

Lancashire Learning Disability Preferred Provider Scheme



Self-Advocate Event
1st July 2014

Welcome



- Introductions
- Refreshments and facilities
- Fire exits
- Signing in
- Copies of slides

Purpose



To make sure people with learning disabilities and their families know about the preferred provider review.

Produce a report about the choices we have when the scheme runs out.

The report will be about ways we can make sure people in supported living get good and affordable support.



Managing The Review



A Project Board has been set up
The Project Sponsor is Terry Mears
with representation from Contracts,
Business Intelligence, Personal Social
Care, Finance and Commissioning.



Project leads are Ian Crabtree and
Sam Leonard



Project Background



The preferred provider scheme we have now ends in June 2015.



For legal reasons we cannot just keep the scheme going without an end date.

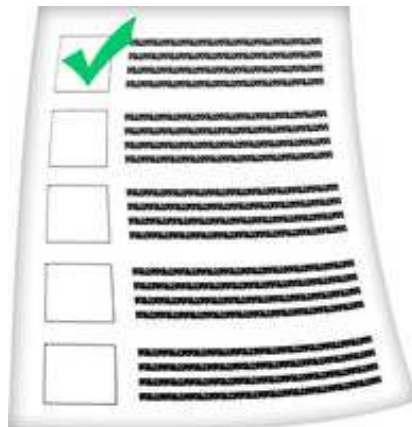


To make sure we get it right it has been agreed we can have some extra time.

Preferred Provider Scheme now



First set up in 2007. We made some changes in 2010.



It was set up to check the quality of Learning Disability services. It included supported living, residential care and day services.



It was developed with providers and Partnership Boards



It has not been monitored since 2010



Lancashire County Council and Contracts have less staff to check a large number of providers.

Preferred Provider Scheme now



Includes:

Making sure staff have the training and support they need



Person centred planning and support

Involving people in recruitment and choosing the staff who support them



Giving people a say in how well they think staff are doing

Preferred Provider Scheme now



Helping people stay healthy



Helping people to keep safe



Helping people manage their money



Dealing with complaints

Preferred Provider Scheme now



Supporting people to communicate with others



Making sure providers speak and write to people in ways they understand



Providers working together to make services better

Helping people to have a good life

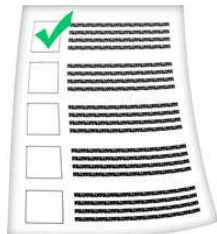
Workshop feedback



Self Advocates 28th Jan

What you think should be included in the preferred provider scheme ?

- Communication & Information
- +
- other
- +
- Person centred Planning
- +
- having a voice
- +
- Choosing & Training support
- +
- Monitoring/contracts
- +
- Support
- +
- Supporting Independence
- +
- Involving family



What things do they do well?

- domestic support
- +
- support with money
- +
- Help to find work
- +
- Supportive staff
- +
- Leisure
- +
- Person centred support
- +
- Keeping Safe
- +
- Healthy
- +
- Housing
- +
- Relationships
- +
- Travel
- +
- Speaking up
- +
- Good information



Things they could do better

- Support with money
- +
- Person centred support
- +
- Relationships
- +
- Information
- +
- Staff not supportive, respectful, don't listen to people
- +
- Support hours
- +
- This is my home
- +
- Supporting independence



Things you could do on your own

- Do my own cleaning, cooking and shopping
- +
- Decide how I use my own money
- +
- Learn to travel on my own
- +
- Take responsibility for my own health
- +
- Be on my own at home and doing things on my own
- +
- Choose my own friends \having relationships
- +
- Choose what I do



Questionnaire feedback

**Tell us
what
you
think**



1. Do you think the
idea is a good one?

Yes

No

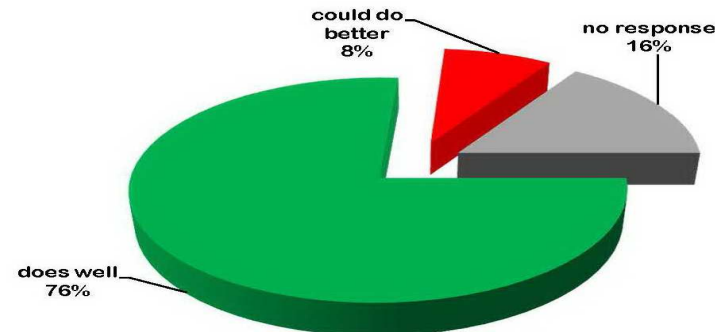
Not sure



Question 1

We asked you to look at a list of things providers support you with and asked you to tell us if they do them well or could do better.

In numbers...



361 people answered these questions

on average...

76% liked their current care

8% said it could be better



Question 2

We asked you to tell us things providers do well

What things do they do well?	%
Leisure	25
Supportive staff	17
Domestic support	15
Person centred support	13
Healthy	9
Good personal care	9
Support with money	8



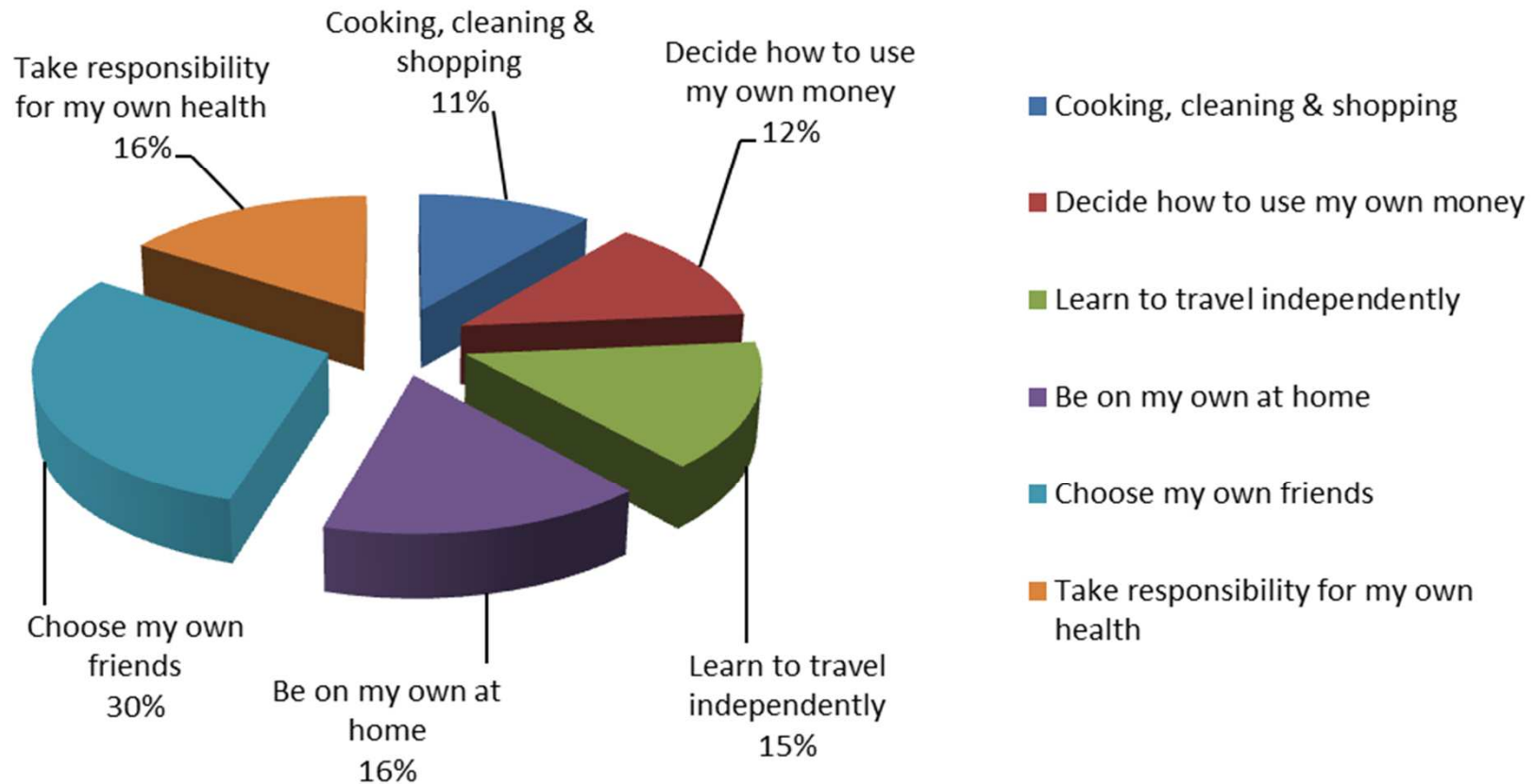
Question 3

We asked you if there were things providers could do better

Are there other things your provider could do better to support you?	%
Person centred support	21
Support hours	19
Help me find more opportunities	18
Relationships	8
Don't listen to people	8
Supporting independence	6
Support with money	5
Keep me safe	5

Question 4

Things people can do on their own



Question 5

Are there other things that your support workers help you with that you think you could do on your own?	%
Do my own cleaning, cooking and shopping	38
Decide how I use my own money	24
Learn to travel on my own	21
Take responsibility for my own health	7
Be on my own at home and doing things on my own	7
Finding work	3

Question 6

Are there things you think should be added to the preferred provider list?	%
Person centred support	15
Communication & Information	15
More supportive and respectful staff	6
Quality Staff training	6
Better personal care	6
Help me find more opportunities	6
Cooperation between providers	6

Question 6

Are there things you think should be added to the preferred provider list?	%
Pay a living wage	3
Housing	3
More support hours	3
More domestic support	3
Leisure	3
Monitoring/contracts	3
Employment/ finding work	3
Support to access advocacy	3
Better support for cultural needs	3
An on call system 24/7	3
Staff matching	3
More resources	3
Open, honest and transparent providers	3

**I do as much as I
can by myself, I
like to be
independent**

***I enjoy going to
football with the
staff***

**There should be
training for staff and
the chance to
choose staff**

**My provider
gets me
help with a
speech
therapist**

**The provider
could send staff
who know about
Autism**

**I can rely on my
provider for everything,
they are my friends**

**Take me to
the Library**

**Let me keep
my privacy**

**They could provide more
varied opportunities for work
& social needs**

They go out of their way to get information on topics I am interested in and help me plan coping strategies for stressful situations

Provide advance notice when carers not attending rather than on the day

Group work





Group work



Your views about what we told you

What do you think about the feedback from the workshops and questionnaires?



What was good?



What was not so good?

Break



Feedback



Our ideas about what we might do next



Options



It is not an option just renew the current scheme with the same providers because;



- Too many providers to check
- Too many providers to choose from
- Too focused on paperwork
- No new providers can join the scheme
- There are some issues with quality of some current providers



Option 1

Have no scheme



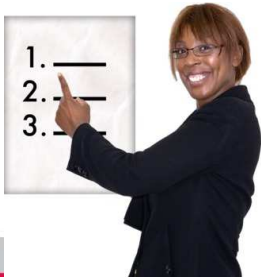
What's good about this option



- Rely on CQC standards and other quality marks ie Investors In People



- Allows new providers to work in Lancashire



- More 'choice'

Option 1

Have no scheme



What's not so good

- No checking of providers would take place
- No control of providers working in Lancashire
- No consistency around quality
- No consistency around how much providers would charge
- Confusion for families and self-advocates



Option 2

Tender all supported living in groups of houses from when current scheme ends



What's good about this option

- Poor quality providers would not get through
- Make sure people have good support particularly those who are 'struggling'
- Any provider can apply for new work



Option 2

Tender out all supported living in groups of houses when current scheme ends



What's not so good about this option

- Major disruption for all
- Each tender could take a long time and would need to carry out a detailed quality check
- May not encourage providers to work together



Option 2

Tender out all supported living in groups of houses when current scheme ends



What's not so good about this option



- Focus on cost of support
- Big providers may take over
- Lose providers who already operate in a geographical location

Option 3

Set up a new list of quality standards and invite providers to be on the list. All supported living would be tendered over 2-3 years on district basis

This is our preferred option

What's good about this option

- Based on a number of people per area requiring support
- Greater emphasis on relationships and linking with the surrounding community
- Smaller number of providers per district – meaningful choice
- Greater emphasis on quality



Option 3

Set up a new list of quality standards and invite providers to be on the list. All supported living would be tendered over 2-3 years on district basis.



What's not so good about this option

- Change of support provider for some people
- Change not always welcomed by families and self advocates
- Fewer providers
- Some providers may support less people. Other providers may support more.

Group work





Reminder

- The Preferred Provider list has 66 providers.
- No new ones are allowed to join.
- The list has lots of things we expect providers to do but it is not being checked.
- New list would have less Providers.
- It would be based on geographical areas.
- The new list might have some new providers.
- Some providers on the list now might not be on the new list.
- The list would have new things we expected providers to do based on your feedback.
- The new list will be monitored.

Your views about what we told you



What is good about option 3?



What is not so good about option 3?

Feedback





What we will do next



The feedback from the workshops is on the website



We will be using the feedback from workshops and questionnaires in our report



What we will do next



We will be taking our report about choices to Lancashire County Council Cabinet



We will be asking if you would like to help us look at some quality standards

Thank you for coming



If you want to look at the feedback please see the website

<http://www3.lancashire.gov.uk/corporate/consultation/responses/response.asp?ID=229>