



Health and Wellbeing Board  
07 December 2017

## Transforming Care Plan update

### **Purpose of report:**

To update the Health & Wellbeing Board on the progress of the Surrey Transforming Care Plan (TCP).

Supporting people in Surrey with a learning disability and/or autism who display behaviour that challenges, including those with a mental health condition.

### **Introduction:**

1. Transforming Care was in response to the criminal abuse that was revealed at Winterbourne View. The events at Winterbourne View triggered a wider review of care across England for people with challenging behaviour. This included a programme of CQC inspections of nearly 150 learning disability services together with engagement by the Department of Health to seek the experiences and views of people with learning disabilities and people with autism.
2. In February 2015, at a Public Accounts Committee hearing, NHS England committed to publishing a plan for closing some inpatient services for people with a Learning Disability (LD) and/or autism who display behaviour that challenges.
3. NHS England then published the National Plan for Building the right support in October 2015, jointly with the Association of Directors of Adult Social Services in England (ADASS) and the Local Government Association (LGA).
4. Surrey established a Transforming Care Partnership with all stakeholders to oversee the development and implementation of the Surrey Transforming Care Plan. The

plan forms part of the Learning Disability and Autism strategy 2016-20. (Appendix A)

5. The service model is structured around 9 principles seen from the point of view of a person with a learning disability and/or autism. (Appendix B)
6. Surrey's TCP has agreed the following key areas and work-streams:
  - Workforce including Positive Behaviour Support
  - Estates
  - Prevention, Information, Advice and Advocacy
  - Building the Right Support
  - Funding
  - Service Development
  - 0-25 SEND (Special Educational Needs and Disabilities)
  - Quality
7. In Surrey there were 65 people on the original Surrey Winterbourne View inpatient register (cohort) in and out of area. Since then:
  - Currently there are fourteen people in Assessment / Treatment beds with Learning Disability and/ or Autism and challenging behaviour.
  - In the last year (November 2016 to October 2017) Surrey has discharged fourteen people from hospital.
  - Four of the original cohort of people have had to go back to hospital for more treatment.

<b>Progress to date:</b>
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8. The Intensive Support Service was developed last year to support individuals in crisis and to prevent them from being admitted into assessment and treatment services. This multi-agency group is made up of specialist staff including nurses, specialist support workers, consultant psychiatrist, psychologist, speech and language therapist and occupational therapist. The team works in the community and into the Deacon Unit and works in an integrated way with to support people 24/7.

Feedback from families, providers and professionals have said that they have been effective in providing timely response to individuals when needed

The team meets weekly and the involvement of a number of agencies across the health and social care system has resulted in reduced length of stay and increased admission avoidance averaging two admissions per month.

9. The Health Care Planning Team is now fully resourced, this team case hold the individuals who are currently in patients. Reviews are held on a six monthly basis.
10. Surrey now has a dedicated resource to complete Care and Treatment Reviews for Specialist Commissioning patients. The commissioning team work actively in partnership to support the six CCGs to have an understanding of the specific challenges in discharging their patients from hospital care.
11. The Care, Education and Treatment Reviews are completed jointly with the CCG, SCC and SEND to ensure robust packages care that meet the young people's complex Health Education and Social care needs. The aim of this is to ensure person centred care that can be met within local services and avoid the need for out of county placements.
12. Part of the strategy for people with learning disabilities is to ensure they have access to annual health checks, screening and health promotion. Data regarding this is received on a quarterly basis and whilst this quarter shows an improvement there is still more work to do. In order to promote health checks, a group of young adults are producing an information video which will be shown through colleges, adult services and families.

<b>Workstream updates:</b>
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### **Workforce including Positive Behaviour Support**

13. SCC is working with the Transforming Care Providers, the Surrey Positive Behaviour Support Network and NHS Commissioners to develop a training network of Positive Behaviour Support Coaches.

14. Positive behavioural support (PBS) is a good way of supporting people who display, or are at risk of displaying, behaviour which challenges services. The foundation of PBS is to understand why an individual exhibits challenging behaviour, and address the issues that trigger the behaviour
15. The Surrey PBS Network (SPBSN) aims to bring people together to promote good practice, so as to improve the lives of people with learning disabilities or autism who attract the label of challenging behaviour. The network is made up of providers, family carers and health and social care practitioners and commissioners. It is co-chaired by a representative from a provider and a family carer. We meet quarterly, and each meeting is made up of a seminar on a topic relevant to good PBS practice, as well as sharing information about local developments.
16. This year our September meeting was a PBS Festival, taking people into unusual learning environments to stimulate new thinking. We brought in national and local experts, including academics and family carers, and had seminars, presentations and interactive activities, all raising awareness and sharing skills in PBS. The festival was at the Scouts centre in Cobham, and some activities were held in yurts, some were outdoors, and some were in the Scout hut. Tickets for the festival sold out in advance, and feedback following the event was overwhelmingly positive.  
<http://thepbsfestival.co.uk/gallery>
17. We are bidding for funding from Health Education Kent, Surrey & Sussex to develop and pilot this. If the bid is successful, training will be rolled out to the wider network of providers in Surrey. <http://www.surreypb.org.uk/surrey-positive-behaviour-support-network.html>
18. The workforce development work stream has been working closely with HEKSS (Health Education Kent Surrey and Sussex), Skills for Care and Skills for health to map the development of the Transforming Care agenda. Two workshops have been held to bring parties together to identify what is needed in relation to Transforming Care, both strategically as well as for individuals and their families. We have also engaged with Surrey Care Association to share information regarding the need for enhanced skills development with the private and not for profit organisations.

19. A skills audit with all ASC teams is currently being addressed, this will enable a baseline of the skills and knowledge of all staff in relation to working with individuals with learning disability, autism or mental health needs with behaviour that could be described as challenging to be confirmed. This will then form the basis of recruitment, training and development plans for social care staff to be able to meet the needs of individuals described within the Transforming care cohorts

### **Estates**

20. Capital bids have been developed for resettlement of people who have been living in inpatient beds for more than five years. These bids have been submitted to NHSE, and are now working on finer detail following acceptance by NHSE.

21. Developments are underway with SCC strategic providers for individuals funded by SCC, some of whom may be individuals currently classified as part of the TCP cohort. For example Welmede Housing Association were awarded £90k to contribute towards the redevelopment of an empty care home. The property has been developed into 3 flats and the first 2 tenants are due to move in in October.

### **Prevention, Information, Advice and Advocacy**

22. The Surrey Learning Disability Partnership Board website ([www.surreypb.org](http://www.surreypb.org)) has dedicated information pages regarding Transforming Care, currently these average 3000 individual visits per month. Information has gone out in and presentations / briefings have been made to key stakeholders including Valuing People Groups, Locality Teams and Surrey Care Association so that people are aware of activities.

23. Other developments include a FAQ page which is currently being designed, an updated bulletin, a “Year On” event planned for March and a communication group has been established.

24. The advocacy contract has been awarded to Surrey Disabled People’s Partnership.

### **Building the Right Support**

25. The annual review highlighted a new work stream of “building the right support “ which will enable multi agency partnership working to develop community services to meet the TCP need. A scoping exercise and steering group are being planned to develop this further.

### **TCP Finance Plan**

26. The Surrey TCP finance plan was submitted to NHSE in late September 2017. We received feedback from NHSE that they are assured and as a result Surrey’s plan has been rated Green.
27. CCG Commissioner colleagues are currently working jointly with SCC to develop a Memorandum of Understanding (MOU) to develop a pooled budget (Section75). This would enable joint provision for the transforming care cohort of people returning to Surrey. It is in the final stages of development and will be taken to the TCP board for final sign off in the new year.
28. Surrey CCG Collaborative has block commissioned seven inpatient beds within the Surrey and Borders Partnership Foundation Trust Block Contract locally in the new Deacon unit (Epsom). There are three additional beds available for spot purchase to support the South East Hub external demand.
29. Adult Social Care has engaged seven strategic housing and support providers to work with the Transforming Care agenda to provide both accommodation and Positive Behavioural Support in the community. These providers link with the ISS service to provide additional emergency capacity to provide robust community support to reduce hospital admissions.

### **Service Development**

30. A wide range of activity has taken place in Surrey to support work of Transforming Care:
- The Intense Support Service has been commissioned and work is taking place to develop a similar service for young people from CAMHs Transformation funding

- Transforming Care Clinical Meetings have been set up and links have been made with Mental Health Services, Criminal Justice System.
- Following expression of interest process, Surrey are working with seven learning disability providers to develop bespoke services for people in Transforming Care Cohort
- Systems are being set up to enable data to be collected to facilitate planning services for providers
- A new e-brokerage referral system for accommodation has been established that goes to Surrey providers

### **0 - 25 SEND**

31. SEND commissioning is a new team which came together as part of the Market Strategy team in August 2017. The team have started work on all key commissioning principles and are currently engaged in the 'understand' phase of the commissioning cycle. Developments such as the extension of Supported Internships and a pilot of the five day offer at East Surrey College are examples of quick outcomes which have been achieved since the team came into being.

32. Key Issues to be addressed:

- The need for more robust and meaningful SEND data to inform future place planning
- Local funding arrangements in place which provide more choice and control to families and which support schools in meeting a wider range of needs and a reduced reliance on Individually Statemented Pupil Support Budget (ISPSB).
- Increased number of specialist places to meet the changing needs of children and young people with SEND
- Improved partnership working across the school and post-16 sector (including Non Maintained Institutions and Special Post-16 Institutions)

### **Quality**

33. The Quality work-stream in the past year has focused on developing a set of 'Surrey People Standards' (SPS). These are intended to be an accessible set of outcome based

standards specific to people using transforming care serves, to

- Help people and families simply describe what they expect from good support services and hold providers and commissioners to account
- Inform providers who are developing new services
- Be used by anyone to inform an assessment of the quality of support services and plan improvements

34. Progress and achievements to date:

- Surrey People Standards drafted by a working group comprising of partners from adult social care, SEND, CCGs, Healthwatch and a carer representative.
- Consultations have taken place with the TCP board; The Autism Partnership Board; The Positive Behavioural Support network; learning disability strategic providers in Surrey; SEND Joint Autism Group, the four Valuing People Groups in Surrey and the Learning Disability Partnership Board.

35. Next steps:

- Sign off the SPS at the January 2018 TCP Board.
- Implement standards in partnership with all stakeholders.

## Conclusions

36. Good progress has been made on Surrey's TCP, however there is further work to do particularly in engaging with the provider networks to develop further community services within Surrey.

37. The work will continue to be monitored by the TCP Partnership Board and The Surrey Learning Disability Partnership Board.

## Recommendations

38. It is recommended that the Health and Wellbeing Board;

- Notes and discusses the TCP update.

- Agrees any further actions required to support the progress of the TCP.

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**Sources/background papers:** Surrey TCP Plan

## **Appendix A**

### Governance arrangements

A Transforming Care Partnership (consisting of all key stakeholders) has been established to oversee the development and implementation of the Surrey Transforming Care Plan. The senior responsible officers are Liz Uliasz, Deputy Director for Adult Social Care at Surrey County Council, and Diane McCormack, Acting Director Commissioning Children and LD for the Surrey CCG Collaborative.

Partners on the Transformation Partnership include representatives from the following groups:

- Individuals with learning disabilities and /or autism
- Family Voice
- Advocacy
- Children's services Commissioners
- ASC Commissioners & Finance officer
- CCG commissioners
- NHSE Specialist Commissioner
- Child and Adolescent Mental Health Service
- Provider organisations
- Surrey and Borders Foundation Trust (SABFT) (local inpatient services)
- CTPLD
- Voluntary sector community supports
- Housing
- Safeguarding
- Health care planners
- Surrey Police, Youth Justice

The Transformation Partnership Board reports to the Partnership Board and to the Surrey Health and Wellbeing Board.

## Appendix B

The service model is structured around 9 principles seen from the point of view of a person with a learning disability and/or autism:

1



I have a good and meaningful everyday life.

2



My care and support is person-centred, planned, proactive and coordinated.

3



I have choice and control over how my health and care needs are met.

4



My family and paid support and care staff get the help they need to support me to live in the community.

5



I have a choice about where I live and who I live with.

6



I get good care and support from mainstream health services.

7



I can access specialist health and social care support in the community.

8



If I need it, I get support to stay out of trouble

9



If I am admitted for assessment and treatment in a hospital setting because my health needs can't be met in the community, it is high-quality and I don't stay there longer than I need to.



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