



Health and Wellbeing in Partnership

**EAST AYRSHIRE'S PARTNERSHIP IN
PRACTICE AGREEMENT 2007 – 2010**

Making it Happen

WITH SPECIAL THANKS TO:

- **All the individuals with learning disabilities who told us what we needed to change to make things better for them and who continue to drive the Partnership's work.**
- **All the individual family Carers who work tirelessly, to push the wishes and dreams of individuals and family Carers forward and make others listen to them to turn plans into reality.**
- **Kimberley Armstrong for her innovative and inspiring original artwork**



INTRODUCTION

What is a Partnership in Practice Agreement (PIP)?

The Same As You? A Review of Services for People with a Learning Disability (2000) is the main Government policy initiative setting out the future direction of services for people with learning disabilities. It emphasises the need for agencies to work together to address the need for children and young people with learning disabilities, and those with Autistic Spectrum Disorders, to lead ordinary lives. It made a number of recommendations aimed at assisting the shift to greater choice, independence, and social inclusion.

One of these recommendations was that the local partners produce a PIP covering services for children and adults. It is a three year plan, jointly agreed between NHS Ayrshire & Arran, East Ayrshire Council and other key partners which lays out what needs to be done to improve and develop services for people with learning disabilities living in East Ayrshire. East Ayrshire's PIP supports the aims of the Community Plan and links to other community care, children's and health planning processes.

How the PIP has been developed

This document will be East Ayrshire's third PIP. We have learned from our previous experiences and accepted that we needed to do things differently to make sure that individuals with learning disabilities and their families were at the heart of the plan and leading the agenda rather than simply being consulted at a later stage.

We learned that we needed to get the right people around the table and fully involve the individuals who actually used services in the discussions.

In December 2006 a family Carers action forum called KIN and East Ayrshire Council hosted two consultation days called “Making Good Things Happen”. These days were about bringing people with learning disabilities, family Carers and other key partners together to look at how things could be made better for people with learning disabilities in East Ayrshire.

Other Key Partners include:

- **Care Providers**
- **NHS Ayrshire & Arran**
- **East Ayrshire Advocacy Services**
- **Princess Royal Trust Carers Centre**
- **Local Colleges**
- **Local Job Centre**
- **Education**
- **Local Businesses and Charities**
- **Departments of East Ayrshire Council that include; Local Area Co-ordinators, Community Learning & Development, Arts & Museums, Social Work, Housing, Volunteer Centre, Disability Awareness, Supported Employment.**

These consultations highlighted the following priorities which will be addressed in this PIP:

- **You want to be listened to and be more involved in decision making.**
- **You want more social activities and to make more friends.**
- **You want more control over your money.**
- **You want real jobs with real wages.**
- **You want more adult changing areas in your community.**
- **You want more respite choices.**

- **You want a better service from your health services.**

People also told us that they wanted ONE accessible version of the PIP.

Previous PIPs have looked at hospital closure and re-provisioning, local area co-ordination and employment. This PIP will build on the impact of these developments and focus on areas of future change including advocacy, day services and improving services and support for children and young people with learning disabilities and on the autism spectrum.

The priorities identified in this PIP have also been influenced by the findings from the SWIA (Social Work Inspection Agency) Multi Agency Inspection of Learning Disability services across Ayrshire. Between February and June 2006, the three Ayrshire local authorities together with NHS Ayrshire and Arran were the subject of a pilot inspection. The outcome of the inspection painted a positive picture of services for people with learning disabilities in East Ayrshire. It said that:

- **East Ayrshire has a good plan for improving services.**
- **The plan talked about giving people with learning disabilities more choices.**
- **Some people have had help to move into their own homes.**
- **Just over a quarter of people with learning disabilities have 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.**

The VIP Partners – A whole system change!

KIN held a vision of a working partnership which would lead the work to be done and enable full consultation and representation of and from individuals with a learning disability and family carers. From this vision the VIP Partners was formed – East Ayrshire’s Learning Disability Partnership

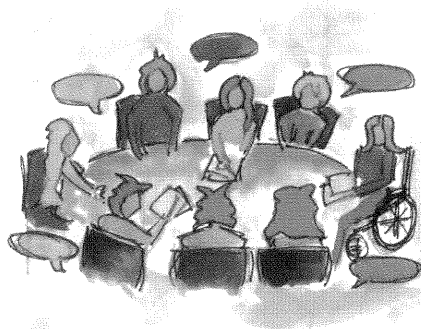


The VIPs central structure is a Web-Site, which will provide:

- **A consultation framework for individuals and family Carers to enable both to become engaged in policy and planning, promoting active citizenship.**
- **A forum for discussion and problem solving.**
- **Communication between all partners, giving easy access to information, signposting people to resources and establishing networks of support.**

The VIP Partners committee is made up of people with learning disabilities, autistic spectrum disorders and family Carers.

There are several sub groups, working in partnership on a



range of health and wellbeing issues such as social and recreational groups, including the arts, to bring choice and enrichment to those who take part.

The PIP and how it links to other plans and strategies

The Community Plan is the sovereign planning document for East Ayrshire. All strategic and service planning activity within East Ayrshire is undertaken in accordance with the East Ayrshire Community Plan 2003-15 and reflects its priorities. Its aim is to ensure a long-term commitment to effective partnership working with communities and between local authorities and other key bodies and organisations.

The Community Plan sets out the overall vision for East Ayrshire as follows:

“East Ayrshire will be a place with strong vibrant communities where everyone has a good quality of life and access to opportunities, choices and high quality services which are sustainable, accessible and meet people’s needs.”

The Community Plan is taken forward under six thematic headings:

- **Improving Health**
- **Eliminating Poverty**
- **Improving Opportunites**
- **Promoting Community Learning**
- **Improving the Environment**
- **Improving Community Safety**

The Scottish Government's National Overview and Next Steps document, which reviewed the 2004-07 PIPs, directs partnerships to consider the following key areas within the PIP:

- **Health promotion and improving access to health**
- **Local Area Coordination**
- **Carers**
- **Short breaks / respite**
- **Autistic Spectrum Disorders**
- **Direct Payments**
- **Day services; further education and employment**
- **Supported living**
- **Vulnerable adults**

These areas will be considered within the context of the community planning themes.

Two main themes are woven throughout the PIP:

- **Partnership working as reflected in the VIP Partners.**
- **Health and wellbeing, an ongoing joint priority for everyone.**

Evidence of on-going citizen leadership and work in building community capacity, where everyone can have their say and help others to have their say, can be seen within the sections detailing what “East Ayrshire currently does well” and followed through in the sections detailing “what we need to do” to make things better.

In order to align the PIP with the overall aims for services in East Ayrshire, 10 priorities were agreed and will be discussed under the 6 Community Planning Themes.

“People with learning disabilities” will be referred to within the PIP as “individuals”

CHAPTER 1

Promoting Community Learning – Making it Happen



This Community Planning Theme is about: supporting the development/continuation of community based organisations, encouraging individuals to access learning opportunities to improve the quality of their lives & wellbeing, supporting individuals to gain numeracy & literacy skills, maximising the use of existing community facilities for community development by all partners, increasing participation by young people in community based learning and active citizenship and increasing the opportunities for people to become involved in their communities.

For people with learning disabilities or autistic spectrum disorders this may be in terms of building confidence and skills towards becoming more active citizens, as well as identifying more formal opportunities to learn.

EAST AYRSHIRE PARTNERS ALREADY DO SOME THINGS WELL:



- **We have developed the VIP Partners, East Ayrshire's LD Partnership.**
- **We have service user/East Ayrshire Advocacy groups which meet regularly.**
- **We have Carer groups supported by the Princess Royal Trust for Carers – East Ayrshire Carers Centre and KIN.**
- **We have developed a Public Partnership Forum.**
- **We have asked for all provider organisations to create service user forums.**
- **We have the highest uptake of independent advocacy in Scotland.**
- **We have started to involve children, young people and Carers in all staff interviews.**
- **We have invited advocacy to our transition team meetings.**
- **We have started a Carer's Person Centred Plan (PCP) pilot jointly with the Carer's Centre.**
- **We have worked in partnership to involve people with learning disabilities in The Arts, e.g. The "Irky Pirky Dance Company", The "Digeridoo Drama Group", "Acting Up" etc.**

EXAMPLE OF GOOD PRACTICE

Partnership Working With Kin

Community Work Staff within Community Learning and Development provide support to numerous Voluntary Organisations. One such organisation is the Family Carers Action Forum, KIN.

KIN recognised that during the summer recess and other times when holidays occur, the number of activities and opportunities available were often very limited or unsuitable.

Working in close collaboration with KIN, a programme was designed to include high quality activities that people with learning disabilities and Family Carers could be involved in.

KIN was instrumental in putting together programme content and in using their very strong networks in the learning disability field. In addition, partnership working with Social Work, to help with support and travel arrangements and the linking in of Local Area Co-ordinators was crucial. Alongside these partners, Kilmarnock College provided the use of its facilities free of charge, again this spirit of co-operation helped make the programme the success it was. Finally additional Community Work Staff and resources of Community Learning and Development ensured the whole of East Ayrshire was targeted.

The Kilmarnock Class took place in July within Kilmarnock College. 27 people attended throughout the week with a range of learning disabilities. Animation, visual art, film and drama were used to provide some very original work and helped strengthen family and social networks. The Classes also increased confidence and skills.

Evaluations from the week were very positive and everyone agreed that this had been a worthwhile and valuable experience.

Cumnock classes took place during August 2007 within the Barrhill Centre Cumnock. A total of 12 people took part again with a range of learning disabilities. The sessions included drama and animation with a strong emphasis on story telling. Again a very successful programme took place with positive feedback and requests for further classes and development of this type of provision.

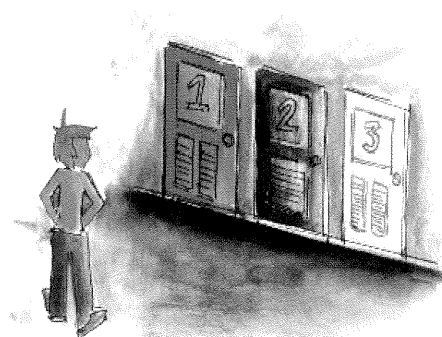
Clearly both classes were successful, fun and well attended. None of this would be possible without the dedication and willingness of all the partners to work together for a common goal – providing good quality services that meet the needs of people with a learning disability.

BUT.....

YOU TOLD US THAT:

PRIORITY 1

**YOU WANTED TO BE LISTENED TO AND INVOLVED
IN DECISION MAKING**



WHAT WE NEED TO DO IS:

- **Involve individuals and Carers in any decisions.**
- **Make sure that you know how to contact any advocacy or Carer groups.**
- **Make sure that you are aware of legislation so that you can be fully involved.**
- **Involve individuals and Carers in the planning, selection, contracting and monitoring of any new care providers.**
- **Develop a new team for children with disabilities.**
- **Develop a way of listening to children, young people and their families and helping them to make decisions and get information.**

HOW WE WILL DO THIS:

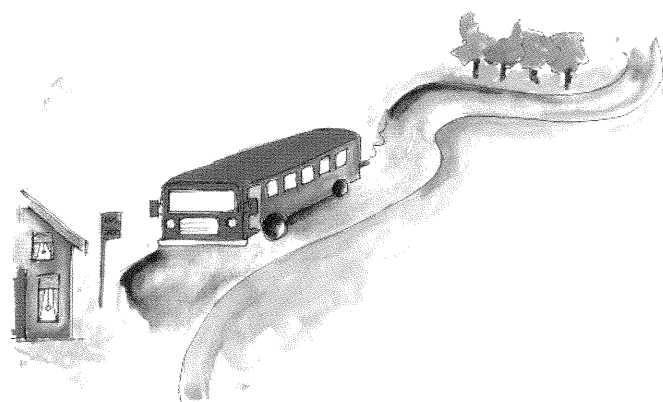
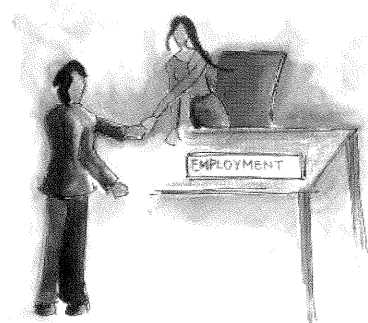
We will:

- **Talk about any issues through the VIP Partners.**
- **Make sure that individuals are involved in planning meetings about LD services.**
- **Encourage everyone to register on the Public Partnership Forum.**
- **Talk to service user/Carer forums more regularly.**
- **Organise a conference, in partnership, for carers and individuals that will offer both training on and the opportunity to discuss key issues.**
- **Ensure that people are aware of and able to access independent advocacy services.**
- **Develop and use the VIP website to give information about local advocacy and carer groups.**
- **Encourage and support people to use the website.**
- **Set up a social firm who would act as consultants to get rid of jargon from all published information.**

- **Make sure there is service user/carer representation throughout the tendering process for new care providers.**
- **Set up a forum which will develop the monitoring process for these care providers with identified people responsible for particular areas.**
- **Speak to children and young people, advocacy and the existing Children & Young People's Steering Group to decide how best to develop the forum.**
- **Continue to improve children and young people's participation in school reviews.**
- **Ensure that people with LD at further education colleges are consulted and involved and work in partnership with the existing disabilities equality forum.**

CHAPTER 2

Making it Happen by Improving Opportunities



This Community Planning Theme is about: supporting young people to move into work, promoting access to training to meet employment needs, developing a range of employment initiatives, attracting investment & increasing opportunities, offering transport solutions particularly in rural areas, promoting the development of early education & childcare and promoting tourism, cultural and leisure opportunities.

Enabling people with learning disabilities to take a meaningful role within their community, such as employment, learning new skills or taking part in new activities has a positive effect on that individual's health and wellbeing.

EAST AYRSHIRE PARTNERS ALREADY DO SOME THINGS WELL:

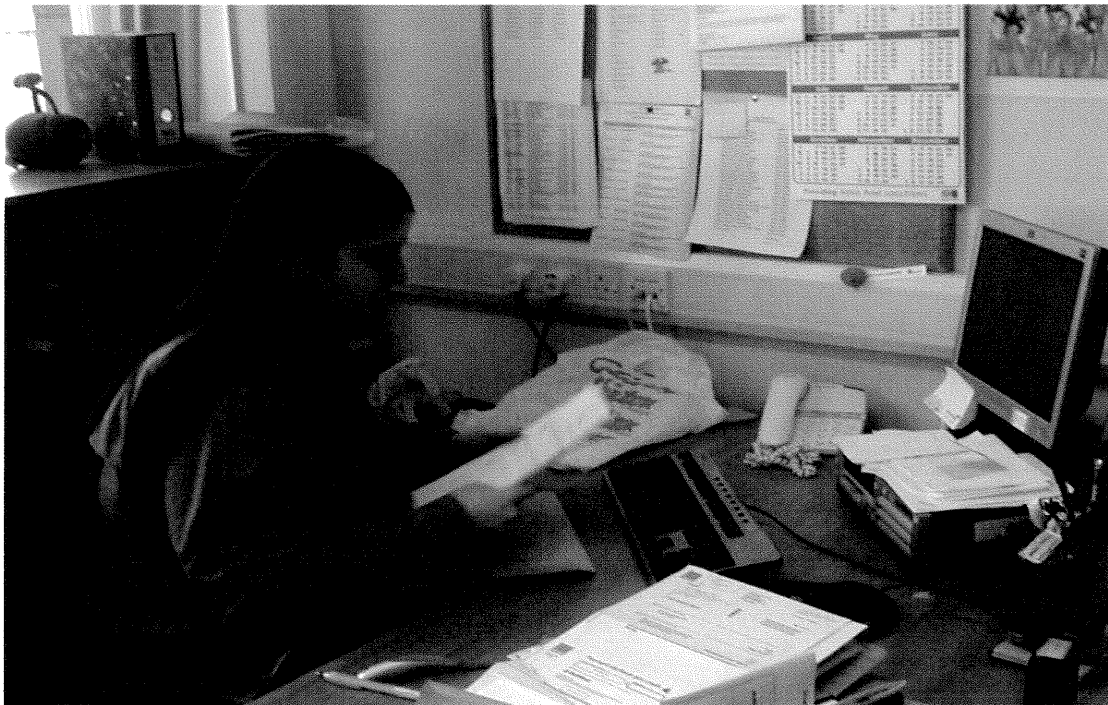


- **We have introduced a variety of activity groups across East Ayrshire and have plans to increase these, offering more choice to more individuals.**

EXAMPLE OF GOOD PRACTICE

East Ayrshire Supported Employment Service – “My Story”

Kyle – Clerical Assistant, East Ayrshire Council



After receiving a referral from Kyle's social worker in April 2006, the supported employment service started working with Kyle to explore his employment aspirations. After initial engagement with Kyle and his family, a job coach was allocated to support Kyle through the process.

Kyle began to meet with his job coach once a week to create a vocational profile that highlighted his individual skills, preferences for work, experience and support needs.

Through working with Kyle it became clear that he had a strong interest in technology and that his IT skills were very good. He was also undertaking a Computing course at college and wanted a part time job where he could gain experience of working with computers.

The job coach supported Kyle to look for work that would be of interest to him and contacted employers on Kyle's behalf. The job coach assisted Kyle to apply for jobs, prepare for interviews, provided support to attend interviews and assistance to check how benefits may be affected by work.

In order to try out a job and gain some work experience Kyle was supported to do voluntary work in an office for a local voluntary organisation. Kyle enjoyed the placement and the type of work that he was doing within the office.

When the vacancy within the council was advertised Kyle was very interested in applying as it was a good match with skills and what he was interested in. He was supported by his job coach to the interview and was later offered the job.

Kyle started his job in September 2007 and has settled in very well. He works two mornings per week while continuing his studies at college. The job coach provided initial on the job support to Kyle to help him become

familiar with his new role and with his colleagues. The job coach also provided support to the employer and helped to negotiate any adjustments that were required for Kyle to undertake the job. The job coach started to fade on the job support in agreement with Kyle and his employer, with ongoing review and monitoring arrangements in place.

Kyle has been successfully carrying out a variety of tasks within his role of Clerical Assistant and is very happy in his job. He is working in an office with a number of other staff and has settled in extremely well, where he is a valued member of the clerical team.

Both Kyle and his job coach have said that Kyle has become more confident, more independent and more sociable and outgoing since they started working together. Furthermore, this confidence and self belief have continued to grow since Kyle started his job with East Ayrshire Council.

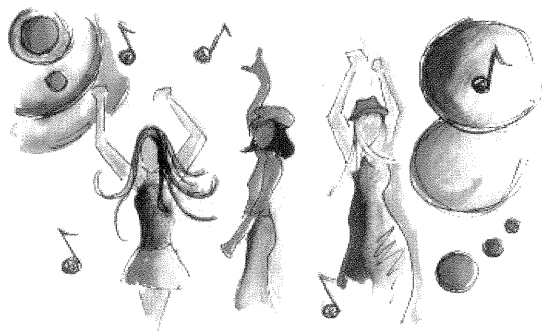


BUT.....

YOU TOLD US THAT:

PRIORITY 2

**YOU WANT MORE SOCIAL ACTIVITIES AND TO
MAKE MORE FRIENDS**



WHAT WE NEED TO DO IS:

- **Improve transport.**
- **Help people to build up their circle of friends.**
- **Develop more social opportunities for individuals and also their family Carers.**

HOW WE WILL DO THIS:

We will:

- **Develop a DVD about transport issues for use in raising awareness/training.**
- **Raise awareness of the benefits of use of mobility vehicles for individuals with LD.**
- **Develop a Social Site on the VIP website.**
- **Ensure providers talk to one another to help link friends socially and build up more informal support networks.**
- **Promote the Disability Equality Duty in partnership with the Equalities and Diversity Officer.**
- **Local Area Co-ordinators will work with individuals and their families to forge natural networks/friendships in their local community.**

EAST AYRSHIRE PARTNERS ALREADY DO SOME THINGS WELL:



- **We have created East Ayrshire's first Social Firm run by individuals, called "MERGE".**
- **We are able to support individuals within employment, using job coaches and our supported employment co-ordinator.**
- **We have increased the number of individuals employed within East Ayrshire Council.**

BUT.....

YOU TOLD US THAT:

PRIORITY 3

YOU WANT REAL JOBS WITH REAL PAY



WHAT WE NEED TO DO IS:

- **Develop more social firms in East Ayrshire as another choice for employment.**
- **Increase the number of individuals in employment.**
- **Develop our existing supported employment service by increasing the number of job coaches working with individuals in**

HOW WE WILL DO THIS:

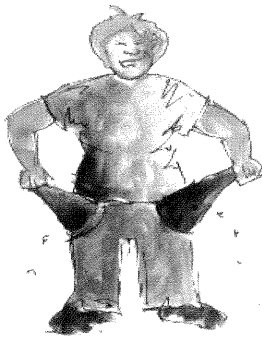
We will:

- **Ensure all partners have access to LD Awareness training.**
- **Promote use of “MERGE” as LD Awareness trainers.**
- **Develop more social firms as an employment choice.**
- **Encourage service providers and other partner agencies to promote employment opportunities for individuals.**
- **Improve links with further education colleges and employment options.**

- **Undertake a benchmarking exercise to gather information about other supported employment services across Scotland.**
- **Learn from other examples of good practice in supported employment services across Scotland and promote their development in East Ayrshire.**

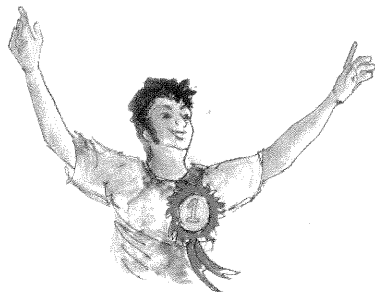
CHAPTER 3

Eliminating Poverty – Making it Happen



This Community Planning Theme aims to: promote financial inclusion, support carers, tackle links between poverty, housing, ill health and opportunity and maximise income.

EAST AYRSHIRE PARTNERS ALREADY DO SOME THINGS WELL:



- We have supported a national conference on “In Control”.
- We continue to promote the up take of Direct Payments and Independent Living Fund.
- We continue to routinely maximise people’s benefits.
- We have supported different housing options where mainstream housing is not appropriate for the person e.g. the purchase of private sector housing, linked tenancy models of support.

EXAMPLE OF GOOD PRACTICE

Fiona’s Story

Fiona is a 39 year old woman who has limited verbal communication, severe learning disability and epilepsy. Fiona lives with her mother and father in a fairly rural village.

In the past Fiona had attended a day centre which meant a lengthy time travelling from home to centre and centre to home. This proved very difficult for Fiona to cope with therefore the placement had to be discontinued. The family and Fiona required some time apart so a provider was employed to support Fiona from home. This did not fully meet Fiona’s needs as Fiona refused to go out with the staff. It was suggested that an application be made to the Independent Living fund (ILF) and also, later on, that they should apply for Direct Payments.

ILF now have an input of 42 hours per week and Direct Payments are provided 10 hours per week. Fiona’s dad interviewed for a personal assistant to work with Fiona for 40 hours per week. The successful candidate met with Fiona before being offered the position to ensure Fiona was comfortable with the worker. Fiona also has a sister who takes her out at the weekends for the remaining 12 hours, this offers Fiona the opportunity to access community

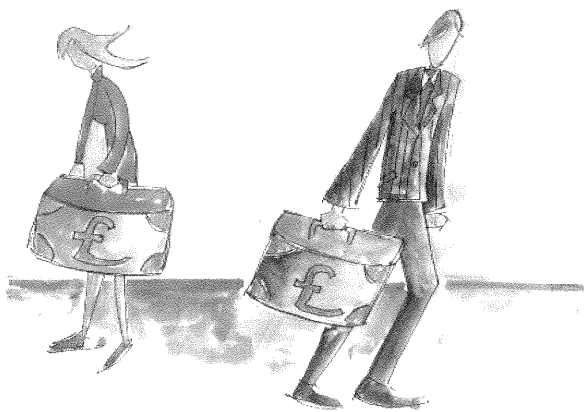
resources on a one to one basis over a 7 day period. The other problem resolved by using these payments was transport. Fiona had a mobility car that was difficult to access; the car got changed to enable Fiona to travel in her wheelchair. The insurance became an open insurance policy which enables family members and Fiona's personal assistant to drive the car. The difference the combined ILF and Direct Payments care package has made to Fiona's life has been fantastic. The family also now have well deserved time to themselves and control over the way in which their daughter is cared for.

BUT.....

YOU TOLD US THAT:

PRIORITY 4

YOU WANT MORE CONTROL OVER YOUR MONEY



WHAT WE NEED TO DO IS:

- **Promote Direct Payments.**
- **Introduce Self Directed Budgets.**
- **Inform people of their budgets.**
- **Promote the use of ILF.**
- **Raise awareness of the links between poverty and health and wellbeing.**

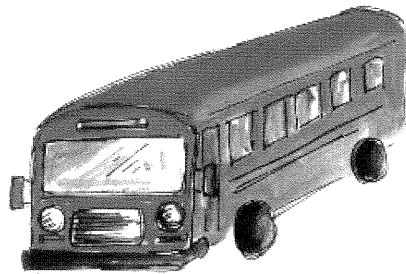
HOW WE WILL DO THIS:

We will:

- **Set up a programme for Direct Payment/ILF training that involves care managers, individuals and their families/Carers.**
- **Support individuals to understand the changes regarding people aged 16 years plus and their entitlement to benefits as adults with in the family.**

CHAPTER 4

Making it Happen: Improving the Environment



This Community Planning Theme is about: improving the natural & built environment, better waste recycling, better energy efficiency in our homes and buildings, meeting the housing needs of everyone who lives in our communities, developing a better transport system, regenerating our town centres & villages, reducing litter, graffiti & vandalism and investing in leisure & cultural activities.

For people with learning disabilities and autistic spectrum disorders there is a commitment to support appropriate housing and encourage respect for the environment as part of responsible citizen leadership.

EAST AYRSHIRE PARTNERS ALREADY DO SOME THINGS WELL:



- **We have supported a number of individuals with dementia to stay within their home for as long as possible.**
- **We ensure that older individuals have access to independent advocacy.**
- **We have provided consistent, independent advocacy for individuals who lived for many years in long stay hospitals to assist them as they moved into the community.**
- **We have listened to what people want in relation to where they want to live and who they want to live with.**

EXAMPLE OF GOOD PRACTICE

Replacement Carrick View Auchinleck

The Scottish Executive Publication: The Same as You? – A review of services for people with learning disabilities highlights the following:

1. **People want a range of housing options in which they may live in groups or on their own with support.**
2. **Housing solutions should be based on discussing them with the individual.**
3. **Services need to adapt to people's needs as they change.**

Based on the principles underpinning “The Same as You”, housing and support provision should:

- **Be based on discussing them with the individual.**
- **Carefully match individual needs with the model of care, essential in terms of both care and costs.**
- **Adapt to people’s needs as they change.**

Local Authorities in deciding on the best care option for each person should;

- **Fully take account of the costs of various care options.**
- **Be aware of the possibility that people’s need for support may well reduce as they settle into their new lives or may increase, as they grow older.**

Based on this, East Ayrshire Council completed a Best Value Review in respect of the current residential accommodation for individuals. The review followed the four principles of Best Value which included:

- **Consult.**
- **Compare.**
- **Compete.**
- **Challenge.**

An extensive consultation process was undertaken with:

- **Current users of the service**
- **Staff**
- **Other stakeholders including advocacy and the Care Commission.**

The wishes and choices of the residents consulted included:

- **Residents wished to stay together as a group and live in a group setting.**
- **The new accommodation should be in the same geographical area ensuring the strong community links already formed are continued.**

East Ayrshire Council listened and responded to these wishes and choices and commissioned the building of a new care home for the residents in the Auchinleck area within close proximity of the existing accommodation.

Residents, Carers, staff and other stakeholders have been fully involved during the building process and are currently choosing furnishings and fittings for their new home.

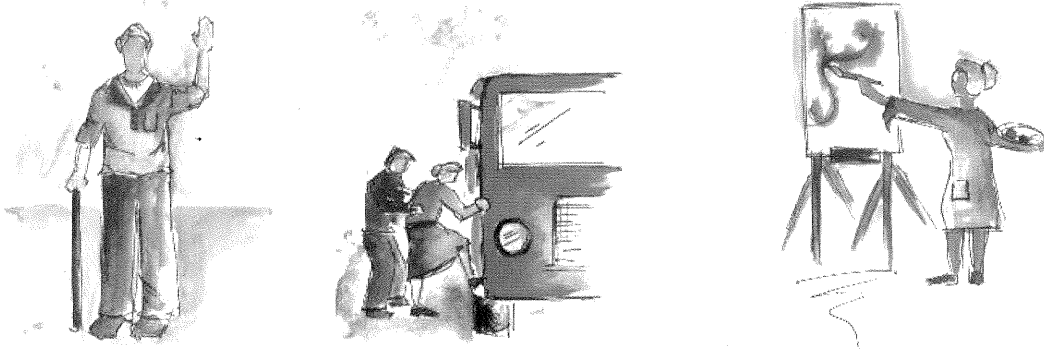
The expected completion date is April 2008.

BUT.....

THE SCOTTISH EXECUTIVE TOLD US THAT

PRIORITY 5

WE NEED TO LOOK AT BETTER SERVICES FOR OLDER PEOPLE WITH LD; YOU AGREED



WHAT WE NEED TO DO IS:

- **Develop more age appropriate social activities.**
- **Ensure that individuals with dementia have choices in the way they are cared for.**

HOW WE WILL DO THIS:

We will:

- **Raise awareness of the changing needs of older individuals.**
- **Develop local reminiscence groups.**
- **The VIP Partners will work in partnership with all key partners to develop support and activities for older individuals.**
- **Continue to ensure that older people have access to independent advocacy.**

EAST AYRSHIRE PARTNERS ALREADY DO SOME THINGS WELL:



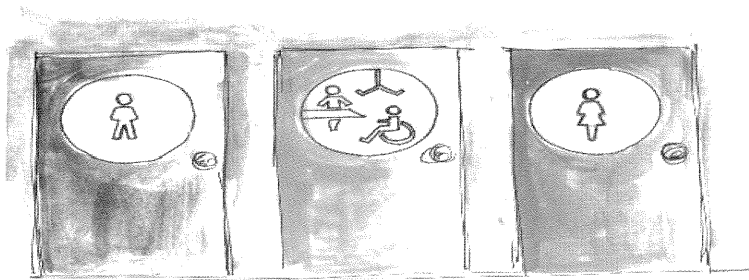
- **We have campaigned for adult changing facilities in the new Scottish Parliament and they were created.**
- **We have worked closely with housing to develop appropriate housing options for individuals.**

BUT.....

THE JOINT INSPECTION OF LD SERVICES TOLD US THAT

PRIORITY 6

THERE SHOULD BE MORE ADULT CHANGING FACILITIES; YOU AGREED



WHAT WE NEED TO DO IS:

- **Make sure there are individuals on the Disability Forum's Bi-Annual Meetings who can raise this issue.**

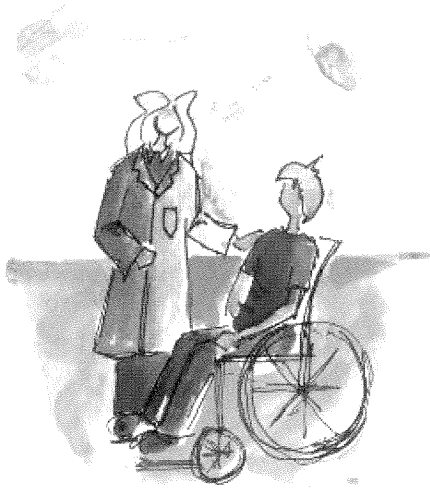
HOW WE WILL DO THIS:

We will:

- **Introduce “PAMIS” Video to venues which do not have adult changing areas.**
- **We will get involved at a much earlier stage in the planning and development of new public buildings.**

CHAPTER 5

Making it Happen by Improving Health



This Community Planning Theme is about: improving the overall health & wellbeing of the people in East Ayrshire and narrowing the gap between the most disadvantaged population groups in East Ayrshire by improving support & care services for the most vulnerable groups.

EAST AYRSHIRE PARTNERS ALREADY DO SOME THINGS WELL:



- **We have expanded the Community Learning Disability Team (CLDT) to help people get as much support as possible within their own community.**
- **We have developed a Community LD Nurse post for Transition.**
- **We have developed a Community LD Nurse post to liaise with GP Practices.**
- **We have introduced Special Needs Accident & Emergency cards to help with hospital visits.**
- **We have started to work with GP practices to ensure the needs of individuals are recognised.**
- **We have updated and improved the health assessment used by nurses in the Community Teams.**
- **We have made personal health records available to those who want them.**
- **We have developed and piloted a joint (Pan Ayrshire) service to make visiting the optometrist (optician) easier/more understandable for individuals – “Bridge to Vision” Project.**
- **We are working in partnership with the Community Mental Health Team to ensure individuals have better access to mental health services, for example the joint use of a mental health screening tool called PASSAD.**
- **Community dental services which were based at Strathlea Resource Centre are now housed within purpose-built facilities at North West Kilmarnock Area Community Centre. The facility comprises of 2 dental treatment rooms specifically designed to accommodate people with special needs.**

- **The Dental Day Surgery at Crosshouse Hospital has been highlighted by the Joint Inspection Team as an example of good practice. This model of good practice is being copied by the Endoscopy Department at Ayr Hospital.**

EXAMPLE OF GOOD PRACTICE

The Bridge to Vision project works pan-Ayrshire to address unmet visual impairment needs in people with a learning disability. Hospital Ophthalmology staff and 23 community optometry practices across Ayrshire and Arran received training on assessing people with a learning disability; practices also received a grant to purchase specialist equipment. The project employs an RNIB Development Worker to support clients by: undertaking initial assessment within the client's home environment; informing optometrists of the results; supporting clients and carers during the eye test; and writing up test outcomes in a plain-language report. This report includes any practical changes that can be made to the client's environment or supports to best meet their visual needs. Evaluation has shown that the RNIB Development Worker has been extremely useful as a means of communicating information from optometrists to clients and carers. Positive changes to clients' lifestyles and environments have been made as a result of recommendations in the plain-language reports. The training and pre-assessment information has supported optometrists to prepare prior to assessment and in undertaking appropriate assessments.

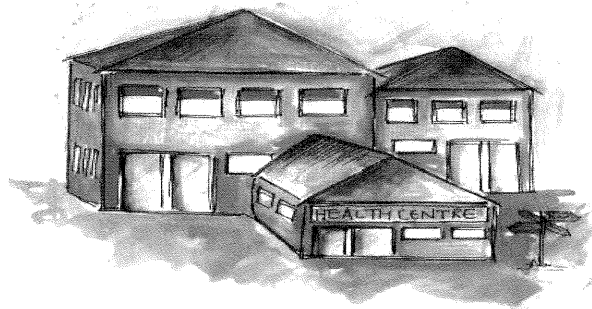


BUT.....

YOU TOLD US THAT

PRIORITY 7

**YOU WANT A BETTER SERVICE FROM YOUR
HEALTH SERVICE AND YOU WANT TO ENJOY
BETTER HEALTH AND WELLBEING**



WHAT WE NEED TO DO IS:

- **Raise awareness of the needs of individuals.**
- **Promote wellbeing as part of each individual's lifestyle.**
- **Create better access to GP surgeries.**

- **Create better access to hospital services.**
- **Create better access to mental health services.**
- **Make sure that the Health Action Plan highlighted in East Ayrshire's Community Plan is accessible and achievable for all.**

HOW WE WILL DO THIS:

We will:

- **Highlight examples of good practice and the expectation that this is copied in other areas.**
- **Include LD Awareness Training for all nursing students and health care staff.**
- **Continue to work with hospital and GP services to improve the help individuals can get there.**
- **Encourage all partners to promote good health in its broadest sense.**
- **Include a requirement for specific training on key health and wellbeing areas for all care provider staff e.g. dental care, sexual health, alcohol & drugs awareness and promoting positive mental health.**
- **Develop a care pathway for individuals who also have a mental health problem.**

EAST AYRSHIRE PARTNERS ALREADY DO SOME THINGS WELL:



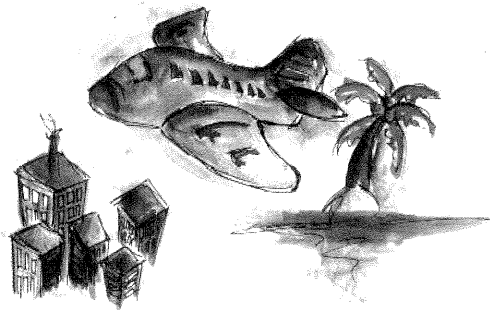
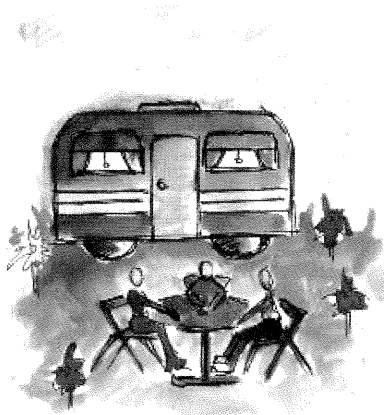
- **We have listened to people's views through Person Centred Planning leading to the development of a respite caravan at "Craig Tara".**

- We have supported the increase of respite beds at “The Elms”.
- We have set up a respite group which includes Carers, people with LD, health, social work, both adult’s and children’s services and independent advocacy.
- The Princess Royal Trust for Carers is able to provide/pay for support at home to allow family Carers to attend Carers Centre meetings/activities.

**BUT.....
YOU TOLD US THAT**

PRIORITY 8

YOU WANT MORE RESPITE CHOICES



WHAT WE NEED TO DO IS:

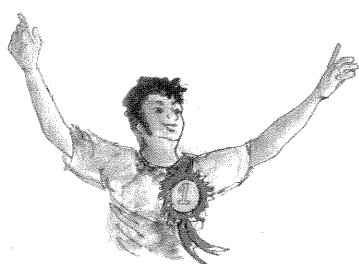
- **Develop more opportunities for shared care.**
- **Develop more opportunities for respite and short breaks for both children and adults.**
- **Develop respite and short break choices for people with LD over 65 years of age.**

HOW WE WILL DO THIS:

We will:

- **Find out what other local authorities currently do and what plans they have for development.**
- **Involve individuals, family Carers and all other key Partners in the development of new opportunities through the work of the Respite Group/VIP Partners.**
- **Work towards more budget flexibility and encourage individuals to purchase their own respite/short break through self directed control of their budget.**
- **Support people to organise their own holidays via the VIP website.**

EAST AYRSHIRE PARTNERS ALREADY DO SOME THINGS WELL:



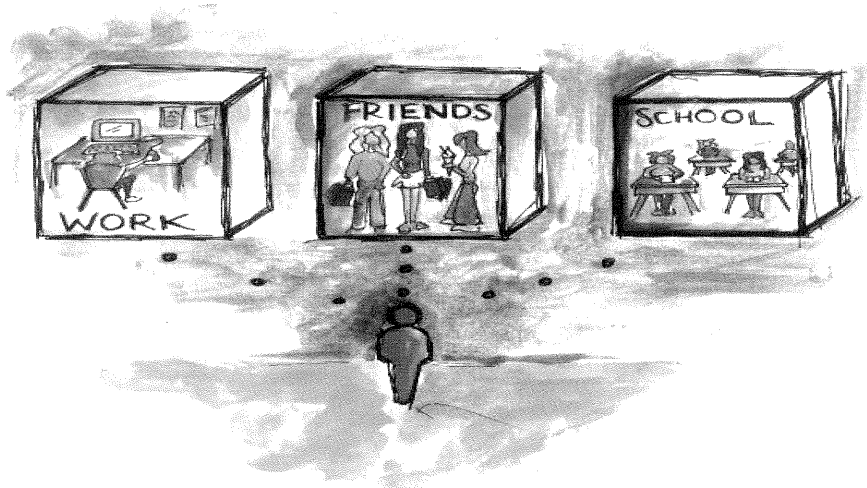
- **We continue to recognise and promote the individuality of people with autism.**

BUT.....

THE SCOTTISH EXECUTIVE TOLD US THAT

PRIORITY 9

THERE SHOULD BE BETTER SERVICES FOR PEOPLE WITH AUTISM; YOU AGREED



WHAT WE NEED TO DO IS:

- **Commission a Research Officer to undertake a scoping exercise on Autistic Spectrum Disorder in East Ayrshire.**
- **Develop a strategy with key partners in Health, Education and Social Work for Autistic Spectrum Disorder.**
- **Improve/develop services for people with Autism in East Ayrshire.**

HOW WE WILL DO THIS:

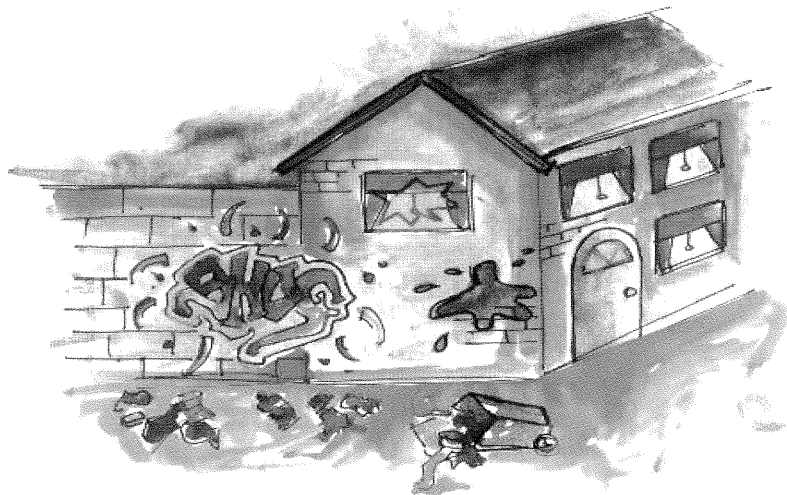
We will:

- **Identify who the key partners are.**
- **Find out how many people with Autism live in East Ayrshire.**
- **Find out what plans/services other local authorities have.**

- **Talk to people with Autism and their families about what they want.**
- **Look at exactly what is on offer now in East Ayrshire.**

CHAPTER 6

Improving Community Safety – Making it Happen

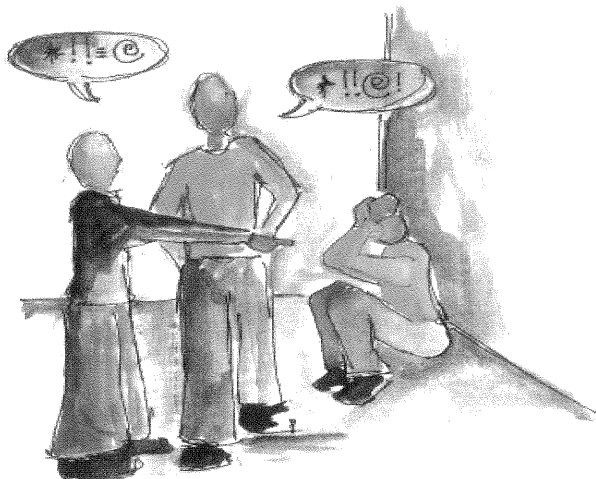


This Community Planning Theme is about: tackling crime & anti-social behaviour, working with young people to prevent them getting involved in crime, improving community safety and promoting child protection and the safety of vulnerable adults.

The added vulnerability of people with learning disabilities and Autistic Spectrum Disorders requires extra vigilance with respect to protection from all forms of abuse.

PRIORITY 10

WE NEED TO UPDATE EAST AYRSHIRE'S VULNERABLE ADULTS PROCEDURES



WHAT WE NEED TO DO IS:

- **Make sure that any situations where individuals may be the victim of a crime are reported to the police.**
- **Develop a user friendly version of the procedures.**
- **Raise awareness and understanding of the procedures.**
- **Be vigilant in identifying potential/real situations of abuse, bullying and harassment.**

HOW WE WILL DO THIS:

We will:

- **Review the existing procedures in light of recent legislation and the multi-agency inspection report.**
- **Ask individuals and Carers to contribute to the new procedures.**
- **Commission individuals and Carers to ensure the new procedures are clear and understandable to everyone.**
- **Promote the Disability Equality Duty to ensure incidences of discrimination are addressed.**

SUMMARY OF WHAT WE AGREED

You told us about your top 10 priorities for change to make things better for individuals and their families. Priorities for change have also been highlighted by The Scottish Government (then The Scottish Executive) and the Multi-Agency Inspection of Services for People with Learning Disabilities in Ayrshire.

These were:

- 1. You want to be listened to and be more involved in decision making.**

We have agreed that in order to make this better we need to:

- Involve individuals and Carers in any decisions.**
- Make sure that you know how to contact any advocacy or carer groups.**
- Make sure that you are aware of legislation so that you can be fully involved.**
- Involve individuals and Carers in the planning, selection, contracting and monitoring of any new care providers.**
- Develop a new team for children with disabilities.**
- Develop a way of listening to children, young people and their families and helping them make decisions and get information.**

2. **You want more social activities and to make more friends.**

We have agreed that in order to make this better we need to:

- **Improve transport.**
- **Help people to build up their circle of friends.**
- **Develop more social opportunities for individuals and also their family Carers.**

3. **You want more control over your money.**

We have agreed that in order to make this better we need to:

- **Promote Direct Payments.**
- **Introduce Self Directed Budgets.**
- **Inform people of their budgets.**
- **Promote the use of ILF.**
- **Raise awareness of the links between poverty and health and wellbeing.**

4. **You want real jobs with real wages.**

We have agreed that in order to make this better we need to:

- **Develop more social firms in East Ayrshire as another choice for employment.**
- **Increase the number of individuals in supported employment.**
- **Increase the number of individuals in open employment.**
- **Develop our existing supported employment service by increasing the number of job coaches working with individuals in East Ayrshire.**

5. You want better services for older individuals.

We have agreed that in order to make this better we need to:

- **Develop more age appropriate social activities.**
- **Ensure that people with LD and dementia have choices in the way they are cared for.**

6. You want more adult changing areas in your community.

We have agreed that in order to make this better we need to:

- **Make sure there are individuals on the Disability Forum's Bi-Annual Meetings.**

7. You want better services for people with autistic spectrum disorder.

We have agreed that in order to make this better we need to:

- **Develop a strategy with key partners in Health, Education and Social Work for Autistic Spectrum Disorder.**
- **Commission a Research Officer to undertake a scoping exercise on Autistic Spectrum Disorder in East Ayrshire.**
- **Improve/develop services for people with Autism in East Ayrshire.**

8. You want more respite choices.

We have agreed that in order to make this better we need to:

- **Develop more opportunities for shared care.**
- **Develop more opportunities for respite and short breaks for both children and adults.**
- **Develop respite and short break choices for people with LD over 65 years of age.**

9. **You want a better service from your health services.**

We have agreed that in order to make this better we need to:

- **Raise awareness of the needs of individuals.**
- **Promote wellbeing as part of each individual's lifestyle.**
- **Create better access to GP surgeries.**
- **Create better access to hospital services.**
- **Make sure that the Health Action Plan highlighted in East Ayrshire's Community Plan is accessible for all.**
- **Improve access to mental health services.**

10. **You want East Ayrshire's Vulnerable Adults Procedures up-dated.**

We have agreed that in order to make this better we need to:

- **Make sure that any situations where individuals with LD may be the victim of a crime are reported to the police.**
- **Develop a user friendly version of the procedures.**
- **Raise awareness and understanding of the procedures.**
- **Be vigilant in identifying potential/real situations of abuse, bullying and harassment.**

Note – Addressing these issues will no doubt be challenging but it is hoped that through partnership working and genuine inclusion we will achieve our aims. The details of how we plan to do this are set out in the Action Plan in Appendix 1.

GLOSSARY

CARE PATHWAY – Individual’s journey from referral to provision

C.A.R.I.N.G. Group – Carers advice resource information news giving group

CLDT – Community Learning Disability Team

CMHT – Community Mental Health Team

ILF – Independent Living Fund

INDIVIDUALS – people with learning disabilities

KIN – Keeping INcluded, a family carer’s action forum

LD – Learning Disability

MERGE – A training company run by people with Learning Disabilities and supported by others with the same interests

M.H.O – Mental Health Officer

NHS – National Health Service

PAMIS – Promote a More Inclusive Society

PASSAD – Psychiatric Assessment Schedules for Adults with Developmental Disabilities

PCP – Person Centred Plan

SHORT BREAK – Respite for the family carer

VIP – East Ayrshire’s Learning Disability Partnership

SHARING THE CHALLENGE In Partnership



The Princess Royal Trust



East Ayrshire Carers Centre

