will:</p> <ul style="list-style-type: none"> • Extend the Photoroutes scheme and integrate it with Hackney iCare • Encourage leisure and other council services to use and create connected maps to make it easier and safer for people to get out and about in Hackney • Produce more easy read documents, including this local account fact sheet
Help people to feel safe in the community	<ul style="list-style-type: none"> • We provided advice on staying safe during travel training and at IT drop in classes in 2013-14

What we said we would do	What we did in 2013-14 and what we plan to do in 2014-15 and beyond
Provide access to self advocacy and speak up forums	<p>In 2013-14, we:</p> <ul style="list-style-type: none"> • Funded POhWER to provide the local self advocacy forum for people with learning difficulties • Helped 180 people to take part in the annual Big Do speak up event in October 2013 • Ran 160 outreach activities including reading, speak up, planning, newsletter and multi media groups • Supported four service user forums where people with learning difficulties quizzed social care professionals and managers about services • Helped people attend a Transport for London Forum and complete a survey to improve access at Hackney stations <p>In 2014-15, we will:</p> <ul style="list-style-type: none"> • Continue to fund POhWER to help people with learning difficulties to have their say on making the borough more accessible
Support young adults and their families as they move into adulthood and ensure young adults who are able are supported into work (desired outcome from Promoting Independence Commitment Statement)	<p>In 2013-14:</p> <ul style="list-style-type: none"> • Hackney One Team supported 13 young people from special schools and colleges into work experience, developing their confidence and skills <p>In 2014-15, we will:</p> <ul style="list-style-type: none"> • Broaden our programme to include more employers and extend work experience to more young people as a first step to paid employment • Work more closely with special schools to help more students with autism into employment • Work with young adults aged 16-25 and their families to develop their new Education Health and Social Care plans • Improve support provided to young people when they move to adult services
Help more people to live happy and more fulfilling lives in their own home	<ul style="list-style-type: none"> • We helped 13 adults with learning difficulties move out of residential care into their own homes by providing the right support and care in their local community – five more than last year <p>In 2014-2015 our Learning Disabilities Service will make sure people receive services that:</p> <ul style="list-style-type: none"> • Keep people safe and well • Increase people's independence • Help people get out and about in their community • Have more say in the care they receive

What you told us

During the last year we have consulted people with learning difficulties who use services and their carers to get their views on what we provide now and what they would like to see in future.

What you said	What we have done and what we plan to do
<p>People wanted to know more about changes to day services</p> <p>Carers wanted reassurance that people moved out of day centres to take part day activities in the community would not lose their friends</p> <p>Carers also wanted assurance that the new Oswald Street Resource Centre could comfortably accommodate people with very different needs including dementia, complex needs and learning difficulties</p> <p>Day centre service users want better quality, hotter meals and a wider choice</p>	<ul style="list-style-type: none">• We provided detailed sets of frequently asked questions and answers to carers and service users affected by day care changes• Care managers reviewing service users will consider people's friendships and try to make sure friends are still able to do enjoyable activities together• The centre's design and operational plans will ensure people attending with a range of profound and multiple disabilities or complex needs are comfortably accommodated and catered for. Community and voluntary organisations and health services using the centre will offer a range of services and opportunities there, with some activities for specific groups, and others for all centre users. People with learning difficulties will also benefit from a range of community-based day opportunities• Meals at the new purpose built Oswald Street Resource Centre will be prepared on site, providing more choice

Useful links and contacts



POhWER Hackney

www.pohwer.net/in-your-area/where-you-live/hackney

Hackney People First

www.hackneypeoplefirst.com

Hackney Learning Disabilities Service

www.hackney.gov.uk/learning-disabilities-service.htm

Targeted Preventative Services

hackneytpsreferrals@outward.org.uk

0207 249 9004

If you would like to receive a printed copy of a fact sheet or one in another language or alternative format, call **020 8356 3980**.

If you want to contact Adult Social Care to get help or find out more about the services available, call **020 8356 6262** or visit www.hackneyicare.org.uk