

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

## Torfaen 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.



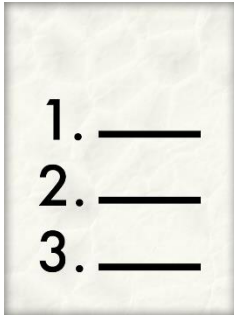
This is because it is important that people with learning disabilities get the full information about the inspection of their services.



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.



# Contents



## Introduction

3



## How we did the work

6



## Thank you

11



## Torfaen Council

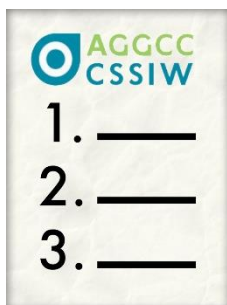
12



## Aneurin Bevan University Health Board

47

2



## 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.



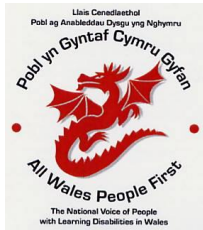
We visited 6 local councils.



**This is the report about Torfaen.**



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 Torfaen Council and the Health Board need to do



## How we did the work



We wanted to find the answers to 3 questions:



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



2. How good are Torfaen 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 Torfaen 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 Torfaen Council.



- Torfaen Council filled in questionnaires for us.



- We looked at inspection reports about services in Torfaen.



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



- We spent 2 weeks in Torfaen.



- We looked at 20 people's files.



- We found out more about 9 of those people.



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



- We went to the Gwent Strategy Planners Meeting and listened to people with learning disabilities talking about the Strategy.



- We went to a talk by Torfaen 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, including someone from the safeguarding team.



- We held a meeting for the community health team.



- The Health Board and Torfaen 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

# Torfaen Council



## About Torfaen Council



About 91,000 people live in Torfaen.



We think there are about 1,671 adults with learning disabilities in Torfaen.



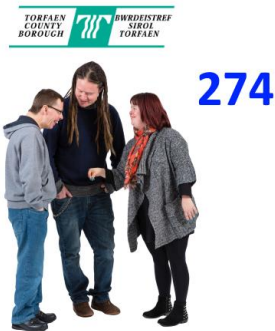
Torfaen Social Services knows about 345 adults with learning disabilities.



- 276 people have a case manager



- Torfaen Social Services found out about 31 of these people last year.



- 274 people get a service through Torfaen Social Services.



- 29 people live in a care home



- 37 people are aged 65 or older





The Council is part of:



- the Gwent Learning Disability Strategy. This is a partnership of people with learning disabilities, 5 local councils, Aneurin Bevan Health Board and voluntary organisations.



- South East Wales Improvement Collaborative. This is a partnership of 10 local councils.



## Good things about what Torfaen Council does



Here are some good things about Torfaen Council:



- The Council is good at supporting young people with learning disabilities as they become adults.



- The Council listens to people with learning disabilities.



- People with learning disabilities tell the Council what the Council's priorities should be.



- The Council has been good at working with people when they make changes.



- Most people with learning disabilities said they are happy with their support.



- Some people's lives are much better because of the Council's support.



- Staff like working for or with the Council.



- Service providers like working with the Council.



- Health and Social Services staff work well together.



- The Council and the Health Board plan well together.



- People are part of their communities.



- Staff plan ahead to make sure people get the right support.



- Social Services and housing work well together.

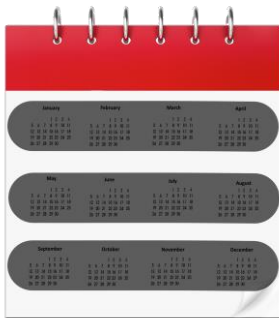


## Vision and change



The Council has a vision for the future.

The Council has a Transformation Board to make sure services in Torfaen change to fit with that vision. The Transformation Board is run by the Head of Adult Services. Its job is to make plans for changes that are needed in the next 12 months.



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For example:

- Everyone will get support that helps them to be more independent. This means some people will stop getting support from learning disability services. They will get support from general services and their community instead.





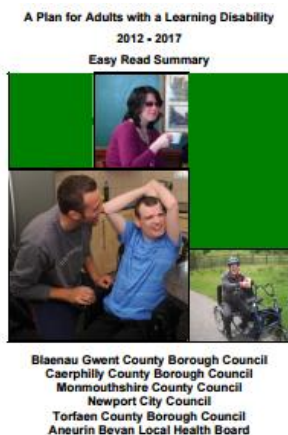
- People do not get too much or too little care and support.



- There are more opportunities for things to do in the day.



- People can live somewhere with their own front door if that is what they ask for.



The vision is written down in the Gwent Learning Disability Strategy. People with learning disabilities said what needed to be in the vision. They also check if services are doing what it says in the Strategy.



The Strategy finishes in 2017. Having a Strategy has been good. We think Torfaen Council's work will be stronger if there is another Strategy when this one finishes.



Torfaen Council has written local plans. The plans need more details to make it easier to check if the plans are working.



The Council needs to do more work to make sure people can have friends and relationships.



The Council worked hard to give people information about the changes, to listen to people and to support people to speak up. Some people still do not accept the changes.



Torfaen Council needs to check how the changes have affected people's lives.





The Council already works with voluntary and community groups. There is more work to be done.



The senior managers work hard to make sure everyone remembers the rights and importance of people with learning disabilities.



Councillors would like more chances to meet people who use learning disability services.



The Council could do more to offer jobs and apprenticeships to people with learning disabilities.





## People's plans



There are a lot of good things about people's plans. For example:



- Care managers try to support people to think about their goals in life, and to find ways to achieve their goals.



- Plans say what people are good at.



- People feel their lives matter.

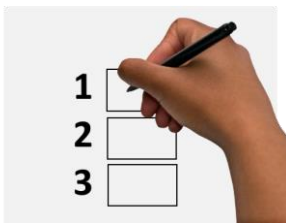




- People are becoming more independent.



- Plans showed how people are supported to take risks safely so they can achieve their goals.



Plans need to have more details to make it easier to check if the plan is working.



People living with older family carers need a back-up plan in case they need extra care and support, or different care and support.



Torfaen Council does a good job of making plans with young people who are becoming adults. They think about education, training and work. They think about people's health too.



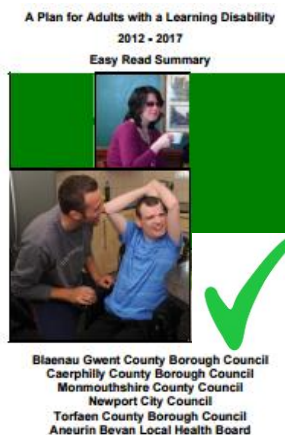
Sometimes a person with a learning disability wants to be more independent, but their family carer finds it hard to let them be more independent.



Some people think their plan is a plan for their support worker more than a plan for them.



## The new Social Services and Well-being (Wales) Act



The Gwent Learning Disability Strategy fits well with the new Act.



Torfaen's plan for how to do what the Strategy says fits well with the new Act too.



Managers need to make sure:



- everyone knows about the Act



- service providers understand how to change to fit with the Act



Most staff still need to understand how to change to fit with the Act.



The community learning disability team already have the right ideas, so they should find it easy to do what the Act says.



Torfaen Council needs to make sure Torfaen has information, advice and support services for people who do not need a care plan.



## Working together



Health and social care staff work well together in the Community Learning Disability Team. This is easier because they are in the same office.



The Council and the Health Board mostly work well together. There are problems when people apply for Continuing Health Care.



The Director wants all parts of the Council to work together to support people with learning disabilities. Housing, social services, education and careers already work together.



The Director wants Torfaen Council to work with the South East Wales Improvement Collaborative and the Gwent Learning Disability Strategy.



## Having a voice



People with learning disabilities spoke to us. They were mostly happy about their support. They wanted more support to have friends and relationships.



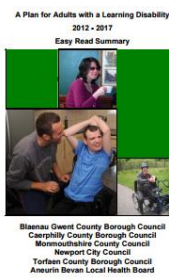
The Council has several ways to listen to and talk with people with learning disabilities:



- Torfaen People First



- The Day Opportunities Committee



- The Gwent Learning Disability Strategy Planners Forum



- Consultations about service changes



- Able Radio



- Making DVDs, like the 'My Own Front Door' DVD



People with learning disabilities help to interview staff.

### our meeting



The Council needs to make sure people know how they have used what people say to make decisions.



When Torfaen Council writes a plan for choosing, buying and checking services, the Council needs to listen to people with learning disabilities and their family carers.



The Gwent Learning Disability Strategy Planners Forum is where people with learning disabilities check that local councils, the Health Board and voluntary organisations are doing what the Strategy says.





Torfaen People First provides:

**our meeting**



- a way for the Council to consult people with learning disabilities



- someone to speak up for you when you cannot make a decision for yourself



- 10 hours a week when an advocate can support someone with a learning disability to sort out problems



Social workers think people with learning disabilities in Torfaen need more advocacy support.



Carers have a voice through the All Wales Forum of Parents and Carers.



Staff want to have a voice too.





## Staff

Staff want to:



- help people with learning disabilities to have the life they want



- listen to people with learning disabilities



Staff in the community learning disability team are happy. They get support from their managers. They can go on training.



## Services



People who use services are encouraged to be more independent.



There is a choice of day opportunities but more people want paid work.



The Council and voluntary groups are trying to start up new businesses where people with learning disabilities can work.



There are plans for more people to have a home of their own, with their own front door.



Torfaen does not have the right services for people who need a lot of support because of their behaviour.



Some people have to live a long way from home. Torfaen Council is working with the South East Wales Improvement Collaborative to find ways to bring them back to Torfaen.



## Family carers



Some family carers think they get good advice and support. Some family carers are less happy.



Some family carers may be less happy because they find it hard to see person they care for trying to become more independent.



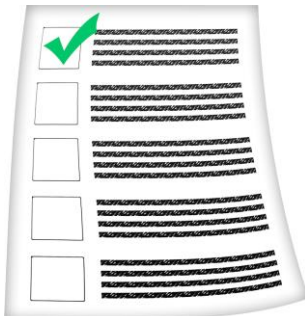
Family carers are offered an assessment to see what support they need for themselves. Most family carers choose not to have an assessment.



Fewer than 10 family carers use Direct Payments to get support for themselves as carers.



## Quality checking



Quality checking means having a way to check if people's files and services are good.



Some people's files are checked when staff have supervision. Torfaen Council needs a way to check if all files are done well.



Care managers use service feedback forms to check services. They send the forms to the team that chooses, buys and checks the services.



Managers need to make sure everyone remembers it is important to check the quality of people's files and services.



## Keeping people safe



Staff know what to do if they think someone might be at risk of abuse.



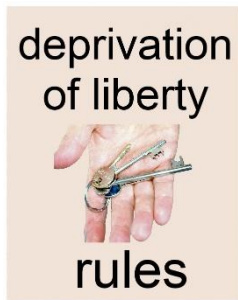
Not many people have adult protection plans as well as their care plan.



More staff have been trained and understand the laws about:



- what to do if someone cannot make their own decision



- what to do if someone may need their freedom limited as part of keeping them safe



The Council needs to do more work to make sure staff use these laws to help people to stay safe.



Some people who live in supported accommodation cannot make their own decisions.





124 people are waiting for the Council to apply to the court to make sure any decisions about their care and support are good decisions for them.



Sometimes care managers do not check if someone can make their own decisions about care and support.



## **Community and Community Connectors**



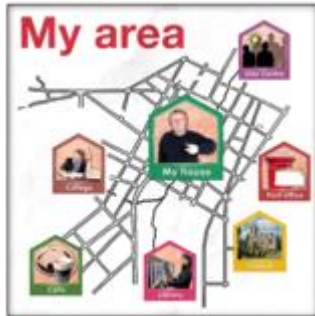
People with learning disabilities feel part of their local community.



Torfaen Council has set up Community Connectors. This is a new scheme. Community Connectors are people who work with the local community.



## Community Connectors:



- find out about activities in the community
- help create new community opportunities
- help to make the community stronger



Community Connectors support people, including people with learning disabilities, to get better support and do more activities in their local community.



There is a waiting list to use the Community Connectors scheme.



The Council may need to spend money on the Community Connectors scheme.





## Training



Staff have had Person Centred Planning training.



Staff can go on Torfaen Council training even if they work for another organisation.



People with learning disabilities do not have much say in the training.



The Council does not check if the training is making a difference.



## Money



In the past, the learning disability services have spent more money than they had in their budget.



Many care packages were too big. This made it hard for people to be more independent. A few care packages were too small.



People can get up to 28 days of respite care. In the past it was more.



The Council explained why, but some people did not accept the reasons. The change means groups like 'Wednesday Warriors' get more money now.



The Council is saving money on staff.  
They are using more staff who are unqualified. They do not fill vacant posts straight away.



The Council has tried to protect Social Services from cuts.



People with learning disabilities expect services to do a lot for them.  
People need to think more about learning to do things for themselves.



## Information



The Council puts information on the internet.



Managers are working with Torfaen People First to make sure people with learning disabilities and their family carers get information they can understand. More work needs to be done on this.



People often ask their support workers for information. They find the Council's information hard to use.



Sometimes people have the right information. They can understand the information, but they do not accept it because they do not like it.



## Communication



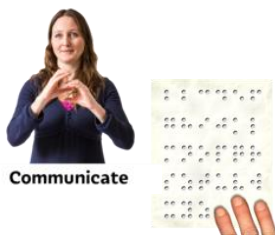
Few people in Torfaen speak Welsh, and almost no-one wants services in Welsh.



The Council understands the Welsh Language Act and is getting ready to do what the Act says.



Torfaen Council offers Welsh classes to staff, but few staff choose to go.



The Council has interpreters and trained staff for people who want to use British Sign Language, Makaton or Braille.



Some people's files and care plans have Picture Exchange Communication or Makaton. More people need this.

## What Torfaen Council needs to do



- Keep listening to and working with people with learning disabilities and their family carers.



- Check how changes to services have affected people.



- Work with voluntary organisations to:



- provide learning disability services



- develop services that help people to look after themselves



- provide services that make the community stronger



- Think about the review of the Gwent Learning Disability Strategy.



- Make sure they check the quality of people's files and services, and tell the people who run the Council.



- Think about offering jobs and apprenticeships to people with learning disabilities.





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

**Torfaen Council must write an improvement plan saying how they will do these things.**



**Torfaen Council should send us a copy of their plan.**



**We will check if Torfaen Council is doing what it says in their plan.**

# Aneurin Bevan University Health Board



## About the Health Board



Aneurin Bevan University Health Board runs health services in Torfaen.



The Health Board runs health services that are just for people with learning disabilities, including:



- a health team that is part of the Torfaen Community Learning Disability Team



- Intensive Community Intervention Service



- family therapy



- arts therapy



- specialist learning disability  
physiotherapy



- a health liaison service. This makes  
sure people with learning disabilities  
get good health care from services  
that anyone can use, like the GP or  
cancer treatment.



These services are part of the Mental Health and Learning Disabilities Division of the Health Board.



## Good things about health services in Torfaen



- People with learning disabilities and their family carers said they are very happy with the care and support they get.



- The health team sees what needs doing and does it. They do not wait to be told what to do.



- Staff work together to support young people with learning disabilities as they become adults.



- There are good services to help people have healthier lives.



- The health team is involved in research about how to improve people's lives.



- Some people are given health technology, for example an iPad, to help them communicate.



- People with learning disabilities and their family carers are listened to.



## Organising and planning



Most staff and managers have a vision for the type of care and support they want to provide.

A Plan for Adults with a Learning Disability  
2012 - 2017  
Easy Read Summary



Blaenau Gwent County Borough Council  
Caerphilly County Borough Council  
Mormouthshire County Council  
Newport City Council  
Torfaen County Borough Council  
Aneurin Bevan Local Health Board

Staff know how their work fits with the Gwent Learning Disability Strategy.



No-one seems to be planning what happens when the Strategy finishes in 2017.



The health team helped test a new way to make sure people are healthier. They looked at people's housing and social life, not just their health. This helped them find better ways to improve people's lives.



The health team send out a questionnaire or phone the person when the person finishes using a service.



The manager plans to look at the questionnaires and decide if services need changing.



The health team work to protect people's rights.



We are not sure if the Health Board and Torfaen Council are making sure people's rights are protected for people who live in residential health services.



## The Health Board needs to:



- work out what services people need



- plan how to provide these services



- check if people's lives are better because of the services that the Health Board provides



- start planning with Torfaen Council for when the Gwent Learning Disability Strategy finishes in 2017



It can be hard to:



- get the right equipment



- apply for Continuing Health Care



There are often arguments about whether someone should get Continuing Health Care. This takes up staff time.



## Working together



Health and social care staff work well together in the Community Learning Disability Team. They tell each other if a person with a learning disability might need someone else's skills and support.



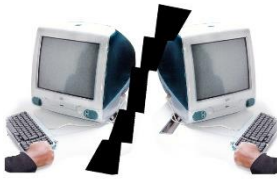
The health team and social care team are in the same office. They hold meetings together.



The health team work well with learning disability service providers, GPs, dentists, hospitals and other health services.



Two nurses work with the hospitals to make sure the hospital staff know how to give good support to people with learning disabilities.



Health and social care do not share people's files. Health keeps people's files on paper. The Council keeps files on computers. This makes it harder to share information about people. The staff talk to each other, so this does not cause big problems.



## People's plans



People have good plans. People with learning disabilities and their family carers are involved in decisions about care and support.



If people choose not to go to meetings, someone will tell them what happened.



Community nurses work with teenagers to make sure they get the right health support when they are adults.



## Voice

People with learning disabilities and their family carers have a voice about:



- their own care and support

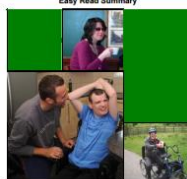


- speaking up about services they use



- making changes to services

A Plan for Adults with a Learning Disability  
2012 - 2017  
Easy Read Summary



Blaenau Gwent County Borough Council  
Caerphilly County Borough Council  
Monmouthshire County Council  
Newport City Council  
Torfaen County Borough Council  
Aneurin Bevan Local Health Board

- the Gwent Learning Disability Strategy



Some people are given health technology, for example an iPad, so they can have a voice and communicate.



## Staff



Staff really want to make a difference to people's lives.



Staff value each other.  
They feel valued by their managers too.



Staff want senior managers to make sure there will be enough staff in the future. Senior managers told us what they have been doing about this.



## Keeping people safe



Health staff are good at keeping people safe.



Managers in the Health Board do not always know what the community health team is doing to keep people safe.





## **Residential health services**

**A residential health services is a house where nurses care for people.**

Some wards at Llanfrechfa Grange Hospital closed.



Some people who used to live there moved to residential health services. Staff said it is hard to help people to move out of the residential health service.



There is a law that must be used if someone needs their freedom limited.



We were worried that some of these people were having their freedom limited, and that the law might have been broken.



We visited two of the residential health services.



We did not see the law being broken. But we did see some other serious problems.



We sent a letter to the Health Board telling them what we found.



The Health Board wrote back and told us how they were sorting out the problems.



The Health Board is sorting out the problems.



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgo  
Aneurin Bevan  
University Health Board

## What the Health Board needs to do



- The Health Board must plan how they spend money on services. This means finding out what services people need now, and what services they will need in the future.
- The Health Board should think about their systems to make sure they know about the work the health team does when they think someone might be unsafe.
- The Health Board should work with Torfaen Council to make sure



- people get the right equipment when they need it



- there are plans for when the Strategy finishes in 2017



- applying for Continuing Health Care (CHC) works better



- **Urgent:** The Health Board should work with Torfaen Council to make sure people living in residential health services have the right care and support, and can move out and live somewhere else with the right support if they want.

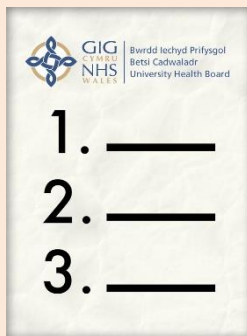




The Health Board has 2 weeks to write an improvement plan saying how they will do these things.



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.**