

Feedback by Lorraine Annison:

**Review of Norfolk Services
for People with Learning
Disabilities**



Carried out by Anne Marwick
September /October 2016



What is the report for?



- Anne was asked by the senior social care and health care executives to look at how learning disability services work in Norfolk.
- Anne Marwick is independent, she does not work for any Norfolk council or health service.
- Anne talked to senior people across the service – she said people were very honest about what was good and not so good.

Focusing on the organisations

Information for the Strategy

What are the challenges?

*“The purpose of the overarching review is to inform the work already in hand on a new Learning Disability Strategy for Norfolk. **In particular the review will bring in best practice examples from elsewhere and enable Norfolk to benchmark its work against other comparable health and social care systems. It will make recommendations for improvement with particular focus on transformation and cost effectiveness.** This is not intended to replicate or duplicate the Transforming Care Plan but rather as an adjunct to this process focused on implementation”*

What needs to change?

Good practice – what could we learn from other parts of the country?

Make recommendations

What are the opportunities?

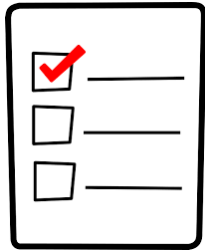


The Challenges



- It is not good to keep doing things in the same way
- We might need to make more changes than we thought to get better at what we do
- We need courage to make changes





Recommendations

- what we can do to improve?



- Anne said that there were lot's of opportunities to make changes.



- She told us about 5 areas we could make positive changes. AT the meeting we added our own number 6.



Opportunity 1

“The development of a truly coproduced Strategy”

- The new learning disability strategy should be co-produced.



Opportunity 2

“A review of the Intensive Support Services as the new Enhanced Assessment and Treatment Service team comes on line. “

- Getting the support right for people with complex and challenging needs
- Look at how the two services work together



Opportunity 3

“A review of the Care and Treatment Review (CTR) process as its administration is transferred to the CCGs”

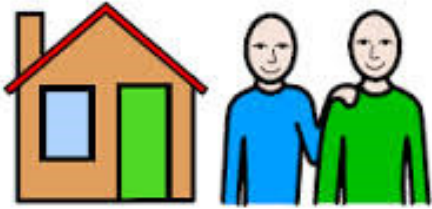
- Look at how CTRs can work better for individuals



Opportunity 4

“A review of the Psychology function to the integrated teams to support cultural change towards enablement and resilience building”

- Looking at the best way to use the psychology staff in the community teams



Opportunity 5

“A review of the strategic way forward towards a supported living model that is affordable and sustainable.”

- Person centred support
- Enablement - supporting people to learn new skills and increase independence
- Looking for new ways of supporting people to stay safe and well at home



Opportunity 6

“A review of day opportunities to ensure that everyone is supported to reach their potential. Ensure a range of options that are valued, affordable and sustainable”

- Look at what is available, when and where.
- Talk to people about what they want.



The way forward

Good leaders.
People who
understand what
needs to be done

- Strong buy-in and leadership

Looking at
everything and not
just part of a
problem. How do
things fit together?

- Shared vision

Everyone working
together to make a
difference

Having a plan.
Knowing what needs
to be done, who by
and when.

- Systems thinking

- Adaptive leadership

Helping people to
make changes

- Action planning with identified goals and timelines