



Department
of Health



Winterbourne View:

How we are changing care – What we have done in one year and what we plan to do next

Easy read



This is an EasyRead version of Winterbourne View:
Transforming Care - One Year On



Department of Health

This is a report by the Department of Health. We are the part of Government in charge of health and social care.



We were shocked when we found out that staff were abusing people with learning disabilities and challenging behaviour at Winterbourne View.



This was a private hospital which was meant to be for the care and assessment of people with learning disabilities and challenging behaviour. It is now shut.



The Minister says that these bad things must never happen again.

We have been working to make sure that they don't. This is the EasyRead version of what we have done in the last year and what we still plan to do.



We think it's really important that everyone should be able to see what we are doing, even when progress isn't as quick as we want.



We made plans for a lot of changes for how we care for people with learning disabilities and challenging behaviour.



We worked with lots of groups and individuals to help make the plans, and now lots of people are involved helping to make them happen.



There are changes in:

1. The care of people with learning disabilities and challenging behaviour



2. Making sure services work



3. Speaking up



4. Information



5. Quality and Safety



6. Supporting workers



7. Working with children and young people.

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1. The care of people with learning disabilities and challenging behaviour



The Joint Improvement Programme

We want health and social care to work together.



To help this happen, NHS England and the Local Government Association with money from the Department of Health, set up the Joint Improvement Programme (JIP). The JIP works with health and social care and helps services get better.

national forum
of people with
learning disabilities



Challenging
BEHAVIOUR
foundation



On the JIP there are lots of groups who work with people with learning disabilities. These are:

- The National Forum of People with Learning Disabilities
- The National Valuing Families Forum
- The Challenging Behaviour



- Providers of services for people with learning disabilities
- Clinical Commissioning Groups



- The Department of Health



- The Society of Local Authority Chief Executives and Senior Managers



- The Association of Directors of Adult Social Services



- The Association of Directors of Children's Services



- The Learning Disability Professional Senate



- The Care Quality Commission



Carers and people with learning disabilities are helping with this work. We couldn't do it without them.



People Who Buy Services

People who buy health services work for their local Clinical Commissioning Group (CCG).



People who buy social care services work for their local authority.



We want to make sure that people who buy services for people with learning disabilities and challenging behaviour are person centred.



We want them to buy services which allow people to be cared for near their own home, when that is the right thing for them.



People who buy services must:

- have the right information about people with learning disabilities and challenging behaviour in their area



- work closer together



- have lists of people with learning disabilities or autism and mental health problems or challenging behaviour



- have looked at the care plans of people on the lists who are in hospitals at the moment.



They are going to keep these lists up to date. By keeping the lists up to date they can help new people.



We want to:

- make sure people are safe
- make sure that care plan reviews are good
- look at the reviews of people who lived at Winterbourne View
- look at the reviews of other people who may have had a bad service.





All the people we know about had had their care reviewed by 31 July 2013. NHS England has made arrangements to check on what is happening next.



We want everyone to be getting the right support by June 2014. For lots of people that will mean that they move out of hospital into care close to home.



We want local authorities and clinical commissioning groups to work closer together.

If they both pay for care, they won't get stuck arguing about who is responsible. The JIP is going to help them make this happen.



2. Making sure services work



We have a Board which makes sure we are making the changes we said we would. The Minister who has responsibility for learning disability chairs the Board.



We have made changes to how the Care Quality Commission (CQC) check services for people with learning disabilities.



The CQC are in charge of checking health and social care services to see how good they are. They can also close bad services.



The CQC will check hospitals and care services for people with learning disabilities.

The CQC has worked out a new way of checking hospitals, including those who have learning disabilities services.



They will start trying this out in January 2014.



In Spring 2014 the CQC will start to test out their new way of checking care services for people with learning disabilities.



The CQC do not have to tell a service they are coming to check it.



The CQC has carers and people with learning disabilities who help them check services.

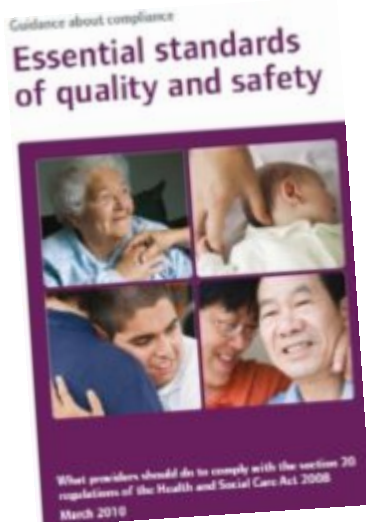
Boards of Groups That Provide Services



We want to make sure that people who sit on the boards of service providers are the right people. A Board is the group of people who manage a service.



We plan to make rules that if a board member is not the right person the CQC can take them off the board or even not allow the service to run at all. These new rules should start in 2014.



CQC Standards

The CQC has worked out new standards for health and care services for people with learning disabilities.



Health and care services have to meet these standards to be able to run a service.



Over the next 2 years all health and care services must meet these standards.



Being Honest

When something goes wrong in health or social care providers must tell people. They cannot keep secrets.

The CQC will make sure that they do this properly.



3. Speaking up

We have looked at how many people with learning disabilities and their families have someone to speak up for them. This is called advocacy.



The NHS and local authorities mostly told the JIP that advocacy was available in their area.



But we know that some people can't find the service, and that it isn't always very good. The JIP will help to make this better.



The government says that by 2015 local authorities will have to offer people the right to advocacy services.



In Spring 2014 we will be asking people about the rules and guidance we need to make this a helpful law.



In April 2014 there will be better tools to help make sure that advocacy services are of a good standard.



Advocacy services can apply for a quality mark to show people that they are good.

Listening to People with Learning Disabilities and their Families



We are working to make sure that people with learning disabilities and their families are part of plans and decisions.



This could be plans:

- about local things
- things that are across England.



The National Institute for Health and Clinical Excellence – NICE – is working on standards and guidelines for services.



They will tell people who buy services and people who provide services what a good service in health and social care looks like.



By May 2015, NICE will tell services, and the people who buy them, how they can do their best for people with learning disabilities and challenging behaviour.



4. Information

How many people live in hospitals?

We have tried to count all the people with learning disabilities and challenging behaviour who are living in hospitals.

This was hard to do as we haven't all meant the same thing when we have talked about what challenging behaviour is and who is living in hospital.



It was hard to count all the people as some leave services and new people go into them.



But now we have a better idea of how many of these people there are.



Local authorities and people who buy health care services and other special services must agree on how best to support people with learning disabilities and challenging behaviour.



Sometimes people with learning disabilities and challenging behaviour live in hospitals that are a long way away from their families.

Understanding why that happens will help the people who buy services to buy care for people closer to home.

Self Assessment Framework



All local social and health care services have looked at how well they are working to support people with learning disabilities.



They have said if they are working well or if they were not working as well as they could. This is called the Self Assessment Framework. It has only just finished.



In early 2014 we will share what they said.



Local information

The JIP also asked all local health and social care services how well they were working.



They are publishing what people told them so that everyone can see what is happening in their own local area.



Checking how good services are

We want to be able to measure how good services are. To do this we need to check what information there is that we can use.



Sometimes, it's difficult to use numbers to work out what is good. We have had a lot of ideas about what might work and we will be testing them with other people to make sure.

We plan to have this ready for local social and health care services to use from April 2014.



5. Quality and Safety

Mental Health Laws

We have been looking at how well the laws on mental health are working in practice.

Winterbourne View made us worry that they weren't being used properly. People's rights were not being respected.



We will update the guidance which tells people how to use the laws in day to day situations. We will ask people's views on this guidance in Spring 2014.

Keeping People Safe

We said that we would make a law that there had to be Safeguarding Adults Boards. This is part of the Care Bill.

We are working on this in Parliament. The Care Bill will start to work in 2015 if parliament agrees.

We will also make sure that any abuse is spotted sooner.





In March 2014 we will write guidance on how to care best for people with learning disabilities and challenging behaviour.



It will talk about how to support people with their behaviour (called Positive Behaviour Support) and how to avoid holding people down (called restraint).



Early in 2014 a group of experts will start looking at how to improve the way medicines are used for people with learning disabilities and challenging behaviour.

We want to make sure that people only get medicines that will really help them.



We are working with lots of groups to make sure we all agree.



6. Supporting workers



We are writing a lot of new information for people who work with people with learning disabilities and behaviour that challenges.



Families, people with care and support needs, workers and people who buy services can learn together.



When all the new information is ready, we need to make sure that people know where to find it and use it.



We have done a lot of work especially for people with learning disabilities and behaviour that challenges. We have also made important changes to help everybody.



A lot of them have been started because of what Robert Francis found going wrong at the hospital at Mid Staffordshire.

Some of them will be especially helpful to people with learning disabilities.



One of these is a new Care Certificate to make sure health care assistants and social care support workers have the right training and skills to work well.



We have set up a new website about safety in hospitals.



The government will make a new law to make it an offence to neglect patients on purpose.



7. Working with children and young people



We need to help children and young people with learning disabilities and challenging behaviour as soon as we can.



We want to help young people with learning disabilities and challenging behaviour as they move from children's services to adult services.



We want to make sure we have the right information about child health and learning disabilities, and that we use it properly.

We are working to collect new information and to make sure that we join up different sets of facts.



The JIP now has a special advisor on children and young people.



In July 2013 the Department of Health agreed to pay for the start of a new way of learning about disability on-line.



This will help lots of different workers including NHS staff, social workers and the police to understand how they can best help children and young people with learning disabilities or autism who have mental health conditions or behaviour that challenges.



There is a new law going through Parliament which will give families more choice and control over services for their child with learning disabilities and challenging behaviour. This law will start to work from September 2014 if parliament agrees.



The government is looking at how we care best for children with learning disabilities and challenging behaviour who do not live with their families. We will have a new guide out about this very soon.

To finish

We think we have made a good start. Here are some of the most important things we have done so far.

We have:

- counted the number of people with learning disabilities and challenging behaviour in hospital
- told people what the JIP found out about services for people with learning disabilities and challenging behaviour
- set up a special team to make sure that people are safe and that their care plans have been well reviewed





- set up new ways for the CQC to check mental health and learning disability services



- worked out new standards for service providers



- made sure that Adult Safeguarding Boards will be part of the law.



But there is still plenty to do. We need to make sure that people are in the right care for them, and we have said that this should happen by June 2014.



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