

There was a report into services for people with learning disabilities in Cornwall. These are the things that the report said should happen to make things better for all NHS Trusts - like Oxleas.



Cornwall

## 1 What should happen

- Anyone who runs care homes or home care agencies should register with the **Commission for Social Care Inspection (CSCI)** straight away.
- Councils, Primary Care Trusts and Partnership Boards should look at **how they work together**. They should make sure that community care assessments are offered to those who have finished their assessments and treatments.
- NHS bodies that provide services in a housing association or in the independent, voluntary or charitable sectors **must register** with **CSCI**.
- **Supported Living money** should be paid to individual people - **not** to service providers.



CSCI

## 2 How we are organised

### The Trust must:

- Make sure our services are **as good as possible**.
- Do **healthcare assessments**.
- Find out people's **healthcare needs**.

**Local Councils** must make sure that **community care assessments** are done for people.

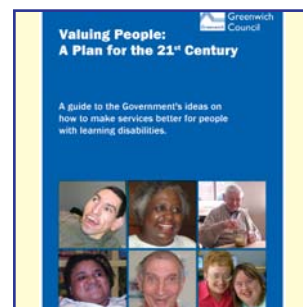
### The Partnership Board must:

- Support people's **rights**
- Help them be **independent**
- Support them to make **choices**
- Help them **take part in the community**.
- Make sure services meet the aims of **Valuing People**.
- Make sure that the **minutes of meetings** are clear about **what** is decided and **who** needs to do **what**.



Partnership Board

- Put in place the **Joint Commissioning Strategy**.
- Make its **Joint Investment Plan** happen
- Include learning disabilities in the **local delivery plan**
- Develop a **Joint Commissioning Plan**.
- Make sure there are ways of checking how good services are in **service level agreements**.



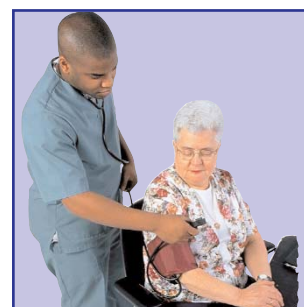
Valuing People

### 3 Redesigning Services

- Those who commission services must **listen** to what of people and their families tell them.

#### Everyone must:

- Make sure that community care assessments help change services and look at the needs of each person and the different care they need.



### 4 Looking after Vulnerable Adults

#### The Partnership Board and Health Authority should:

- Be **active**
- Receive reports on things to do with the protection of adults with learning disabilities.
- Check that the right things are done to sort out problems and that this helps make things better for people who have been abused or had poor care.



#### The Trust must

- Make sure that those who lead on **protecting vulnerable adults** are trained.
- Set up **staff training** on protecting vulnerable adults.
- Make sure allegations about protecting vulnerable adults are dealt with in the right way.
- Make sure **complaints** about the protection of vulnerable adults are looked at **independently**.
- Make sure that staff act on issues about protecting vulnerable adults in line with **No Secrets** guidance.



Complaints

## The Department of Health should:

- Require referrals from the NHS to the new **barring scheme** (Protection of Vulnerable Adults list).
- Allow people **already** in a job to be referred to the NHS barring list.
- Require **NHS staff** to be checked against the barring scheme.

**Councils** must make sure that the way they look into **allegations of abuse** is right.

## This means:

- **Independent investigation** by trained staff where it is not right for the care provider to look into it themselves.
- A good **reporting system**.
- The right way of checking services and whether things have been put right.

## 5 Giving power to service users

### The trust must:

- Support service users to **choose and control their own care** and develop services to **meet their needs**.
- Offer **independent advocacy** so people can have their say and make choices
- Give **easy to understand information** to services users and their carers.
- Make sure information about **how to complain** is easy to understand.
- Make sure advocacy services are good.



Abuse



Having your say



Easy information

## 6 Clinical Practice And Services

### The Trust must:

- develop **training and support** for staff to help them deliver care in line with **Valuing People**.
- Make sure that all service users are offered a **Health Action Plan** and get help to develop this Plan.
- Make sure **Care Plans** and **Risk Assessments** cover all parts of a person's life, that they are kept **up to date** and they are **used** by staff to give care.
- Bring the way we work up to date and make it as good as we can.
- Use a single system for **care records**
- Make sure staff are better prepared to deliver care:
  - Proper handovers
  - Support in **Valuing People**
  - Having more say in decisions about people who they care for

The Trust must look at how it uses **physical restraint and medication** to control **challenging behaviours**.

### It must:

- Make sure that policies match best practice
- Make sure staff are trained in using **restraint**.
- Make sure they do not use **locked doors** in the wrong way.

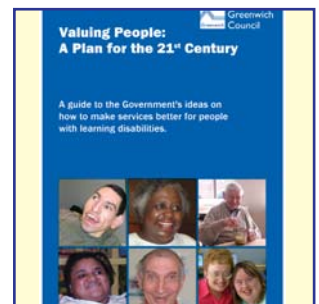
## 7 Money

### The Trust must:

- Look at how it **manages money** for service users.
- Make sure these do not break the law.
- Make sure that staff are trained to manage money
- Make sure there are good systems to help people to manage their money and **stop financial abuse**.



care records



Valuing People

