

“Our Plan for Services”

A plan for Adults with a Learning Disability in Manchester 2023 to 2028



Foreword

We are delighted to present Our Plan for Services for Adults with a Learning Disability in Manchester, from 2023 to 2028.

Working alongside the Planning with People with a Learning Disability Board, Manchester People First, and other key friends and colleagues, we have developed a plan which sets out what we are going to do to help improve services over the next 5 years.

We have used important views from local Manchester people with a Learning Disability and their families and carers to help write this plan. We are extremely grateful for this.

Our vision (where we want to be over the next 5 years) is to make sure:

“Adults with a learning disability in Manchester will be supported to grow and develop as individuals. They will be able to make their own choices to lead full lives and enjoy the best health and wellbeing possible”.

We look forward to working with citizens with a Learning Disability and their families in helping to deliver this vision and to improve services during this journey.



Councillor Thomas Robinson

Executive Member for Healthy Manchester and Adult Social Care



Bernadette Enright

Executive Director Adult Social Services, Manchester Local Care Organisation



Katy Calvin-Thomas

Chief Executive – Manchester Local Care Organisation.



Manchester City Council have worked with Manchester People First, a self advocacy group for adults with a learning disability, to see that this plan includes the views of learning disabled people.

Manchester People First looks forward to working with our partners to improve services by letting them know what our members want and need to lead full lives.





Our vision

Adults with a learning disability in Manchester will be supported to grow and develop as individuals.

They will be able to make their own choices and have the opportunity to lead full lives and enjoy the best health and wellbeing possible.

Introduction

Who we are

We are the Manchester Local Care Organisation. This is NHS hospitals and community services and adult social care services working together to help people within their Manchester City Council neighbourhood to enjoy better health and live longer.

This plan has also been developed in partnership with Greater Manchester Integrated Care. This is a fairly new organisation, which takes over what was known as 'Clinical Commissioning Groups'. Its job is to make sure people get good health care. It will work with Manchester Local Care Organisation to deliver this plan which runs from 2023 to 2028.



Who this plan is for

- Adults with a learning disability
- Younger people transitioning to become adults
- Carers who may also be friends or family

And to guide professionals, providers and other key people in how to give good quality services.



Core principles

These are the things that are at the heart of what we do:

- **Safe** – Staff help me to feel safe.
- **Caring** – Staff treat me with respect. I know my care and support is well planned. The views of friends, family and important people in my life are listened to.
- **About the outcome** – I have an interesting life that I enjoy. I am helped to achieve my personal goals and plans.
- **About me** – I like to do what I want. The way I like to do things is respected.
- **Choice** – I have choice and control about my care and support. I have a choice about where I live and who I live with.
- **Health** – I get good care from health services. If I have to go into a hospital because my health needs cannot be met in the community, it is high quality, and I do not stay there longer than I need to.
- **Part of my community** – I get the support I need to feel I am part of my local community. I am helped to meet new people if I want to.
- **Accessible** – I get help from services when I need them.
- **Family and friends** – Those who care for me and support me are recognised and respected. They have access to advice and support, and they take part in discussions about my care and support plans.



Our aims

- Deal with the issues facing younger adults with a learning disability who are going through transition to being an adult.
- Know what people with a learning disability will need now and in the future.
- Help us plan for when people with a learning disability get older.
- Help us plan to meet the needs of families and carers.
- To make sure we have good quality health and social care services.

The main things we want to do

Support people with a learning disability to:

- Have better access to good quality community services and accommodation.
- Be more independent and have the chance to get better skills and experience.
- Get good quality healthcare.
- Play a greater part in how we work. We will consult, engage and co-produce when we need to.
- Provide support to carers when they need it.

Background



Why we came up with this plan

When this plan was written:

- There was no existing learning disability plan for Manchester.
- The plan for Greater Manchester had run out.

Our engagement in 2022 and 2023 told us that nearly 7 out of 10 people are happy with the services that they get.

But we also know that some people would like services to get better.

If we are going to carry on and get better, the way some services are delivered will have to change.



Developing the plan

We are looking at what people have told is working, what is not working, and what we need to change to make it work better.

How we came up with this plan

We talked to people who use services, staff who give services and other organisations that play a part.

We listened to what people told us was good about services, what could be better and what support they said they needed.

We looked at funding, what services were available, and national and local policies.

The plan takes into account the 3 things that were seen as the main things agreed for Greater Manchester. These are:

- Good health
- Belonging
- Housing

Learning disabled people in Manchester

There are over 1 million people aged over 18 in England who have a learning disability.

Over 10 thousand in Manchester.

Over 1 thousand get services under the Care Act 2014.

8 out of 10 live in their own home or with their family.

6 out of 10 live somewhere that meets their needs.

8 out of 10 rate their quality of life as good or very good.

6 out of 10 spend their time doing things they value or enjoy.

9 out of 10 said care and support services help them feel safe.

6 out of 10 found it easy to find information about support services and benefits.



People's stories

When we were writing this plan we met some of the people it would affect. They told us some of the things that are important to them.

From the Manchester Shared Lives Service Citizen Working Group

This is citizen led and meets 4 times a year. They decide what they are going to do such as learning new skills and having guest speakers. Here is what some of the group told us...

Malcolm and Ronnie

Malcolm is 70 years old and Ronnie is 75.

They meet their friends at AJ's Academy.

They enjoy going to the pub and singing karaoke.

They love holidays and have been to Cuba and Cape Verde and are planning to go to Mexico.



Shaun

Shaun is 54 and lives with his carers.

He stays with his family at weekends.

He supports Manchester United.

He is looking forward to going to New York with his family.



Barry

Barry is 42 and lives with his carer.

He likes being independent and travelling on buses and trains.

Barry enjoys spending time with friends and karaoke.

In the future he would like a girlfriend.





Sam

- Sam is 29 years old and lives with his carer.
- He likes breakdancing.
- Sam goes to a drama group at the Edge Theatre.
- He is also training in the café at the theatre 2 days a week.
- Sam volunteers to lead a walking group every week.
He plans the walk and organises the group.
This has helped him feel more confident and happier.
- In the future Sam wants to live in his own place and have his own family.



Better Things

Better Things are a small, independent charity that works to improve the lives of people with learning disabilities and/or autism in the Greater Manchester area.

Mariam

- Mariam is 32 years old.
- She goes to the Better Things Women's Group at the Lifestyle Centre in Wythenshawe.
- The group meets every week.
They listen to each other and give advice if they can.
They are raising awareness of hate crime and bullying.
- Mariam visits other women's community groups.
- She thinks it is good to be part of a community.
- She works 2 days a week at the airport.
- She says it has helped her become more confident.
- She has made friends and developed skills.
- Mariam says she feels proud that she has achieved something.



National and local policy



This plan tells you what we want to do in Manchester, but it fits in with what is being done in Greater Manchester and England with plans and laws such as:

The Care Act 2014

- This gives people more independence and helps their wellbeing.
- Means councils must have services that do things to stop people ending up needing care.
- Sees that being someone's carer can be hard and have an effect on the carer's health.
- Carers should be checked and given support.



NHS Long Term Plan

- Extra money for the NHS will be spent to help people.
- More people with a learning disability will get an Annual Health Check from their doctor to keep them well.
- More people with a learning disability have a job if they want.



NHS Transforming Care Agenda Building the Right Support

- Is about getting more community based services for people with a learning disability.
- People should be valued and lead full lives. They should be treated with respect. They should have a home in their community, be able to keep relationships and be supported to live healthy and safe lives.
- Helping more people leave hospital and preventing them from needing hospital in the first place (for mental health issues).

MLCO's Better Outcomes, Better Lives plan

- Is about staff following strength based ways of looking at and supporting people.



Manchester Local
Care Organisation
#WeAreCommunity

Action Plan





Introduction

Who we are

We are the Manchester Local Care Organisation. This is the NHS and social care services working together to help people in Manchester enjoy better health and live longer.



What this plan is about

This plan tells you about how we will commission services for

- Adults with a learning disability
- Younger people in transition to become adults
- Carers who may be friends or family

Commissioning is when we make sure services are there for people. Manchester Local Care Organisation may run services itself, or pay for independent service providers to do it.

Independent service providers are organisations who give services, but are not the Council or NHS.



This plan runs from 2023 to 2028.



Better Community Services and Accommodation

1

What we will do

Look at how we contract with independent supported accommodation and day services providers and agree a new contract with them. These services are not delivered by Manchester Local Care Organisation.



Supported Accommodation - is where you live in your own home and there is help in the building if you need it. This might include someone helping you overnight.

A contract is an agreement on what will be done, how it will be done and how much will be paid for it.

A day service usually delivers activities and services from a building usually in the community.

Why we are doing this

To make sure there is good quality care and enough providers now and in the future.



When we will do this by

2024

2

What we will do

Look at different ways of supporting people that do not mean they have to live in different residential or nursing care homes.



Look at ways to support people to be as independent as possible in their own homes.

Why we are doing this

To make sure there is good quality care and enough providers to give it.



When we will do this by

December 2028

3

What we will do

Look at the Supported Accommodation and Day Services given by Manchester Local Care Organisation.

We will make sure that when we look at these services, we will also look at how we work with independent sector providers.



Why we are doing this

To make sure that the services the Manchester Local Care Organisation gives, is the right support to the right people.
To make sure services give good value for money.

The services will focus on supporting citizens who need more complex services in the future.



When we will do this by

Services altered between now and December 2028.

4

What we will do

Write a Housing Plan for adults with a learning disability.

Why we are doing this

To see how much housing we will need in the future.

Make sure people have a choice of housing to meet their needs.

Make things fit in with the Council's Enabling Independence Accommodation Strategy.



When we will do this by

Do the plan by December 2023.

Have different types of housing options available for people who need it by December 2028.

5

What we will do

Look at transport.



Why we are doing this

To make sure there is the right sort of transport for people who need it, so they can get to where services are given.

2025

When we will do this by

A new policy and new transport options by December 2025.

6

What we will do

Look at the Short Breaks service offer.

This is sometimes called Respite.

This includes the independent sector and Manchester Local Care Organisation Services.

Why we are doing this

To make sure people and their family/carers can get planned short breaks when they need it, or if an emergency happens.

2026

When we will do this by

New offer in place by December 2026.



Promoting Independence and Development

1

What we will do

Have strength-based assessments and reviews.

Strength-based means looking at what people can do and ways of helping them do things that make them more independent.



Why we are doing this

To support people to be more independent.

Look at ways such as new technology, that can help people become more independent.

When we will do this by

2028

We will introduce new technology over the next 5 years.

It will be fully in place by December 2028.

We will monitor this year on year to make sure more people have the offer of technology.

2

What we will do

Have a good offer of work for adults with a learning disability.



How we will do this

Work with providers to get real work for more adults with a learning disability.



When we will do this by

December 2028.

We have a new offer from November 2022, and we want to work with everyone to make sure employment services are even better in the future.

3

What we will do

Look at some of the new services we are testing such as Outreach Provision.



These are low level services given in people's homes, such as helping them to cook, pay bills and go to appointments.

How we will do this

Look at different services and ways of doing things that encourage people's independence.



When we will agree this by

Look at this by December 2025.

4

What we will do

Look at what is available in the community and voluntary sector such as peer support groups and befriending.



How we will do this

Look at how we can work better with the voluntary, community and charitable sectors.

Come up with new ways of encouraging independence and life opportunities.

2027

When we will do this by

New offer by December 2027.

Improving Healthcare



1

What we will do

Start a new Manchester Health Oversight and Improvement Board.

- This will bring together all the people who are responsible for delivering good health and social care in Manchester.
- The Board will be like the Planning for People with a Learning Disability Board.
- The Board will share information about outcomes and work to break down barriers between different sorts of providers.

Why we are doing this

So health and social care services can carry on giving good quality services and make sure services always get better.

When we will do this by

Set up the Board by January 2023.

Have subgroups set up by March 2023.

Plan agreed about how services will be made better by April 2023.

2023



2

What we will do

Meet the NHS Priorities the Government have set.

These are the things the Government have said are some of the most important things that need to be done about health.



- Have less need for people to have to go into hospital for treatment with their mental health if their mental health goes down.
- Have better Annual Health Checks for people with a learning disability.
- Have better services in the community such as crisis support, so not as many people will need to go in hospital because of their mental health condition.
- Carry on with things such as stopping the over medication of people with a learning disability, autism, or both.
- Have shorter waiting times for diagnosing autism.
- Have better trained staff to support people with a learning disability.

Why we are doing this

To get better health for people with a learning disability.
So there is less health inequality.

There is evidence that shows that people with a learning disability have poorer physical health than people who do not.

When we will do this by



Date to be set by the Health Oversight and Improvement Board in 2023.



Continued Engagement, Consultation and Co-Production

What we will do

1

Carry on working with co-producing with people with a learning disability when we make changes to services.

Co-production is where the organisations that give services work with the people who use services to make sure services meet people’s needs.

Why we are doing this

So people who use health and social care play a part in how those services work.

2027

When we will do this by

Between now and December 2027.

Support for Carers



1

What we will do

- Look at what carers of people with a learning disability need now and in the future.

Why we are doing this

- To make sure services work together to give good quality support to carers.
- To ensure equal access to support across the City

2026

When we will do this by

December 2026.

2

What we will do

Come up with standard a way of supporting carers that works.

Why we are doing this

To make sure people all over Manchester get an equal access to support.



When we will do this by

December 2026.



Information and Working Together

1

What we will do

Look at better ways of collecting information to make services better.

How we will do this

Look at the all information we collect about services and see how we can join it together to make services better.



When we will do this by

December 2026.

What we will do

Work with other councils and NHS organisations in Greater Manchester.

2

Why we are doing this

- To make sure we share information, learn from one another and see the best ways of doing things.
- Look at working together with other councils in Greater Manchester when it makes sense to.
- Do what we said was most important such as supporting people during the transition to adulthood and helping people have good health.



When we will do this by

From now until December 2028.



Next Steps

We will keep looking at this plan to make sure it is working. It will be checked every year by the Manchester Local Care Organisation and our partners.

We will involve citizens and carers in this process through the Planning with People with a Learning Disability Board.



Manchester City Council have worked with Manchester People First, a self advocacy group for adults with a learning disability, to see that this plan includes the views of learning disabled people.

Manchester People First looks forward to working with our partners to improve services by letting them know what our members want and need to lead full lives.