

# Hampshire Learning Disability Plan Review For Adults 2018



Hampshire Learning  
Disability Partnership Board



## Hampshire Learning Disability Partnership Board



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## Introduction

### Foreword

*“I definitely want to keep what Donna the previous co-chair said when the previous plan was launched – we’ve heard your promises and now we want action! It has been good for the Partnership Board to meet some of the people who keep the promises and find out what they are doing. I like being part of this because I have seen changes; it makes me feel like we are making a difference in our lives as well as for others who are not able to help themselves.”*

**Marcia Lawman, Co-Chair of the Hampshire Learning Disability Partnership Board.**



*“The plan along with the charter should go a long way to ensuring that people with a learning disability are treated with the same courtesy, dignity and respect as other members of our society”.*

**Councillor Liz Fairhurst, Co-Chair Hampshire Learning Disability Partnership Board.**





### Learning Disability Plan Review 2018 Summary

In 2014, Hampshire co-produced its Learning Disability Plan. The plan focusses on 7 key chapters, which people with a learning disability and their carers say are important to them. Each chapter consists of promises made by those who provide or commission support for people with a Learning Disability.

Over the past 18 months, the Hampshire Learning Disability Partnership Board, along with the Local Implementation Groups have been meeting with and speaking to promisers. Promisers were asked to rate themselves on how well they have delivered against their promises made in the plan. Some of the findings were good and had made a difference to people, but some of the promises still need to be worked on.

There are areas of inconsistency across Hampshire and these need to be addressed. There have also been a number of key changes since the Learning Disability Plan in 2014 was launched.

For the purpose of this plan, the term Learning Disabilities refers to everybody with learning disabilities, people with complex needs and autism. This plan is also for anyone who supports people with learning disabilities.

There is an easy read version of this document available.

We now welcome a new partner joining the plan, Hampshire Fire and Rescue Service.

### How was the plan reviewed?

A co-produced working group have led the review of the Learning Disability Plan. This group is made up of:

**People with a learning disability**

**Carers**

**Advocacy**

**Health & Social Care professionals**

The working group reviewed each chapter and promise in the plan. They fed back to the Partnership Board, LIGs, Carers' groups, Advocacy groups and all of the promisers. Some of the promises were no longer relevant. Some of the promises needed to stay in the plan and some new promises needed to be added.

## What are the key changes?

Since the Learning Disability Plan 2014, there have been a number of key changes and developments, both locally, in Hampshire and nationally.

These include:

### Nationally:

- The Care Act 2014
- Transforming Care Partnerships
- Education Health and Care Plans
- Personal Health Budgets

### Nationally and Hampshire:

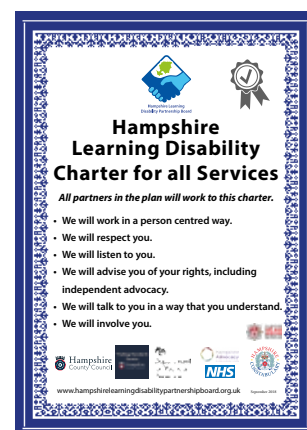
- Strengths Based Approach
- Personalised Care & Support Planning (My Life My Way in Hampshire)

### Hampshire:

- Greater focus on integration
- Connect to Support Hampshire (Hampshire website)
- New specialised housing
- Development of Personal Assistants Market
- Independent Futures Team (formally Transition team)
- Expansion of Hampshire's Shared Lives Scheme
- Hampshire's Joint Carers Strategy

## LD Charter

Hampshire has implemented a co-produced, easy read charter which all partners have signed up to.



## 2: The Right Support

### HCC and Health will make sure that:

The person with a learning disability is involved in their strength based assessment and developing their person centred support plan. This will be reviewed regularly to ensure their outcomes are met.

We work to increase the personal assistant market, to support people who have a direct payment or personal health budget to have greater choice and control.

We work together to commission skilled providers who will deliver good quality support. They will be monitored regularly.

We work together to reduce the risk of placement breakdowns for individuals using multidisciplinary teams and meetings. We will ensure providers receive the right support.

We use the My Life My Way tools to support you to create your own personalised care and support plan by listening to you.

### HCC will make sure that:

People who have a learning disability are involved in the planning and design of new services with ideas shared amongst service user, carer and advocacy groups.

We buy support from providers who focus on increasing your independence and who reduce the use of restrictive practice.

We buy support and community based services for people with a learning disability that are good quality and meet expected standards. We will continue to monitor the support that people with a learning disability are getting. When there are concerns, action will be taken.



People with learning disabilities are supported to get care technology, sometimes called Telecare, to help them be more independent in their own homes.

## **Health Services will make sure that:**

We work alongside support providers ensuring people with a learning disability are getting access to the right health care services.

Healthcare is reviewed for people with learning disabilities and adjusted as their needs change. Annual health checks will be made available to everyone with a learning disability.

Action is taken when the support is not good enough.

New technology is considered when planning healthcare services for people with a learning disability.



## **HCC (adult social care), Children's Services and Health will make sure that:**

We work jointly to contribute to the Education Health and Care Plans (EHCP) process where applicable.

We work jointly with relevant organisations to ensure that people have the right information when preparing for adulthood.

We will carry out joint assessments of your needs and support to provide positive outcomes for your future.

We provide a designated clinical officer for individuals aged up to 25, focusing on health transition, special school nursing, continuing health care and continence.

## **Children's Services will make sure that:**

We work together to find the right support for the person with a learning disability.

### Advocacy will make sure that:

We are available for people with a learning disability who need help and support with assessment and care planning.

We help people to challenge professionals and services if they are not getting the support they want.

We support people who find it hard to speak out or do not use spoken words to have their rights and choices respected. If someone is unable to make a decision, advocacy will provide support as part of Best Interest.

Information about advocacy services is available to people, their families and workers from other services.

### The Police will make sure that:

Safeguarding concerns are reviewed and investigated where necessary.

People with learning disabilities who have been a victim of a crime will be supported and kept updated on any police action.

**Connect to  
Support  
Hampshire**



## 3: Staying Healthy

### Health will make sure that:

Services provided for people with a learning disability are of good quality, meet standards and are safe. If they are not, contracts will be reviewed. Providers who support people with challenging behaviour are trained, qualified and experienced staff.

Professionals who are supporting individuals with challenging behaviour will ensure all options of support are explored before the use of medication.

Medication will only be given when required to keep someone safe and well. This is the principle of STOMP (Stopping over medication of people with a learning disability, autism or both).

People with mental health needs in addition to their learning disability will be supported and able to access mental health services where appropriate.

The use of restraint is reduced and positive behavioural support (PBS) principles are applied. Providers must be signed up to this.

People with a learning disability are involved in writing their own care plans about how they want to stay healthy, with the support of the community nurse team.

People with learning disabilities are supported to choose healthy lifestyles such as healthy eating, exercise and safe sex and relationships. They will have access to easy read documents that promote good health, prevent illness and explain the opportunity for proactive and regular health screenings.



We promote personal health budgets and provide information, advice and support to people with learning disabilities and those involved in their care.

People with learning disabilities will be supported to create and maintain their own Wellness and Recovery Action Plans (WRAPs) to help them stay well if needed.



People with learning disabilities are supported to write health passports and health action plans with health professionals.

Health staff in hospitals and GP surgeries are supported to meet the needs of people with a learning disability and make reasonable adjustments.

There are hospital liaison nurses in each hospital along with LD friendly GP practices across Hampshire.

Staff and GPs in doctors' surgeries make sure that all registered patients with learning disabilities are identified and flagged appropriately. High quality and complete Annual Health Checks are to be provided and will result in a health action plan.

Quality and inspection visits are made by the Vulnerable Adults Team who will take action where there are any concerns or worries. Safeguarding concerns will be flagged to adult services.

A referral will be made to the Learning Disabilities Mortality Review (LeDeR) Programme when the death occurs of someone with a learning disability.

We support people with learning disabilities and their carers to recognise the early indication of ill health and to act on this appropriately.

Adults with learning disabilities and their carers can access support for timely diagnosis of dementia and onward care.



A holistic approach is taken to provide good quality care for the physical, mental and social needs of an individual with learning disabilities.

### **HCC will make sure that:**

People with learning disabilities will have access to equipment such as frames, rails, or sensors and alarms (sometimes also called Telecare or care technology) to help them stay safe and healthy.

Social care teams include information that is important to help people stay healthy in their assessments and support plans.

### **HCC (adult social care), Children's Services and Health will make sure that:**

People who are in specialist learning disability hospitals are supported to leave hospital as soon as it is safe and appropriate to do so. People will not remain in hospitals longer than required

We work together to prevent ill health and help people to lead healthy lifestyles particularly as people turn 18 and contribute to Education, Health & Care Plans.

Children and young people have a good experience of mental health services and have a timely assessment before and during transition to adulthood.

We work together, using a strengths based approach, to identify a person's primary needs and support. If health is your primary need, this is called Continuing Care (CC) for children and Continuing Health Care (CHC) for adults. They all work together to plan services.

We continue to work together to plan and design services for people with learning disabilities including those with complex needs and nursing needs.





## 4: The Right Place To Live

### HCC and Health will make sure that:

People with learning disabilities are involved in the planning and design of new housing projects and support services.

We work with others such as local district councils, housing providers, charities and private landlords to make sure there are different housing choices for people with learning disabilities.

We work together to make sure people have the right support in their home.

We buy services to support people with learning disabilities to find the right place to live and maintain their tenancy.

People with learning disabilities who are living away from their families are supported to move nearer if they want to.

People who have learning disabilities have support to move on from care homes into their own homes. We invest in new types of accommodation and support to reduce the need for residential care.

### HCC will also make sure that:

We work with housing partners to provide a variety of Supported Accommodation options across the County.

We work with Local District Councils to ensure people have access to housing, older persons extra care housing and disabled facilities grants when they need it.



We develop systems to make it easier for people to find out about supported accommodation and to help them access vacancies in suitable supported accommodation.

We continue to develop and promote Shared Lives services for short term or respite placements and long term homes.

When planning for the future, we provide information for people with learning disabilities and their families about accessing supported living and housing options.

People with a learning disability have access to older person's services in line with changing needs.

We continue to support people to live at home with their families for as long as possible, whilst providing support to enable carers to continue their caring role.

People with learning disabilities are signposted to access the relevant benefits when living in supported accommodation.

## **HCC (adult social care), Children's Services and Health will make sure that:**

We work with young people and their families to think about where they want to live when they are adults and to be as independent as they can be, through early planning.

### **Advocacy will make sure that:**

We support people to be clear on their housing and support needs.

People know their rights and choices about where to live.

People are able to say where they want to live and with whom.

We help people to challenge professionals and services if they are not happy with where they live.



*Fernhill Court - New Milton*

## The Police will make sure that:

We work with others to continue to reduce crime and protect people with learning disabilities, wherever they live.

We listen to your concerns relating to crime and anti-social behaviour in the area in which you live.

## Passenger Transport will make sure that:

The needs of people with learning disabilities are listened to and used in developing new passenger transport services, where they are needed.

We work with passenger transport providers on ways to make information clearer and easier to read.

We explore how it can develop the use of the Journey Assistance card.

Forums are held regularly to enable feedback and seek to improve experiences.

## Trading Standards will make sure that:

Free warning stickers are available for vulnerable people to display on their front doors. This will help prevent cold callers.

Free Trading Standards booklets and leaflets are available for vulnerable people.

Free scams prevention talks and interactive presentations are provided to Learning Disability groups.





*Mulberry Lodge*



*Jellicoe Court*





## 5: My Day

### HCC and Health will make sure that:

Accessible information about services in the community is available through Connect to Support Hampshire (C2S) and Children's Services Family Information Support Hub (FISH).

Day time opportunities will be person centred, outcome focussed and encourage continued learning.

They work together to promote and enable positive healthy lifestyles through day time opportunities.

People with learning disabilities have the support they need to gain employment, where it is appropriate for the individual. Paid and volunteering opportunities will be explored to achieve this goal.



### HCC will also make sure that:

People with learning disabilities are connected to their communities, by encouraging integration. This will reduce the risk of isolation.

Where formal day support is accessed it is of a high quality, appropriate to people's needs and is focused on enablement.

Where transport is required, people are given the skills to access it independently, wherever this is possible.



## **HCC (adult social care), Children's Services and Health will make sure that:**

We work together to support people to think about learning, training, employment and opportunities when they are in transition with the Independent Future's Team (IFT).



That Education Health Care Plans (EHCP) are used as the basis for planning for services to meet your needs.

## **Health will make sure that:**

We work with other services to provide advice about accessibility and adaptations for people with learning disabilities and complex health, to enable them to access local activities.

Action is taken when concerns arise and the support is not good enough. People will know how to make a complaint and also know that they will be taken seriously.

People with learning disabilities and those important to them are involved in writing their care plan about what they want to do during the day. The level of support provided to do this may vary depending on need.

## **Advocacy will make sure that:**

People can say what they want to do in their lives to meet their outcomes.

We help people who find it hard to speak out or do not use spoken words to have their rights and choices respected.

## **Passenger Transport will make sure that:**

The needs of people with learning disabilities are listened to and used in developing new passenger transport services, wherever possible.

We work with passenger transport providers on ways to make information clearer and easier to read.

We explore how it can develop and increase the use of the Journey Assistance Card, ensuring people get help when they need it on public transport.

### **The Police will make sure that:**

People with a learning disability know what the Police do and how they can help.

People with a learning disability know about the Hate Crime Alert App for mobile phones.

People are treated fairly, with understanding, respect and compassion.

Appropriate support will be given according to their needs.

We work with others to continue to reduce crime and protect the public.

### **The Department for Work and Pensions (DWP) is committed to:**

Supporting people with a learning disability into work.

Helping you understand the benefits you are entitled to.

Treating you fairly and with respect, and helping you to get the right support.

Working with other relevant agencies to support people with complex needs, and increase the employability and financial independence of people with learning disabilities.

### **HCC will make sure that:**

People are encouraged to see their friends and maintain relationships, particularly in periods of change.

We work with others to help people get the support they need about positive relationships, including sexual relationships and have access to information, advice and support.



## 6: Relationships and Family

### HCC (adult social care), Children's Services and Health will make sure that:

Your family and people important to you are involved in your assessment and care planning.

### Health will make sure that:

Your family and people important to you are involved in planning and treatment, when you give us permission to talk to them. Their views will be recognised and valued.

We think about the importance of relationships and how people with learning disabilities spend time with family and friends when we buy services.

People with learning disabilities can access easy read information and services to help them experience healthy relationships, including sexual relationships.

People with a learning disability are supported to use generic healthcare services when they need support with contraception and sexual health screening.

Family Planning services make reasonable adjustments for people's needs. We promote the use of easy read health guides as part of the learning disability friendly GP Practices.



## Advocacy will make sure that:

People can say what relationships are important to them and that these relationships are respected.

People know they have rights to choose and control their relationships and how to seek help.

People get support if they want it, to discuss and have information about their relationships and sexuality.

## The Police will make sure that:

People are treated fairly and with respect.

We work alongside people with learning disabilities to stop hate and hate crimes.

Officers and staff listen to concerns of people with learning disabilities.

We support victims of domestic abuse.





## 7: Being Safe

### HCC will make sure that:

We work with other people such as the police so that people with a learning disability are enabled to stay safe.

Services work together to support people with a learning disability who are witnesses or victims of crime.

Services work together to support people with learning disabilities who break the law.

Social care teams are trained to help people stay safe and recognise signs of abuse.

We look at different ways people can be supported to prevent crime in their own homes and in the community via the use of assistive technology (Telecare or care technology).

When a safeguarding concern is reported, enquiries involve and support the person concerned, to say what they would like to happen.

People with a learning disability will be supported to raise awareness about abuse and exploitation including domestic abuse, human trafficking, modern day slavery, mate crime, hate crime, cyber crime and PREVENT extremism.

We continue to support the development of the Safer Places Scheme and make sure people with a learning disability know about it.

Individual outcomes are established and recorded in line with making safeguarding personal.





## **HCC (adult social care), Children's Services and Health will make sure that:**

We continue to work together to keep people safe when they are transitioning from childhood to adulthood.

We hold joint meetings to assess a person's needs and risks before future planning and involve the young person in their decision making.

Safeguarding will always be made personal for each young person.

The assessment for future provision is safe for the young person including positive risk taking in line with the MCA (Mental Capacity Act), ensuring people's views are at the heart of any decisions and accepting that some people make unwise choices.

## **Health will make sure that:**

Services for people with a learning disability are safe and that neglect and abuse will not be accepted.

Staff who support people with challenging behaviour will be trained, qualified and experienced to do so safely.

Clinical quality visits will be made by the Vulnerable Adults Team who will take action where there are any concerns or worries.

Staff in general hospitals will have access to Health Liaison Nurses to help support people with learning disabilities and make sure they get the healthcare they need to stay safe in hospital and report any sign of abuse.

Training is available to keep a person safe where there are risks around their health needs.

## **Advocacy will make sure that:**

People know they have a right to be safe.

People know they have a right to speak out and report when they do not feel safe.

We support people to tell services about the best ways to help them keep safe.

We help people to get to know the services in their local community that are there to help them to stay safe.

Service users are informed of their rights regarding safeguarding.

Service users are referred to advocacy, where necessary, during safeguarding activity.

### The Police will make sure that:

People with a learning disability know about the Hampshire Hate Crime Alert App for mobile phones.

Through services working together, people with a learning disability get the support that is right for their individual needs if they are witnesses or victims of crime.

We work together with Crown Prosecution Services (CPS), Victim Support and other charities to support people with learning disabilities.

We continue to work in partnership with other services, for people with learning disabilities who break the law.

We work alongside people with learning disabilities and the people and families they live with to stop Domestic Abuse.

We work with others to continue to reduce crime and protect the public.

We work alongside people with learning disabilities to stop hate and mate crime.

People with a learning disability will see the Police treat everyone fairly and with respect for their individual rights.



## **Trading Standards will make sure that:**

We help people with a learning disability to understand their consumer rights about anything they buy and will help sort out problems if things go wrong.

We give free information and advice on keeping vulnerable people and their families safe from scams.

We give free scams prevention talks and interactive presentations to Learning Disability groups.

## **Passenger Transport will make sure that:**

We host passenger transport forums which are important in keeping people safe when travelling across Hampshire and respond to concerns appropriately.

## **Hampshire Fire and Rescue Service will make sure that:**

We adapt our services to meet the needs of all of our communities.

We tailor our home safety visits so that people with learning disabilities are safer in their homes.

## 8: Supporting Carers and Families

### HCC and Health will make sure that:

Carers and families are supported to access the right information when they need it, for their caring role.

Carers' needs are acknowledged and recognised when they are helping people with learning disabilities plan their support, treating them as equal partners by valuing their knowledge and experience.

Young Carers of people with learning disabilities are respected, supported, acknowledged and listened to.

Carers of people with learning disabilities are able to have their say in making local services better and are able to express their concerns when issues arise.

Carers of people with learning disabilities are involved in helping to plan and develop new services. Their views will be listened to.

### HCC will also make sure that:

Carers know about their entitlement to a carer's assessment and carers services in accordance with the Care Act.

Carers are supported to maintain their own physical health and emotional wellbeing to enable them to continue their caring role.

Carers of people with learning disabilities are represented on the Hampshire County Council Carers Strategy, Local Implementation Group (LIG) and Hampshire LD Partnership Board (HLDPB).

### Health will make sure that:

Staff in doctors' surgeries are aware of the need to register carers on their GP records and to support access to carers health checks.

## **HCC (adult social care), Children's Services and Health will make sure that:**

Should a carer's need change, or they are unable to continue a caring role, support and advice will be provided.

We link with organisations that provide support to carers and will encourage carers to develop their own support networks.

## **Advocacy will make sure that:**

We work with families and carers with people's permission.

We share information we have about services that can help carers and their families.

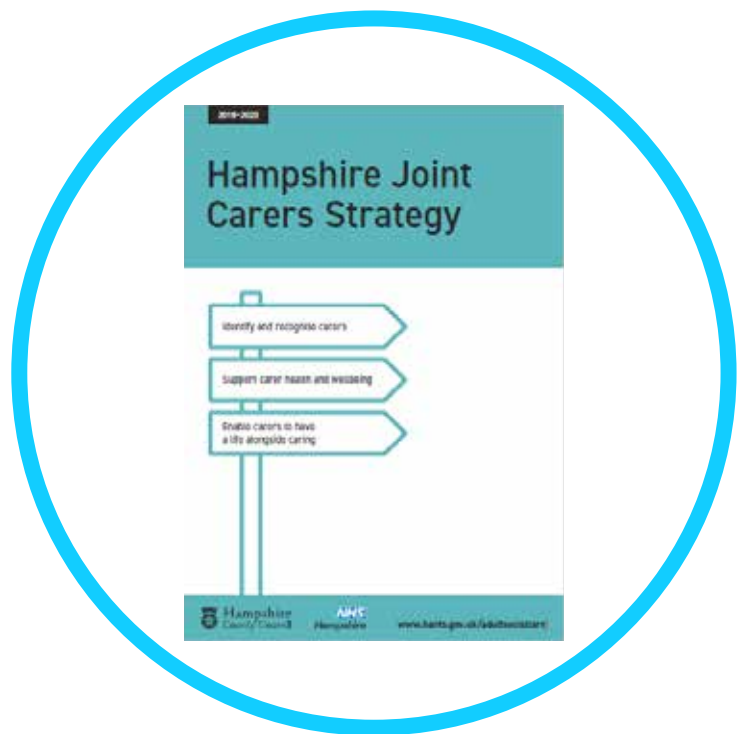
We make sure information about our advocacy services is available to people, their families and workers from other services.

## **The Police will make sure that:**

Through services working together, people with a learning disability and their families get the support that is right for their individual needs if they are witnesses or victims of crime, or break the law.

We work with others to continue to cut crime and protect the public.

We work alongside people with a learning disability and their families to stop hate and mate crime.



## 9: What the Words Mean

### **Advocacy**

Helps people with disabilities to speak up for themselves as much as possible and supports them to make their own choices and decisions.

### **Annual Health Checks**

The Government is supporting GPs to offer people with a learning disability a yearly assessment of their general health. Health checks can help identify health problems.

### **Aspects**

Means, parts of something. Looking at all aspects means looking at everything.

### **Autism**

Is a lifelong, developmental disability that affects how a person communicates with and relates to other people, and how they experience the world around them.

### **Best Interest**

This is where a professional makes a decision for you because it has been found that you cannot make it yourself. The person needs to make the decision for you by deciding what is best for you. To work out what is best, they must:

- Listen to what you would like
- Make sure you are involved
- Ask people who know you

### **Clinical Commissioning Group Vulnerable Adults Team (Team part of CCG)**

Is Hampshire's health team that buys some of the health services for people with a learning disability as well as for other people that are at risk.

### **Care and Treatment reviews (CTRs)**

Are part of NHS England's commitment to transforming services for people with learning disabilities, autism or both. CTRs are for people whose behaviour is seen as challenging and/or for people with a mental health condition. They are used by commissioners for people living in the community and in learning disability and mental health hospitals.



## **Care Quality Commission (CQC)**

This is an organisation that makes sure that care services in England are good and safe. The CQC does this by visiting and checking services.

## **Community Learning Disability Teams**

Are a team of Health and Social Care staff who work closely together to help meet the needs of people with a learning disability. They support people to receive the right services to help them have better lives.

## **Day Opportunities**

These are the activities people would like to do during the day, evening or at the weekend. Day opportunities are different to 'day services' as they are not generally activities provided by Adult Services that take place in a traditional day centre building.

## **Discrimination**

When you are treated differently from other people. Discrimination against you is when you are treated unfairly or badly because of something about you, such as skin colour, religion or disability.

## **District Councils**

Look after the interests of the local people, such as housing, collecting rubbish, local parks and shopping areas.

## **Education and Health Care Plan (EHCP)**

An EHC plan is a legal document that describes a child or young person's special educational, health and social care needs. It explains the extra help that will be given to meet those needs and how that help will support the child or young person to achieve what they want to in their life.

## **Extremism**

Is a person or persons who have extreme political or religious views.

## **Hate Crime**

Hate Crime is when someone is nasty to you, for example because of skin colour, your religion, your disability or where you come from.

### **Hate Crime Alert App**

This is a free mobile phone tool for reporting hate crimes and hate incidents to the Police, for anyone when they are anywhere in Hampshire, Southampton, Portsmouth or the Isle of Wight.

### **Health Facilitators**

Are staff members who work for health, and support you to receive good and right services from people such as GPs, dentists, district nurses and chiropody. Health Facilitators can also help you write your health action plan and Hospital passport.

### **Health Passport**

The Health Passport is an important booklet that you complete with someone who knows you, which will include information to identify any health problems you have, any medication that you may take and information about yourself which you can share when visiting Hospital or a health appointment.

### **Hospital Liaison Nurses**

Hospital Liaison Nurses help adults with learning disabilities that use hospital services. They will make sure that your needs are quickly identified so that the right support can be put in place whilst you are in hospital. They also carry out training with hospital staff so that they have the knowledge and understanding to meet your needs.

### **Isolated**

To feel alone, having hardly any contact or little in common with others.

### **Launchpad**

Is a community based Day Service, which helps you find activities and opportunities that are available in your local community such as coffee/lunch club, bowling, swimming etc. You can then try the activities to see if you like and wish to continue going to them. They also support you to keep friends and make new friends.

### **Least Restrictive Practice**

Working together to improve quality of life, reduce restrictions and distress. Creating new sustainable futures.

## **Mate Crime**

Is where people pretend to be your friend but treat you badly and not in the right way. Mate Crime is against the Law and the Police will help you to stop it.

## **Monitored**

To check the progress or quality of services, care etc.

## **Older Persons Extra Care Housing**

It offers a safe place to live, for people over the age of 55. It has care and support staff 24/7. It helps people to move out of accommodation when they are finding it difficult to cope, into a home where they can be safe and secure and to live independently.

## **Person Centred Plan (PCP)**

These are plans that you have written, about what you would like to do and the help you require. PCPs are different to care plans as they belong to you and it is up to you who you would like to share them with. If you require help to complete your PCP you can ask someone you know to help you complete this.

## **Prejudiced**

Is an incorrect opinion/judgement held about another person or group of people because they are seen as different, due to their beliefs, religion, race or disability.

## **Quality Outcomes and Contract Monitoring (QOCM)**

This is the way that adult social care checks that providers are providing a good service and how to help them if they need it.

## **Reasonable Adjustments**

Are changes that can be made for a person to prevent them from being disadvantaged compared to others, for example if a person with a learning disability needs more time to be able to communicate their health problem with their GP, a Reasonable Adjustment could be an extended appointment.

## **Safeguarding Adults Board**

Is a multi organisation partnership, which oversees and leads Safeguarding across the county. The main aim is to gain assurance that safeguarding arrangements locally and its partner organisations work effectively, individually and together, to support and safeguard adults in its area who are at risk of abuse and neglect.

### **Shared Lives scheme**

Shared Lives is a scheme which links people who need help and support to live in the community, with people who can provide that help and support in their own home. For those assessed as eligible, Shared Lives provides a permanent home, a short stay, or day care in an ordinary home setting in the community. Shared Lives carers share their home for the time the person is with them.

### **Skype**

Is a communication tool that allows you to video chat and make voice calls with friends and other people using: a computer, tablet or mobile device. It enables you to talk face to face with another person.

### **Specialist Hospitals**

These hospitals are to support people with a learning disability and/or autism who display behaviour that challenges, including those with a mental health condition.

### **Social Care Teams**

Are a team of professional people that include, admin, case workers, social workers, team managers to name a few, who promote the health and wellbeing of Hampshire residents through social care and also provide support to the most vulnerable adults including the elderly, those with learning disabilities, people with physical disabilities, and those living with mental health issues either through direct provision, or via commissioned services.

### **Tenancy**

Is an agreement between the tenant (you) and the landlord, which gives you the right to live in your house or flat:

- As long as you pay the rent;
- Look after the house or flat
- Follow the rules in the 'tenancy agreement'.

### **The Mental Capacity Act 2005**

The Mental Capacity Act 2005 provides a legal framework for acting and making decisions on behalf of adults who lack the capacity to make particular decisions for themselves.

## **Wellness and Recover Action Plan (WRAP)**

Is a simple plan that can be used by the person to improve or manage how they feel. It is about identifying what you need to do to stay well and gives you control so that you feel safe and healthy.



## Resource Links

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### **Autism Hampshire**

<https://www.autismhampshire.org.uk/>

### **Care and Treatment Reviews (CTRs)**

<https://www.england.nhs.uk/learning-disabilities/care/ctr/>

### **Care Quality Commission**

<http://www.cqc.org.uk>

### **Clinical Commissioning Groups (CCGs) in Hampshire**

<http://www.westhampshireccg.nhs.uk>

<http://www.farehamandgosportccg.nhs.uk>

<http://www.northhampshireccg.com>

<http://www.northeasthampshireandfarnhamccg.nhs.uk>

<http://www.southeasternhampshireccg.nhs.uk>

### **Carers**

<http://www.hants.gov.uk/socialcareandhealth/adultsocialcare/supportforcarers>

[http://www.hants.gov.uk/socialcareandhealth/childrenandfamilies/  
supportyoungpeople](http://www.hants.gov.uk/socialcareandhealth/childrenandfamilies/supportyoungpeople)

### **Comments, Suggestions and complaints**

<http://www.hants.gov.uk/aboutthecouncil/haveyoursay>

### **Connect to Support Hampshire**

<http://www.connecttosupporthampshire.org.uk/home>

### **Contacts for Services**

<https://www.hants.gov.uk/aboutthecouncil/contact>

### **Continuing health care (CHC)**

<http://www.nhs.uk/conditions/social-care-and-support/nhs-continuing-care/>

### **Department of Works and Pension (DWP)**

<http://www.gov.uk/government/organisations/department-for-work-pensions>

## **Disabled Facilities Grant**

<http://www.gov.uk/disabled-facilities-grants>

## **Disability Rights UK**

<http://www.disabilityrightsuk.org>

## **Disabled toilets (RADAR key) also known as a changing place**

[http://www.changing-places.org/install\\_a\\_toilet/equipment/key\\_schemes.aspx](http://www.changing-places.org/install_a_toilet/equipment/key_schemes.aspx)

## **Disability Registration**

<https://www.hants.gov.uk/socialcareandhealth/adultsocialcare/registerasdisabled>

## **Easy Health (Easy Read Leaflets)**

<http://www.easyhealth.org.uk/categories/health-leaflets>

## **Education Health Care Plan (EHCP)**

<http://www.gov.uk/children-with-special-educational-needs/extra-SEN-help>

## **Family Information and Support Hub**

<https://fish.hants.gov.uk/kb5/hampshire/directory/home.page>

## **General practitioner (GP) – your doctor**

<http://www.nhs.uk/Service-Search/GP/LocationSearch/4>

## **Government Information and Resources**

<http://www.gov.uk>

## **Hampshire Advocacy**

<http://www.hampshireadvocacy.org.uk>

## **Hampshire County Council (HCC)**

Hantsdirect: 0300 555 1386

Out of hours: 0300 555 1373

## **Hampshire Accommodation Development and Support Options Model (HADSOM)**

<http://www3.hants.gov.uk/pnadetail?noticeuid=8690>

## **Hampshire Learning Disability Partnership Board**

<http://www.hampshirelearningdisabilitypartnershipboard.org.uk>

## **Hampshire Police**

<http://www.hampshire.police.uk>

## **Health and Wellbeing Strategy**

<https://www.hants.gov.uk/socialcareandhealth/publichealth>

## **Health Checks**

<https://www.nhs.uk/conditions/learning-disabilities/annual-health-checks/>

## **Hospital Liaison Nurses**

<https://www.southernhealth.nhs.uk/services/learning-disability-services/hospital-liaison-nurses/>

## **Housing and Extra Care Housing**

<http://www3.hants.gov.uk/adultservices-professionals/careproviders/extra-care-partners.htm>

## **Independent Futures Team (IFT)**

<https://www.hants.gov.uk/socialcareandhealth/adultsocialcare/learningdisabilities/transitiontoadult>

## **LeDeR Programme - Learning Disabilities Mortality Review Programme**

<http://www.bristol.ac.uk/sps/leder>

## **Libraries and Discovery Centres**

<http://www.hants.gov.uk/library>

## **LIG – Local implementation group (LIG)**

<http://www.hampshirelearningdisabilitypartnershipboard.org.uk>

## **Local Offer**

<https://fish.hants.gov.uk/kb5/hampshire/directory/localoffer.page>

## **Making Safeguarding Personal (MSP)**

<http://www.local.gov.uk/topics/social-care-health-and-integration/adult-social-care/making-safeguarding-personal>

## **Mate Crime**

<https://www.mencap.org.uk/advice-and-support/bullying/mate-and-hate-crime>

## **Mental Capacity and Best Interest:**

<https://www.scie.org.uk/mca/practice/best-interests>

## **My Life My Way**

<https://www.hants.gov.uk/socialcareandhealth/adultsocialcare/learningdisabilities/mylife>

## **Passenger Transport (for bus passes)**

<https://www.hants.gov.uk/transport/trafficandtravel/publictransport/buspasses>

## **Safer Place**

<https://www.hants.gov.uk/socialcareandhealth/adultsocialcare/learningdisabilities/safeplace>

## **Safeguarding**

<http://www3.hants.gov.uk/workforce-development/safeguarding-workforce.htm>

## **Shared Lives scheme**

<https://www.hants.gov.uk/socialcareandhealth/adultsocialcare/careservices/sharedlivescheme>

## **Specialist Hospital (Report)**

<https://www.england.nhs.uk/wp-content/uploads/2015/10/ld-serv-model-er.pdf>

## **Stopping over medication of people with a learning disability, autism or both (STOMP)**

<https://www.england.nhs.uk/learning-disabilities/improving-health/stomp/>

## **Telecare**

<https://www.hants.gov.uk/socialcareandhealth/adultsocialcare/equipment/telecare>

## **The Care Act 2014:**

<http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

## **The National Autistic Society (NAS)**

<http://www.autism.org.uk/about/what-is.aspx>

## **Trading Standards - advice for customers**

<https://www.hants.gov.uk/business/tradingstandards/consumeradvice>

## **Trading Standards - Making Money Matters booklet and videos**

<https://www.hants.gov.uk/business/tradingstandards/consumeradvice/education/makingmoneymatter>

## **Transforming Care Partnerships:**

<https://www.england.nhs.uk/learning-disabilities/tcp/>

## **Treat me well Campaign (Mencap)**

<https://www.mencap.org.uk/get-involved/campaign-mencap/current-campaigns/treat-me-well>

## **Wellness and Recovery Action Plan (WRAP)**

<https://www.southernhealth.nhs.uk/care/wrap/>



Hampshire Learning  
Disability Partnership Board



# Hampshire Learning Disability Charter for all Services

*All partners in the plan will work to this charter.*

- We will work in a person centred way.
- We will respect you.
- We will listen to you.
- We will advise you of your rights, including independent advocacy.
- We will talk to you in a way that you understand.
- We will involve you.



[www.hampshirelearningdisabilitypartnershipboard.org.uk](http://www.hampshirelearningdisabilitypartnershipboard.org.uk)

September 2018





**Hampshire Learning  
Disability Partnership Board**

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