

# National inspection of care and support for people with learning disabilities

## Conwy County Borough Council

Easy Read

June 2016



This report is also available in Welsh. If you would like a copy in an alternative language or format, please contact us.

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This Easy Read is very long.



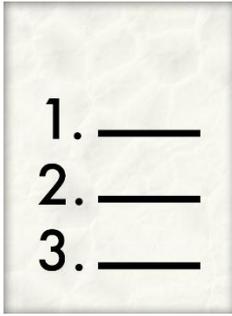
This is because it is important that people with learning disabilities get the full information about the inspection of their services.



If you just want to know about good things, look for the green boxes.



If you just want to know what needs to change, look for the pink boxes.



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## Introduction



We are looking at services for adults with learning disabilities.



We are checking if local councils are helping people with learning disabilities to have the life they want.



We are checking if care and support services are:



- working well



- good quality



- safe



We asked questions about all 22 local councils.



We visited 6 local councils.



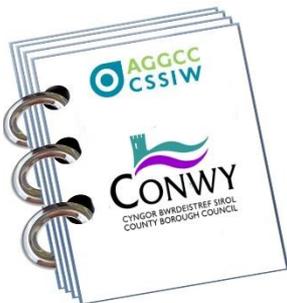
We have written:



- an all-Wales report



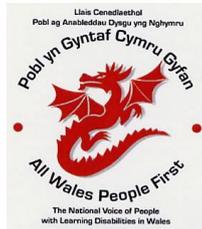
- a report for each of the 6 local councils



**This is the report about Conwy**



We worked closely with:



- All Wales People First and the All Wales Forum of Parents and Carers. They helped us listen to people with learning disabilities and their family carers.



- Healthcare Inspectorate Wales. They helped us check how Social Services and health are working together.



This report says:



- what we found out



- what we think Conwy Council and the Health Board need to do



## How we did the work



We wanted to find the answers to 3 questions:



1. Do Conwy Council and the Health Board understand what people with learning disabilities and their family carers need?



2. How good are Conwy Council and the Health Board at:

- giving information, advice and helping people to use services





- checking if someone needs support from the Council



- care planning



3. Do Conwy Council and the Health Board have a clear vision, and do other people agree with that vision?



This is what we did to find the answers.



CSSIW looked at Conwy Council.



- Conwy Council filled in questionnaires for us.



- We looked at inspection reports about services in Conwy.



- All Wales People First and the All Wales Forum of Parents and Carers talked to their members and other people in Conwy. They told us what people said.



- We spent 2 weeks in Conwy.



- We looked at 20 people's files.



- We found out more about 8 of those people.



- We talked to staff, councillors, service providers and voluntary organisations.



- We went to a Conwy Connect meeting.



- We went to a talk by Conwy Council and the Health Board about how they work together.

Healthcare Inspectorate Wales looked at the Health Board.



- We found out about 4 people who get support paid for by health and social care.



- We looked at their files. We talked to professionals. We met the people and their families.



- We talked to health staff and Health Board managers.



- We held a meeting for community nurses, speech and language therapy, health team management and someone from the safeguarding team.



- The Health Board and Conwy Council gave us a presentation about how they work together.



# Thank you

A lot of people gave their time, help and ideas. We want to say thank you to:



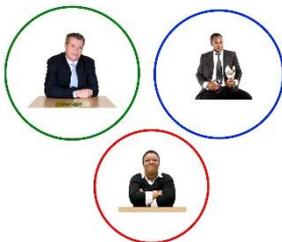
- people with learning disabilities



- parents and carers



- staff and managers



- service providers



- voluntary organisations and other partners

# Conwy Council



## About Conwy Council



About 116,000 people live in Conwy.



We think there are about 2,170 adults with learning disabilities in Conwy.



Conwy Social Services knows about 518 adults with learning disabilities.



- 268 people have a care manager



- 184 people only get an annual review



- 449 people get support from Conwy Social Services



- 49 are aged 65 or older

## Good things about what Conwy Council does



Here are some good things about Conwy Council:



- Most of the time Conwy Council is good at making sure people know about services and get the right support.



- Most people said good things about their care and support.



- Most staff enjoy working for the Council. Council staff are caring and want to do a good job.



- People think the senior managers in the disability service are doing a good job.



- Conwy Council wants to listen to people with learning disabilities and their family carers. The Council is working with Conwy Connect.



- Some care managers are doing very good work. Conwy Council needs to learn from them.



- There are a lot of different types of day service.



Here are some good things about staff:



- staff think about the person's life, not just about services



- staff know the Welsh language is important



- staff try to treat people with respect



- health staff and social care staff work well together



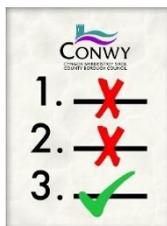
## Organising and planning



Conwy Council is changing the way it organises services. This should make it easier when young people become adults. It should make it easier to get help quickly, before things get more difficult. This has taken a lot of time and energy.



Now Conwy Council needs to work hard so people get better care and support.



In 2009-2010, Conwy wrote a plan for what services people need. Most of the plan has not worked very well. Some parts of the plan worked well, for example:



- a plan for accommodation



- working with Conwy Connect



Conwy Council is facing budget cuts. Social Services will have a lot less money. Staff already think it is hard to support everyone who needs support. This will get worse in the future.



The Council needs to write a new plan about how it will spend its money.



The plan needs to say how the Council will choose, buy and check services.



The Council needs to write the plan quickly.

The Council needs to work on the new plan with:



- people with learning disabilities



- family carers



- health



At the moment, we do not think that Conwy Council can be sure that:



- people always get the right support



- the Council gets good value for money when it buys services



## Training

Staff can get training.



People with learning disabilities need more say about training for staff. The Council needs to check if the training is making a difference.



## People's plans



Care managers:



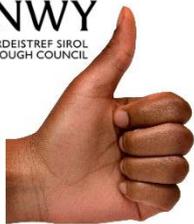
- find out what support a person needs



- write a plan for how the person can have the life they want



- check if the person's plan is giving them the life they want



Conwy Council usually does these things well and at the right time. But Conwy Council needs to do better.

Getting it right is even more important for:



- people who need a lot of support



- people who are hard to support



- people who might need extra support to stop things getting worse



Conwy Council needs to check people's files to make sure they have done these things well for each person.



Conwy Council is planning to review all 24/7 supported living schemes.

The Council will get an expert to look at each person's plan. We think this will help the Council to support people better.



Sometimes, if the Council thinks a person is safe, no-one thinks about what the person wants their life to be like.



This happens a lot with care homes and supported living. Some people do not have the chance to be more independent. Money is sometimes wasted. The Council needs to do something about this.



People who need a lot of support do not have much say through Conwy Connect.



## Family carers



Some family carers say they cannot get the advice and support they need.



184 people do not have a care manager. This means they and their family carer do not have a named person to contact for advice.





## Keeping people safe

Conwy Council knows it must make sure people are safe.



Most of the work it does to keep people safe is good.

Conwy Council needs to keep checking that it is doing the right things to keep people safe.

The Council has a service that looks at:



- keeping people safe



- listening to people

deprivation  
of liberty



- deciding if people's freedom should be limited



- dealing with people's worries about care homes



It is a good idea to have all of this in 1 service.



The Council needs to make sure staff in all parts of this service talk to each other and learn from each other.



Sometimes people need their freedom limited to keep them safe.



Staff must apply for permission before they can make a decision about limiting a person's freedom.



More than 400 people are waiting to be told if their freedom will be limited.



Conwy Council does not know how many of these people have learning disabilities.



The Council has asked some staff to help with applications. But those staff need to do their own job too.



The Council knows this is a serious problem. The Chief Executive wants the problem sorted out.



We think Conwy Council needs a better plan to sort out this serious problem.



## Working with others



Conwy Connect is doing a good job.



Managers and staff have done a good job of supporting Conwy Connect.



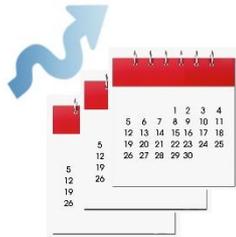
A lot of people get information from Conwy Connect.



Because of Conwy Connect, people can speak up, get involved and even help to run services.



Most service providers are glad that Conwy Council wants to work with them.



But service providers say Conwy Council does not involve them in planning for the future.



## Working with Health



Health and social care staff are good at working together. They are in the same office. They share information.



Health and social services often share the cost of supporting someone. But it is hard work to sort this out.



Conwy Council tries to work with the Health Board, but it is hard.



Health has not had anyone in charge of learning disability services for 4 years.



Health and Social Services have not written a shared vision. They do not share a budget. They do not run services together.



## Planning with the Health Board



North Wales has started writing a plan called Going Forward Together.



It says what Conwy Council and the Health Board want to happen.



But it does not say:



- what services people need



- how to choose and buy services



- how to share money



- how to work together



No-one is sure that the plan will be agreed. No-one is sure if people will do what the plan says.



Everyone, including Welsh Government, will need to make sure the Health Board can work with the Council.



## What Conwy Council needs to do



- Talk and listen to people with learning disabilities and their family carers about its plan for the future. Involve people and their family carers in thinking about new ways to support people.



- Work with the Health Board to find out what people need. Think together about new ways to meet people's needs. Write a plan for buying the right services.



- Check the way it decides what support people need and check the way it plans their support. Check that people have the right support so they can have the life they want.

A graphic with the Conwy Council logo at the top. Below it is a numbered list with three items, each followed by a blank line for an answer:  
1. \_\_\_\_\_  
2. \_\_\_\_\_  
3. \_\_\_\_\_

- Check the way it runs its service for keeping people safe. Especially when a person might need their freedom limited.

There is a waiting list for giving permission to limit a person's freedom. Write a plan saying what the Council will do about the waiting list.

- The Health Board needs to tell the Council which senior manager will work with them.



1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**Conwy Council must write an improvement plan saying how it will do these things.**



**Conwy Council should send us a copy of its plan.**



**We will check if Conwy Council is doing what it says in its plan.**

# Betsi Cadwaladr University Health Board



## About the Health Board



Betsi Cadwaladr University Health Board runs health services in Conwy.



People with learning disabilities can use all the same health services as everyone else.



The Health Board runs health services that are just for people with learning disabilities. They have:



- a Health Liaison Team to help people live healthy lives



- health staff in the Community Learning Disability Team



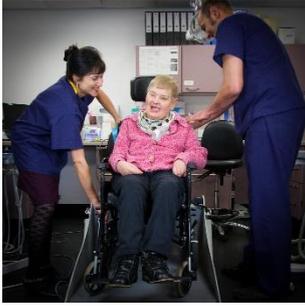
- a Complex Needs Service for people in a crisis, or who need a lot of support because of their behaviour



The Health Board organises services for people with learning disabilities in four groups:



- people who get in trouble with the law or may get in trouble with the law



- people who need a lot of care and support

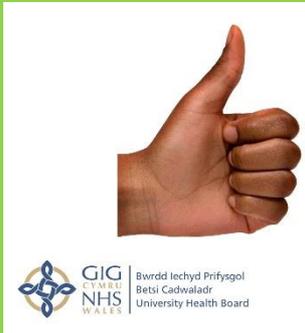


- people who need a lot of support because of their behaviour



- people who need mental health services

## Good things about health services in Conwy



Here are some good things about health services in Conwy:



- staff encourage people to speak up



- the Health Board has given the Safeguarding Team extra money



- staff know what they must do if they think someone might be at risk or is being hurt



- people can get services in Welsh



- most of the time, health and social care staff work well together



- health staff are doing their jobs well



- staff stay in their jobs, so they get to know people with learning disabilities and their family carers



- people with learning disabilities and their family carers say they get good help from health staff



The Health Board is doing some good work to help people with learning disabilities to:



- stay out of hospital



- have a healthier life



## Planning



Staff know Conwy needs more services. They find it hard to give the right support for:



- people who need a lot of care and support



- people who need a lot of support because of their behaviour



But the Health Board does not know what services people need. They do not have a plan for making sure people in Conwy can get the right services.



Health managers keep changing. This makes it hard to plan.



Managers and staff need to talk and listen to each other more.



The Health Board does not have a plan for the future for learning disability health services.



We think health staff do things well.



But we do not think the Health Board has a clear vision and plan for the future.



We do not think the Health Board is checking if people with learning disabilities get the right health services.



## Working with others



Sometimes health, social care and voluntary organisations do good work together.



But staff use different computer systems. This means no-one has all the information about the person in one place.



Some people have been asked about health services across North Wales.



But the Health Board does not have a way to listen to people with learning disabilities and family carers in Conwy about plans for health services.

# What the Health Board needs to do



- Make sure it has a plan and decide who will be in charge.



Make sure learning disability services are run well and make good use of money.



- Make a plan for the right services for people who need a lot of care and support and for people who need a lot of support because of their behaviour.





- Make sure staff know the vision for learning disability services.



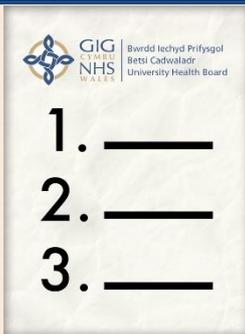
- Have the right computer systems so staff can do their jobs well.



**The Health Board has 2 weeks to write an improvement plan saying how they will do these things.**



**The Health Board must send the plan to Healthcare Inspectorate Wales.**



The plan must say



- what the Health Board will do about the things in this report



- when they will do it



The Health Board should check that the same problems are not happening in other parts of the Health Board.



The Health Board must tell Healthcare Inspectorate Wales when they have done what the plan says.