



Living well with a learning disability on the Isle of Wight

Our joint plan to support adults with a learning disability

Including the joint transforming care plan

2018 to 2021

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Our vision

The Isle of Wight's joint commissioning strategy vision is for:

"All people with a learning disability living on the Isle of Wight will lead fulfilling lives"

We want people with a learning disability living on the Isle of Wight to be able to say:

"I am in control of planning my care and support."

"I live well in my local community."

"I have a fulfilling and purposeful everyday life."

"I get good care from health services."

"I can get extra help when I need it."

"I am helped to stay safe."

How will we achieve this?

The Isle of Wight Learning Disability Partnership Group have worked together with the Isle of Wight Council, Clinical Commissioning Group and NHS Trust to develop a strategy to make sure people with a learning disability can have a voice, be safe, be informed, remain healthy and are confident to be an active part of their community. This strategy was further developed by a full public consultation, and face-to-face meetings with people with a learning disability.

Our strategy focusses on:

- helping people to be an active part of their community;
- having the care and support they need in their own home;
- helping people meet the outcomes they wish to achieve.

The strategy builds on a number of 'we will' statements. When we say 'we', this refers to people with a learning disability, their families, professionals and the wider community working together in partnership to achieve our outcomes.

The strategy is supported by a clear action plan to demonstrate how we can achieve the 'we will' statements and updates on progress will be published three times a year.

Some of the terms mentioned may not be familiar to everyone so you will find a glossary at the end of the document.

To develop this plan we listened to people with a learning disability and their families and heard what they told us:

“There is a lack of information on how I can get help and support.”

“More suitable housing for me to live securely and happily with my friends.”

“Give me more support and help finding paid work.”

“Inclusion and better trained individuals running clubs.”

“More opportunities in the evening, to learn new things, to be part of a community activity.”

“There are often changes that I am not consulted about.”

“The way in which people with a learning disability are communicated with is usually by standard letter, there is little consideration given to someone with a learning disability and that they may require easy read.”

“No independent living to allow me to become totally independent.”

“Make choices about the things I do and where I go.”

“When I have a review it takes too long for the changes.”

“Support to people with complex needs is uncoordinated.”

“When I was very depressed and quite ill I didn’t get much help.”

“I have to wait a long time at the surgery and don’t always see my doctor who knows me.”

“Care managers who know their clients and their needs.”

“Make it the norm for young adults to be able to move out of their family home and into supported living.”

“Information on the website of where I can go to get help for work and getting around.”

“People do not always have the right skills especially to support people whose behaviour challenges services.”

“There is not enough support for carers.”

“Not keep telling the same information to lots of people.”

“Hurry up with shared lives.”

“The system is setting up young people to fail when they leave school or college.”

People with a learning disability told us what the three things most important to them were. These are now our three strategic goals:

**Living
my life**

**Keeping
safe**

**Staying
healthy**

Our promise:

We will build on a child, young person's or adults unique strengths and abilities, getting it right first time through ensuring there is the right support in the right place at the right time.

Living my Life

We will:

- make sure people are empowered to participate in meaningful activity including education, training, employment and volunteering;
- make sure people have access to **personal budgets** and **personal health budgets** to develop opportunities to meet their desired outcomes;
- develop more choice and options about where to live;
- work with **local area co-ordinators** to develop friendly communities that welcome people with a learning disability;
- make sure carers are helped to say what they need so they can continue in their caring role for as long as they wish to;
- make sure those who support people with a learning disability have the right skills and training;
- value the contribution that people with a learning disability make to their local community.

Staying healthy

We will:

- develop a skilled and confident workforce to meet the needs of people with more complex needs;
- make sure people are informed about and supported to have an **annual health check**;
- make sure people have access to health action planning and health screening including breast, cervical and prostate cancer.
- make sure **health promotion** is made accessible to people with a learning disability;
- make sure people can access good quality health services that make reasonable adjustments to meet their needs particularly for those with more complex needs;
- promote the use of **hospital/health passports** to enable health staff to understand how to make people feel comfortable;
- work with public health to ensure availability of information and better access to the full range of health services that are easy to access – including dentistry, sexual health, maternity, health visiting, and end of life care;
- make sure **mental health** services are able to support people with a learning disability well and can make reasonable adjustments when required;

- raise awareness through the **hospital liaison service** of the needs of people with a learning disability to health colleagues particularly those who work in emergency departments and mental health services and those who may come in to contact with people outside the usual 'nine-to-five';
- make sure health and social care teams are joined up so they provide seamless care and support and people only need to tell their story once;
- develop options for people in receipt of **continuing health care** to be able to stay in their own home through access to personal health budgets;
- develop appropriate local alternatives to hospital admission;
- promote access to **assistive technology** and **tele-health** to promote independence, working with providers to ensure this equipment is accessible.

Keeping safe

We will:

- raise community awareness to help address discrimination against people with a learning disability led by **experts by experience**;
- work with the police and criminal justice system to ensure people are safeguarded in their community;
- work with those working within the criminal justice system to make sure their training ensures they are able to appropriately support people with a learning disability when they are witnesses and when they may have committed a crime;
- make sure people know what a crime is and how to report it;
- raise awareness of **mate crime** and how to stop it;
- raise awareness of what is domestic abuse and where to get help;
- support people to understand how to keep yourself safe, in your own home, when out in the community, and when on line;
- develop a **safe places** scheme on the Isle of Wight;
- make sure that when we need to safeguard someone that the person is at the centre of all we do and has access to an advocate if they need one;
- make sure we commission safe services and take prompt action if concerns are raised;
- make sure that an individual's support is regularly reviewed and quality checked with the support of experts by experience;
- make sure all providers we work with have a keeping safe policy.

My choice, my control

We will:

- lead by example by training the health and social care workforce in the principles of choice and control and person-centred planning when supporting people and their families;
- ensure people have access to and are in control of their **personal budgets**;
- ensure people have opportunities to share activities and pool their budgets if they wish;
- make sure those working with people with a learning disability have a good understanding of the Mental Capacity Act and how to apply it;
- ensure access to information, advice and advocacy so people are empowered to make informed decisions and are able to plan the support that is appropriate for them;
- develop options to assist people with innovative personalised support planning;
- ensure people are assessed and reviewed by appropriately qualified staff who support individuals to be aware of all the options open to them;
- ensure all providers work with the people they support to co-produce outcome-focussed, person-centred support plans;
- ensure practitioners focus on what people can do rather than what they can't, starting from **transition** with an employment first approach to all new assessments;

- ensure involvement of experts by experience in purchasing services, quality assuring services and recruiting staff;
- ensure access to **pre-paid cards** for people who are not able to access a bank account to manage their own personal budget.

Where I live

We will:

- make sure people live in their local community not in a hospital or care home far away;
- make sure people who want to are supported to move out of residential care;
- make sure there is more choice by developing opportunities for **supported living, extra care** and owning your own home;
- develop a **shared lives** scheme on the Isle of Wight by February 2018 to enable people with a learning disability to live as part of a family;
- make sure we know who needs somewhere to live both now and in the future so we can plan for this and prioritise those most in need.

Help I need

We will:

- make sure the person and their family are always at the centre of planning their own support;
- when undertaking assessments and reviews have an enablement approach that focusses on what people can do not what they can't;
- co-create assessment and review tools that promote independence rather than create dependence empowering people to achieve their outcomes;
- make sure people who support individuals with a learning disability have the right skills and training – particularly training in **active support** and **positive behavioural support**;
- make sure people are able to take positive risks with the support of people with the right skills and knowledge to support them;
- make sure people who cannot get support from adult social care have somewhere to go to get the help they need;
- consider creating a support workers network to share good practice, and develop innovation;
- ensure all support plans identify people's interests and demonstrate how these will be supported including their cultural needs;
- promote the use of personal assistive technology assessments to increase independence.

My education

We will:

- make sure the **Local Offer** information site is accessible to young people with a learning disability and their family;
- make sure the local **SEND** Information and Advice Service (SEND IAS) is accessible to families and young people and meets their needs and they know where to get help through the process;
- ensure **education, health and care plans** concentrate on empowering young people to acquire the skills they need to live independent and fulfilling lives;
- make sure school and college are safe places for people with a learning disability to grow and develop;
- make sure staff supporting young people, particularly in mainstream schools have the right skills and training and that this is regularly refreshed;
- work with local schools and colleges to ensure a clear pathway into adult learning;
- work with local schools and colleges to raise the aspirations to work and understand the local labour market;
- ensure support plans facilitate continued learning in particular around independence and employment needs.

Becoming an adult

We will:

- ensure a seamless transition process for all young adults for their education, health and social care needs;
- co-develop a parent's guide to transition;
- get young people involved in their support plans from the age of 14 so that they build up experience of being in control and making choices;
- make sure young people have access to a **personal budget** that can seamlessly transfer to adult services when appropriate;
- ensure the emphasis of support is on prevention and access to community based services including vocational related options and opportunities to learn new skills;
- ensure we know the numbers of young people who will require support from adult social care to help us to plan for the future;
- improve accessible advice and information about moving on including adult education and job opportunities.

My job

We will:

- ensure people with a learning disability are enabled to make a valued contribution to the local workforce, either through paid employment, voluntary work, or work experience;
- work with the learning and development team to explore how to deliver a **supported internship programme** to help young people by equipping them with the skills they need through learning in the workplace;
- look at our existing supported employment offer to plan a way forward to deliver best practice in supporting vulnerable adults gain employment;
- make sure we support people in employment to retain and progress in their career;
- develop relationships with employers and attend job fairs to promote the benefits of the learning disability workforce;
- consider developing an online job portal to display work opportunities;
- use personal budgets to develop work opportunities and support on the job training;
- ensure accessible information regarding Government employment support schemes, eg, Access to Work and Job Centre Plus.

Helping my family

We will:

- develop more opportunities for carers to have breaks – including innovative use of personal budgets, access to shared lives and support in your own home;
- support carers to maintain fulfilling lives of their own;
- ensure a carer's assessment is offered to all those caring for an adult with a learning disability and reviewed at least annually;
- consider how best to provide personal budgets for carers;
- work with Carers Isle of Wight and Parents Voice to explore having a carers forum specifically for families of people with a learning disability to discuss the issues that are important to them;
- ensure annual reviews include planning for the future especially for those living with their families and particularly for those with carers over 60 years.

My friends and relationships

We will:

- work with friends, families, professionals and communities to develop activities and community networks to prevent isolation and promote inclusion;
- ensure workforce development enables support staff to develop the skills and strategies required to connect people with their communities;
- ensure support options are flexible enough to enable individuals to share support to facilitate friendships and relationships that enhances wellbeing;
- ensure that people are supported to have healthy relationships of their choosing;
- consider the benefits of connecting with friends and family online safely and promote the use of **assistive technology**.

What I do and how I get there

We will:

- ensure people have information about what is available in their local area;
- identify what people want to do and how we can develop community solutions;
- raise awareness with **universal services** of how best to support and welcome people with a learning disability;
- encourage use of public transport through access to travel training and provide awareness training to transport staff to make this safe;
- publicise locations of **changing places**;
- make sure systems and processes inform providers about what people want from services to enable them to be responsive to demand;
- make sure people can buy services together with their personal budgets where appropriate.

Support for autistic people and other vulnerable groups

We will:

- ensure that the support available for people with a learning disability and autistic people who are parents, meets best practice guidance including making reasonable adjustments to parenting programmes and access to appropriate information, advice and advocacy;
- ensure the early help strategy encompasses the needs of people with a learning disability and autistic people and promotes wellbeing and develops resilience;
- ensure staff working with **autistic people** have the right skills and knowledge to support them;
- ensure access to awareness training to support services to make **reasonable adjustments** for autistic people, including the continued roll out of **autism ambassador** training;
- ensure support for people within the criminal justice system is underpinned by the principles of *'Positive practice positive outcomes: A handbook for professionals in the CJS working with offenders with a learning disability'*.

My information

We will:

- make sure people have good information in accessible formats about what they are entitled to and know what options are available to enable them to make informed choices.
- have a clear communication plan so people with a learning disability know what is happening and what they are entitled to.
- improve information, advice and guidance in the areas of:
 - personal budgets;
 - options for support;
 - health;
 - housing;
 - benefits;
 - learning;
 - employment;
 - leisure;
 - keeping safe.

What will we do in 2018?

Living my life

- Make 32 new supported living opportunities available.
- Make 12 Shared Lives opportunities available.
- Develop a training strategy for health and social care staff to raise awareness of the needs of people with a learning disability.
- Develop a training strategy for health and social care staff to raise awareness of the needs of autistic people.
- Develop the role of the Living Well worker who will support those people unable to get support from adult social care.
- Develop the role of the Living Well worker who will support people who wish to move on to more independent living.
- Review and rewrite the content of the Isle of Wight Council's learning disability and autism web site.
- Promote the use of Job Centre Plus support for schools advisors in schools and colleges to promote work opportunities
- Offer at least three opportunities for people with a learning disability to gain work experience in adult social care, a further three in children's services at the Isle of Wight Council. Also ensure similar opportunities are developed within both the NHS Trust and Clinical Commissioning Group.

Staying healthy

- Increase the number of people having an annual health check from 42 per cent to 60 per cent.
- Have in place five learning disability friendly GP practices in 2018, increasing to ten by 2019.
- Have in place an integrated health and social care community learning disability team by December 2018.
- Make sure mental health services are able to support people with a learning disability well, and can make reasonable adjustments when required.

Keeping safe

- Deliver a safe places scheme in key areas of the Isle of Wight in 2018 increasing those areas where this is effective each year.
- Deliver positive behavioural support training to 80 staff who support adults whose behaviour challenges services by end of April 2018.
- Invest £500,000 in assistive technology to support vulnerable adults increase and maintain their independence during 2018.
- Check, with experts by experience, all services for people with a learning disability that the council and the CCG contract with during 2018.
- Retender our advocacy contract to ensure it reflects the ambitions of this strategy.
- Work with Southern Vectis to develop driver awareness and improve passenger safety.



Living well with a learning disability on the Isle of Wight

Our transforming care plan for people with a learning disability and/or autism who display behaviours that challenges services (2018)

In November 2015 NHS England, following the revelations of ill-treatment at Winterbourne View Hospital, published Building the Right Support, a radical plan to develop more community services for people with a learning disability and/or autism who display behaviour that challenges services.

From this national plan each local Transforming Care Partnership was required to devise their own local plan to support people with complex needs to lead fulfilling and rewarding lives in their local community. The Isle of Wight is in a transforming care partnership with Southampton, Hampshire and Portsmouth and they have written their plan together and this can be found at:

www.isleofwightccg.nhs.uk/our-priorities/commissioning-strategy/our-commissionin-departments/learning-disabilities.htm

How will we achieve this locally?

We have developed this transforming care plan for people with a learning disability, autism and behaviour which challenges services within our overarching joint commissioning strategy.

A lot of the points are the same in both documents but they are specifically detailed here to demonstrate that we are committed to ensuring that those people with the most complex needs are able to live fulfilling and rewarding lives on the Isle of Wight, ensuring that they:

- are an active part of their community;
- have the care and support they need in their own home;
- are able to meet the outcomes they wish to achieve.

Since Winterbourne View, the Isle of Wight has made progress in how people with more complex needs are supported and several people have been discharged from hospital back to their community, but we still have more to do, so we have developed this transforming care action plan.

Together with People Matter, the Island's user-led organisation, and our partners in the Isle of Wight Clinical Commissioning Group and NHS Trust we have written this transforming care plan based on what people have told us they need.

To achieve this locally we will:

- provide better support for people who have a learning disability, autism and/or challenging behaviour;
- Help people to achieve more independence including those with the most complex needs;
- ensure people have better health and wellbeing and get the help they need as early as possible;
- develop appropriate services on the Island;
- support people to live in their local community not in a hospital or a care home far away.

The plan and its outcomes are structured around nine service principles seen from the point of view of a person with a learning disability and/or autism:

I have a good and meaningful everyday life.

In 2018 we will:

- make sure people with behaviour which challenges services have access to meaningful day and evening opportunities including options for employment;
- increase the choice and quality in the local market for health and social care services to ensure people across the island have a range of high quality options to choose from, that are local to where they live and represent good value for money;
- develop a training strategy to ensure providers are able to support people with additional needs well, including the most complex.

My care and support is person centred, planned, proactive and co-ordinated.

In 2018 we will:

- reduce the number of people having to leave the island because their needs cannot be met here;

- review all placements for individuals with complex needs to make sure the right support is delivered in the right place at the right time;
- further develop a register of those individuals who are at risk of the breakdown of their placement or who might need more specialist support at some time in their lives so we can respond early and provide the right targeted support they require to avoid a hospital admission wherever possible;
- increase the number of personal assistants available to ensure people and families are able to employ and design their own support.

I have choice and control over how my health needs are met.

In 2018 we will:

- ensure people who need it have access to personal budgets and/or personal health budgets to enable their support to be designed around them with the help of their families and the people who support them;
- ensure local advocacy services have the right skills and training to enable them to support adults including those with more complex needs particularly when they lack capacity to make decisions and have no close family to support them.

My family and support staff get the help and training they need to support me to live in the community.

In 2018 we will:

- ensure access to positive behavioural support training to enable providers to meet the needs of people whose behaviour challenges services and those with more complex needs appropriately;
- develop a **market position statement** detailing our expectation that providers will be able to support people with the most complex needs including those of people with autism and behaviour which challenges services;

- work with carers on the Isle of Wight to understand the needs of families, supporting individuals with more complex needs at home to enable them to remain in that caring role for as long as they wish to.

I have a choice about where I live and who I live with.

In 2018 we will:

- create 32 new supported living opportunities during 2018 to increase the level of choice and control people have over where they live;
- ensure that at their review, everyone is asked about where they live now and where they would like to live;
- make sure we know who needs accommodation so we can ensure we are able to meet their needs now and in the future;
- make sure people who need to can use their personal health/social care budgets to remain in their own home.

I get good care and support from mainstream health services.

In 2018 we will:

- work with GP surgeries to ensure that everyone, is offered and is able to access an annual health check. The target is 60 per cent by April 2018, and 75 per cent by April 2019;
- work with health professionals to ensure that once completed that health check leads to a health action plan that is appropriately monitored and reviewed;
- ensure five GP practices become learning disability friendly practices during 2018 and increase this number the following year;
- make sure mental health services are equipped with the right skills to support people with learning disabilities, autism and/or challenging behaviour.

I can access specialist health and social care support in the community.

In 2018 we will:

- ensure when developing our integrated health and social care community team that it can be responsive to the needs of individuals, this will include offering a multi- disciplinary response outside of the normal 'nine-to-five';
- make sure specialist services work in partnership with mainstream services – in the hospitals, clinics and GP services to ensure they are able to make reasonable adjustments to support individuals with learning disabilities, autism and/or challenging behaviour.

If I need it I get support to stay out of trouble.

In 2018 we will:

- work with the Community Safety Partnership to ensure mainstream services aimed at preventing or reducing anti-social or offending behaviour can make reasonable adjustments to meet the needs of people with a learning disability, autism and/or challenging behaviour;
- ensure access to specialist health and social care support for people with a learning disability, autism and/or challenging behaviour who may be at risk of/have come into contact with the criminal justice system.

If I am admitted for assessment and treatment in a hospital setting because my health needs can't be met in the community, it is high quality and I don't stay there any longer than I need to.

In 2018 we will:

- where possible work with people with a learning disability to prevent admission to hospital by providing the right experienced, targeted support to enable them to remain in their own home or as close to home as possible;

- have a comprehensive programme in place to ensure people who are placed in hospital are reviewed regularly, are getting the right support and are able to be discharged as soon as they are ready to return to their home in the community;
- ensure families remain fully supported and included in all discharge plans and have up to date information about their loved ones progress.

What does it all mean for me?

I live in a community with support from my family and carers



How will we check this is happening?

In order to meet the outcomes of this strategy, by the end of March 2018 we will develop an action plan to identify what we need, who will do it and by when. This will form part of the final strategy and we will publish regular updates.

The plan will be monitored by the **Learning Disability Transformation Task and Finish Group** who will make sure things happen.

We will monitor individuals' reviews to make sure people are achieving their outcomes.

We will develop experts by experience to be **quality checkers** to support our **quality assurance** programme.

We will monitor the outcomes from our quality assurance visits to make sure people are receiving the right support at the right time from the right people and review outcomes of **Care Quality Commission** inspection reports and take action when required.

We will ensure providers complete satisfaction surveys with the people they support and share the outcomes with us.

We will gather feedback from individuals and their families at their review.

We will monitor the experiences of young people in transition to help us continually evaluate what we do.

We will move to outcomes-based commissioning and market shaping working with partners in health, housing, voluntary and provider sectors.

How will you know this is happening?

We will publish an annual report from the action plan.

We will see less people living in residential care and more people living in supported living, extra care, shared lives and owning their own home.

We will evidence that individuals and their families are involved in monitoring our progress.

We will evidence that individuals and their families are involved in the development of person centred support plans.

We will see a more diverse and responsive market meaning more choice is available.

Carers will have access to a range of options for breaks and support.

We will see an increase in the take up of carers assessments.

We will see an increase in the number of people with a learning disability in employment.

We will see an increase in the number of individuals accessing annual health checks, health screening and health promotion.

We will see more people using their personal budgets to meet their outcomes in an innovative way rather than relying on traditional services.

Glossary

Active support

Active support means helping people to be actively, consistently and meaningfully engaged in their own lives regardless of their support needs.

Annual health checks

People aged 14 and over who have been assessed as having moderate, severe or profound learning disabilities, or people with a mild learning disability who have other complex health needs, are entitled to a free annual health check with their GP.

Assistive technology

Any item, piece of equipment, or product system, that is used to increase, maintain, or improve functional capabilities of a person with a disability.

Autism ambassador

Autism ambassadors following training work within their organisation to raise awareness of autism, identify reasonable adjustments that can be made within an environment; and support their colleagues to ensure positive experiences for people with autism who come into contact with that organisation.

Care Quality Commission

The independent regulator of all health and social care services in England.

Changing places

Changing places toilets are for people who cannot use standard accessible toilets. This includes people with profound and multiple learning disabilities.

Continuing health care

Some people with long-term complex health needs qualify for free social care arranged and funded solely by the NHS. This is known as NHS continuing healthcare.

Education health and care plans

An education, health and care (EHC) plan is for children and young people aged up to 25 who need more support than is available through special educational needs support. EHC plans identify educational, health and social needs and set out the additional support required to meet those needs.

Experts by experience

People who have used, or have cared for those who have used, health and/or social care services.

Extra care

Extra care housing is designed with the needs of people who require support in mind, with care and support available on site. Residents in extra care housing have their own front doors and tenancies.

Health promotion

Giving people the information or resources they need to improve their health. As well as improving people's skills and capabilities, it can also involve changing the social and environmental conditions and systems that affect health.

Hospital/Health passports

A hospital/health passport is a written document that gives hospital staff helpful information that isn't only about illness and health. For example, it can include lists of what the person likes or dislikes, from the amount of physical contact to their favourite type of drink, as well as their interests. This will help all the hospital health staff know how to make the person feel comfortable

Hospital Liaison Service

If you or someone you care for is going into hospital, the learning disability liaison nurse can support you to get the information you need, inform the hospital staff of any special arrangements necessary, and ensure that the hospital has all the information they need to ensure they can deliver care effectively.

Learning Disability Transformation Task and Finish Group

The Learning Disability Transformation Task and Finish Group is a group of people from the council, the NHS, the CCG, and other providers of adult social care. Together with experts by experience, they provide oversight and scrutiny for the transformation of learning disability provision on the Isle of Wight.

Local area coordinators

Local area coordinators support people with disabilities, mental health needs and older people to think about what a 'good life' might look like for them by spending time talking about their life and what might make it better. They work with individuals to identify their strengths, gifts, skills and passions and how they might use them within their community.

Local Offer information

The Local Offer is a local authority web-based information platform for provision across education, health and social care for children and young people in their area who have special educational needs or are disabled, including those who do not have Education, health and care (EHC) plans.

Market position statement

A market position statement is a document providing information, mainly for providers of care and support services, which will help them to make decisions about if and how to invest in and deliver the support people require on the Isle of Wight.

Mate crime

Mate crime is a form of crime in which an individual befriends a vulnerable person with the intention of then exploiting the person financially, physically or sexually.

Personal budgets

A personal budget is an agreed amount of money that is allocated to you personally by your local council (and other funding streams) following an assessment of your care and support needs. This is support that you manage, in other words you, or your representative, are in control of the money for your care and support in a way that supports you.

Personal health budgets

A personal health budget is an amount of money to support your health and wellbeing needs, which is planned and agreed between you (or someone who represents you), and your local NHS team.

A personal health budget allows you to manage your healthcare and support such as treatments, equipment and personal care, in a way that suits you.

Positive Behavioural Support

This is a way of supporting people with challenging behaviour, by understanding what makes them exhibit such behaviour, changing their environment to better support them, and teaching more positive ways to communicate their needs.

Pre-paid cards

Pre-paid cards were introduced on the Isle of Wight in January 2017, as an easier way of receiving and using personal budgets. Budget holders will receive a debit card linked to a separate account into which their personal budget will be paid by adult social care.

.Quality assurance

The Isle of Wight Council and CCG use processes such as reviews of people with personal budgets, or who are supported by residential care providers, to make sure the quality of care and support is suitable and meeting the needs of people who use the services.

Quality checkers

As part of quality assurance, experts by experience will be trained to help check the quality of health and social care provision.

Reasonable adjustments

Public bodies, for example health, councils and the police are required by law to make reasonable adjustments to their premises, policies and services to ensure that people with learning disabilities are able to be treated equitably when they come in contact with them.

Universal services

This means services that everybody accesses, like GPs, the supermarket, or your local swimming pool.

SEND

Special educational needs and disabilities.

Safe Places scheme

Safe place schemes give people with learning disabilities a card, with their name and the contact of a trusted person, such as a friend or family member. If a person feels upset or worried, they can go to a 'safe place' such as a shop or library and will be helped to contact their trusted person.

Shared Lives

Shared Lives is an alternative to home care and care homes for disabled adults and older people. It is used by around 12,000 people in the UK. A Shared Lives carer is someone who opens up their home and family life to include an adult with support needs. This can be as a permanent home, respite care or day opportunities. Shared Lives carers come from all walks of life and don't need qualifications or experience, just the right attitude and a willingness to truly share their lives with another person.

Supported internship

Supported internships are for young people with learning disabilities aged 16 to 24 with a statement of special educational needs, a learning difficulty assessment, or an education, health and care (EHC) plan who want to move into employment and need extra support to do so. They combine studying with a work placement, with the objective of the young person entering paid employment at the end of the course.

Supported living

Supported living helps people to take control of their lives. They can decide who they live with, where they live, and the support that they receive to support them to live independently. The level of support provided can range from a few hours per week to 24-hour a day, dependent on individual needs.

Tele-health

This is the provision of healthcare remotely by means of telecommunications technology.

Transition

Transition means moving from the care of children's to adult's education, health and care services.

Contact us

If you want to tell us something about this plan, you can use the following methods:

You can email:

admin@peoplematteriw.org

You can write to us at:

Learning Disability Strategy – Have your Say, Independent Living Centre, 1 and 2 Bernard Way, Newport, Isle of Wight PO30 5YL

