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**KINGSTON**  
ALL AGES LEARNING  
DISABILITY PARTNERSHIP BOARD

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# **Activity Report 2018 to 2020**

# Activity Report 2018 to 2020

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# Foreword

The following report is a snapshot of the work achieved by partners and people with a learning disability, their families, carers and advocates between Autumn 2018 and Spring 2020.

The Partnership Board would like thank everyone for their ongoing commitment to making Kingston a more inclusive place for people with a learning disability, their families and carers.

Inclusion, health and wellbeing should always be at the heart of our work.

We hope that the benefits of collaboration will continue to assist each one of us in achieving more for people with a learning disability in Kingston.

**Stephen, Katie and David**

**Co-Chairs, All Age Learning Disability Partnership Board**

# A message from Councillor Christine Stuart

Disability Champion, Royal Borough of Kingston upon Thames

KINGSTON  
ALL AGES LEARNING  
DISABILITY PARTNERSHIP BOARD

I champion the need for good accessibility for all, such as the blue badge parking scheme, facilitating communication between residents and officers; ensuring that disability issues are kept to the forefront of the Council's mind.

My aim is to make myself redundant because every Councillor will automatically be on board and will have an eye out to ensure that those with protected characteristics are well represented in the council.

It is a huge privilege to take part in the All Age Learning Disability Partnership Board and to be part of the vital work the Board does.

Thank you for your dynamic action to ensure that some of our most vulnerable people are well represented on the Board.





# Why do we have an All Age Learning Disability Partnership Board?



To make sure that the All Age Learning Disability Strategy happens.

Because it was promised in the All Age Learning Disability Strategy.

To include the voice of our Learning Disability community.





# What has the All Age Learning Disability Partnership Board done?

The Partnership Board have met seven times between October 2018 and March 2020. Healthwatch Kingston supports the Board and it is co-chaired by the Chief Officer and people living with a learning disability.

We have run a Community Event at Kingston Hospital to teach people with learning disabilities and their carers about the Partnership Board.

As this community event was at Kingston Hospital the topic was 'health', and Kingston Hospital and Healthwatch Kingston both presented their work.

We have set up two work groups to focus on our agreed projects during this period:

- 1. Health and Wellbeing work group** – Looking at good physical and mental health services to keep people well and Health and Social Care Services to work well together.
- 2. Communications work group** – Looking at good information, support to make choices and get the right services.



# **Work Groups and Partner activity updates 2018 to 2020**



# All Age Learning Disability Partnership Board

## 1. Health and Wellbeing Work Group

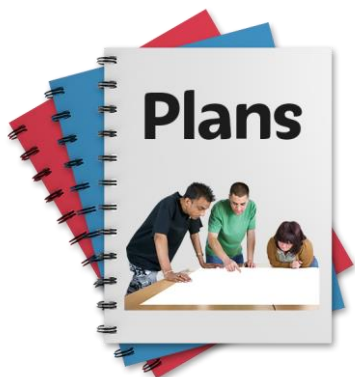




## Health and Wellbeing Work Group



The group met throughout 2019/20. It includes service user and carer representation, staff from the Council, Your Healthcare, Kingston Hospital, the Clinical Commissioning Group and the Mental Health Trust.



We identified priorities from the All Age Learning Disability Strategy, which relates to health and wellbeing.

The three priority areas are Transition, Annual Health Checks and Reducing Health Inequalities.



Members of the work group presented updates for these 3 areas to the Partnership Board in December 2019.

# Health and Wellbeing Work Group



**Transition update** - A Transition Board was set up in February 2020. The work of this board will focus on developing a clear transition pathway for young people and their families. The board will also work on understanding the needs of young people.



**Annual Health Checks update** - a GP lead for people with a learning disability has been appointed to work at the Clinical Commissioning Group. They are working with GP's to increase the uptake and quality of annual health checks.



**Reducing Health Inequalities update** - organisations including the Council, Your Healthcare and the Clinical Commissioning Group are working more closely together. There is a real focus on providing training, induction support and awareness raising sessions to primary and secondary health care workers. The Learning Disability Mortality Review (LeDeR) programme review work has been used within learning opportunities for these groups of staff. Involve Learning Disability team have been part of developing training plans for nurses.



# Transition

- Transition planning should have strong health and social care involvement.
- We need to make the most of our resources – staffing/ money.
- We need to use the information that we gather about people effectively.



# Annual Health Checks

- The number of annual health checks happening across Kingston is low.
- We will increase the uptake of quality annual health checks to 75% by 2020.
- We will improve the uptake and quality of annual health checks for children aged 14-25 to a target rate of 75% by 2020.



# Reducing Health Inequalities

- There must be a focus on closing the health gap between people with learning disabilities and the population as a whole.
- We need to make sure that primary and secondary care services know how to work with people with learning disabilities.
- We will take forward the learning from the Learning Disability Mortality Review (LeDeR).



# Mental Health

- We will aim to ensure that there is support for people to prevent crises and poor mental health.
- We will continue to develop our community services for people who have behaviour that is deemed challenging to prevent admissions to in-patient services.



# Identification of people with learning disabilities

- We will strengthen the identification of people with learning disabilities within services such as Kingston Hospital.
- By identifying people with learning disabilities we can make sure we increase the uptake of services such as cancer screening and flu immunisation.





# Joint Working

- We will continue to focus on multi-disciplinary health and social care support in the community.
- We will work to simplify health and social care services, making them more personal, flexible, accessible and accountable to the people who use them.

# Learning Disability Partnership Board

## 2. Communications Work Group



# Communications Work Group



The Communications group have met regularly since its launch in 2019.



Overtime, more partners and organisations have become involved in the meetings.

The group has flagged ongoing issues with communications for people with learning disabilities and their families and carers from services.



The group is working closely with Kingston Council to make improvements so people with learning disabilities and their carers are receiving the information they need.

# Communications Work Group



Members of the group are working closely with Connected Kingston to create an accessible way for partners and organisations can promote community events, groups, and meetings that would be of interest to people with learning disabilities and their families and carers.

The group is passionate about creating a well-connected community, which provides accessible information, and is able enhance the lives of people with learning disabilities in Kingston.

The sub-group held a Big Communications Day led by Kingston Mencap. There were provider stall holders who wanted to make new contacts. But most people who attended were Kingston Mencap carers, families, and service users. We need to make sure future events are attended by a wider group.

# What do we want to happen?



We want good information and support to make choices and get the right services.

We want information to be available to everyone. This includes people who don't go online or use technology.

We want information to be available in a format that supports everyone.

We want it to be easier for organisations to signpost and promote each other's services and events.



# Kingston Clinical Commissioning Group



The Clinical Commissioning Group (CCG) is the organisation that pays for local health services like Kingston Hospital and Your Health Care Community Teams.



The CCG has contracts with health care organisations which are legal documents that say what health organisations must do to care for people.

The CCG also has responsibility for some parts of health care for people with a learning disability such as the Learning Disability Mortality review.



The CCG oversees all safeguarding in health services making sure that the services have all the right people and are doing the right things for service users who might need support or have safeguarding issues



# Kingston Clinical Commissioning Group



The CCG kept up with all the Learning Disability Mortality Reviews ( LeDeR). We looked at what we can learn from these reviews. We are working with health and social care organisations to make improvements in services from the things we learned.



The CCG is employing a specialist worker to link up with people with a learning disability, their families and carer's, GP's, community teams and the local hospitals to develop the electronic care record, "coordinate my care", so that it can be more widely used for people with a learning disability.



We have employed a young man who is a care leaver and who has a learning disability to work as a volunteer with us at the office so that he gets work experience and office skills

We have made a new job for a GP who will work on issues for people with a learning disability. We are very happy we now have a GP working in this job.



# Kingston Clinical Commissioning Group



We did some work with Camden Safeguarding Adults Board to look at the things that didn't go well for a person with a severe learning disability when they were ill.



Because of this we wrote a report that tells health and social care services some important things they need to do that will improve care for people with a severe learning disability when they are ill.

LDU teams have continued to focus on case management alongside safe and appropriate discharges through the COVID response. In the month of May there were 5 successful discharges with a further 3 planned for July. This means that more patients are living fulfilled lives in community settings and those in inpatient settings is now lower than the trajectory set.



Due to the work of the CAHMS leads SWL have the lowest number of children and young children TCP inpatients in the country – we currently have 2. NHSE noted the CAMHS leads commitment to young people the relationships built with their families, local authority and wider stakeholders to ensure that patients are cared for as well as can be within the community

# South West London Clinical Commissioning Group



LDU teams have continued to focus on case management alongside safe and appropriate discharges through the COVID response. This means that more patients are living fulfilled lives in community settings and those in inpatient settings is now lower than the trajectory set.



Due to the work of the Child and Adolescent Mental Health Services (CAMHS) leads South West London have the lowest number of children and young people inpatients in the country. NHS England noted the CAMHS leads commitment to young people and the relationships built with their families, Local Authority and wider stakeholders to ensure that patients are cared for as well as can be within the community

South West London Health and Care Partnership have a 5-year Long Term Plan for people with a learning disability and or autism and will focus on reducing reliance on inpatient care, transforming community services, improving health inequalities, supporting children and young people and enhancing quality of care.



# South West London Clinical Commissioning Group



South West London's LeDeR Programme continues to be one of the most successful top performers within the country for completing mortality reviews within the allocated 6 month timeframe.

In 19/20 we piloted an intensive Positive Behaviour Support intervention service to 11 children and young people in the community which prevented 10 of them being admitted into hospital and provided better health outcomes for the young person and improved quality of life within the family unit.

South West London have a robust 'Dynamic Support Register' process which allows for the oversight and management of health and social care of those at most risk within the community. This process served well during the COVID period allowing us to have step in during breakdown of service and or when patient was in crisis.





# Kingston Clinical Commissioning Group

## Contact Details



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<https://swlondonccg.nhs.uk/>

# Learning Disability Task Group

Healthwatch Kingston speak with members of the public about their experiences, views and concerns about health and social care services. As we are independent, people feel happier talking to us.

We tell people who provide services what people think. This helps them to improve services.

We have Task Group meetings for target areas. These are Mental Health, Community Care, Hospital Services, Young People (called Youth Out Loud!) and Learning Disabilities.

We want to support people with a learning disability to share their stories.

Our Task Groups are made up of members of the public and some professionals.

We also tell people where they can go to get help from other services. This is called 'signposting'.



# Learning Disability Task Group



We also organise the All Age Learning Disability Partnership Board meetings with partner organisations and members of the public with learning disabilities or their carers.



We recruited two new staff. Their job is to organise the partnership board, learning disability task group and speak to people in Kingston with a learning disability about their experiences of health and social care.



We have set up a new group for people with learning disabilities and their carers. This group is for people to share their experiences of health and social care.

We share people's experiences of health and social care with people who provide services. This helps them make the services better.



# Learning Disability Task Group



Our group met five times during the first year of the Partnership Board  
We meet at services like HFT and Mencap. This is easier for people with learning disabilities to get involved.



We only talk about a couple of things at our meetings to make it easier for people to understand.



We asked our group and let the NHS know what would improve access to hospitals and GPs.

We have a page on our website that is easy read. It has information about the partnership board, our task group and local services. Our task group is helping us to make this page really good.



## Contact Details



Kingston Quaker Centre, Fairfield East, Kingston, KT1 2PT



0203 326 1255



[kezia@healthwatchkingston.org.uk](mailto:kezia@healthwatchkingston.org.uk)



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

# Kingston Hospital Acute Care



# Kingston Hospital



Kingston Hospital is an NHS Trust that provides medical treatment for people of all ages. This is both inpatient and outpatient services.



We work closely with local and national groups to provide the most up to date care and support for our patients.

We improve our services by following the latest legislation and guidance, getting feedback from our patients and the general public, getting reviewed by the CQC, and learning from complaints and safeguarding enquiries.



We have different committees /groups leading on different aspects of case. For e.g. our Adult Safeguarding Steering Group and Learning Disabilities Collaborative Meeting. We discuss concerns raised and exciting new initiatives we want to bring into the Trust.

# Kingston Hospital



We got funding appointed for a hospital Learning Disabilities Liaison Practitioner. To be advertised after April 2020.

The in hospital Learning Disabilities Collaborative Group met 3 times in the year to discuss ongoing work and concerns raised.

Work was put into increasing accessible information throughout the Trust. Easy Read guidance for COVID-19 was shared in March to staff members



We participated in LeDeR reviews throughout the year and fed back the learning from them through the monthly Sisters meetings and the Patient Risk Committee.

## Contact Details



Kingston Hospital, Galsworthy Road, Kingston Upon Thames, KT2 7QB



020 8934 3066



[khft.safeadults@nhs.net](mailto:khft.safeadults@nhs.net)



[www.kingstonhospital.nhs.uk](http://www.kingstonhospital.nhs.uk)

# Kingston Mencap

We have been part of the work group to improve communication for people with a learning disability in Kingston because some are not receiving information about services and activities that could improve people's health and wellbeing.



We organised 'The Big Communication Day' at the Searchlight Community Centre and invited lots of charities and organisations to join us. We had help from Involve, and local Councillors.



The event was very well attended by organisations but it was mostly Kingston Mencap members that came to the event. There seemed to be barriers that stopped organisations from inviting people to the event from their own databases so we are working together to understand these barriers.



We provide a regular newsletter for members and volunteers

We involve members and volunteers by asking for their ideas and suggestions regularly







# Kingston Mencap

We are providing people with IT equipment such as iPads and tablets. We are providing telephone support to use the equipment so that we can communicate and keep people up to date with information and services.



We have listened to feedback and are in the process of improving the accessibility of our website.

In partnership with Orchard Hill College we have delivered workshops to teach people how to use computers, tablets and iPads with the aim to improve the way we can communicate. We also offer support with setting up emails and researching on the internet.



We network with other charities and organisations and keep our members informed of any activities and services that might be of benefit to them. This could be with social activities or with their daily lives.



We work closely with Involve who have supported us to create Easy Read documents where possible.

We contact people with a learning disability and their families who are at risk of becoming socially isolated.

We have delivered a workshop with Superhighways all about Connected Kingston so that people can use it to find services.



## Contact Details



The Searchlight Community Centre, Kingston Road, New Malden KT3 3RX



020 8546 2837



[michelle@kingstonmencap.org.uk](mailto:michelle@kingstonmencap.org.uk)



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



# Involve

Involve speaks up for people with learning disabilities in Kingston. We are part of Kingston Council's Adult Social Care Commissioning and Transformation team.



We listen to people with learning disabilities - we tell the right people about what is not working for them, for example with the Jobcentre/ jobs, Transport, Health and Housing.



We have been involved in projects with the Commissioning team, helping them to engage with people with learning disabilities so that they have the right services for people with a learning disability.



We work with other teams and other organisations. We do staff training so they can support people with learning disabilities in a better way.



# Involve

We work with Healthwatch Kingston and support them with the AALDPB - we co-chair the board meeting and we help others to co-chair. We are also members of the Healthwatch Kingston Learning Disability Task Group.



We went to Surrey County Council's Partnership Board and Richmond's Mencap's meeting and we fed back what worked well and not so well. We now have the Partnership Board meeting with small tables for example.



We fed back on why it is difficult for people with learning disabilities to come along to the Partnership board and what we could do to make it better.



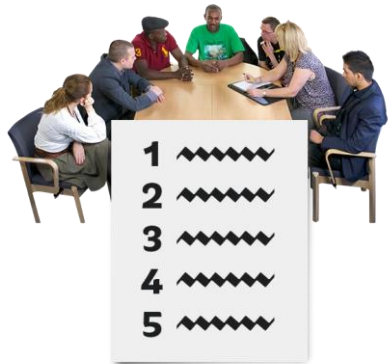
# Involve

Involve work with Healthwatch Kingston to make the agenda and other documents of the Partnership Board in Easy read.

We wrote a letter to the Director of Public Health with Healthwatch Kingston to make sure that Connected Kingston is accessible for people with learning disabilities. We are looking at the words that are difficult to read to make them easier.

We helped HWK with their Communication day. There were lots of services there for people to find out about them.

We helped a new person with a learning disability co-chair the Partnership Board so he can now co-chair the meetings.



LOGO

# Organisation

## Contact Details



Sessions House, 17 Ewell Road, Surbiton KT6 6AF



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[nathalie.wilson@kingston.gov.uk](mailto:nathalie.wilson@kingston.gov.uk)

# Your Healthcare



**Your Healthcare** provide community health services to people with a Learning Disability who:

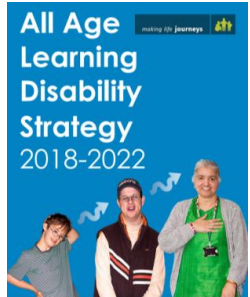
- Are over 18 years old
- Have a Kingston GP
- Have a diagnosis of a Learning Disability

We can start to get to know people when they are 16 years old. This is so we understand their health needs for when they become 18. This is part of the work in Kingston around transition.

We are called the Neurodevelopmental Service and the people working in the team are health professionals. These professions are: Behaviour Analysis; Community Outreach; Dietician; Nursing; Occupational Therapy; Speech and Language Therapy; Psychology; Physiotherapy; and Psychiatry.

We work in partnership with Mental Health services, GPs, community health services, Kingston Hospital and St George's hospital and others to support good health for people with a learning disability.

# Your Healthcare



**Your Healthcare** go to the Kingston All Age Partnership Board meetings.



**Your Healthcare** are part of the group that helps communication for people with a learning disability in Kingston.



**Your Healthcare** are part of the group improving how health and social care work together.



**Your Healthcare** include a visit to Sessions House as part of our training for new staff, so they meet the social care team.





**Your Healthcare** were part of the ‘The Big Communication Day’ organised by Mencap, at the Searchlight Community Centre.

**Your Healthcare** are one of the organisations that review the health care of someone with a learning disability had before they died. This is called a Learning Disability Mortality Review (LeDeR) review. These reviews are looked at to help improve health and social care services across England.

During COVID-19, **Your Healthcare** contacted people with a learning disability who were having support around their health needs, their families and service providers. These are called welfare checks. We worked with social care to help people stay safe.

During COVID-19 **Your Healthcare** continued to provide our services for people to reduce risks such as falls, swallowing problems, and to support good mental health.







**Your Healthcare** have started a new pathway, the Complex Health Pathway. This helps us support people who have big changes in their health.



**Your Healthcare** were part of the event run by Healthwatch which was held at Kingston Hospital. The topic was 'health' and we shared information about the health services we provide.



**Your Healthcare** continue to involve service users when we interview for the Learning Disability service. We used their feedback to develop easy read information for this job.



**Your Healthcare** encourage people to give us feedback through the Friends and Families Test. We use this feedback to improve our services, and to continue doing the things that we are doing well.

## Contact Details



**Your Healthcare** Neurodevelopmental Services, 22 Hollyfield Road, Surbiton, KT5 9AL



020 8339 8005



[swlccg.nds@nhs.net](mailto:swlccg.nds@nhs.net)



[www.yourhealthcare.org](http://www.yourhealthcare.org)



# Achieving for Children SEND Local Offer

Achieving for Children is the community interest company co-created by the Royal Borough of Kingston upon Thames to provide their children's services.



We have been working hard to improve SEND services in Kingston by:  
Capturing the voices of children and young people and including them in our work

- Building engagement with and contributions from parents and carers
- Opening new specialist school places
- Increasing access to speech and language therapy occupational and physiotherapy provision
- Identifying additional needs and intervening as early as possible
- Improving the processes around Education, Health and Care plans and annual reviews
- 

There is a plan that explains everything we are doing to improve the local system for children and young people with special educational needs and disabilities in Kingston and you can read about it [here](#)



# Achieving for Children SEND Local Offer



The SEND Local Offer is a website which provides information on local services and support available for families including children and young people aged 0 - 25 years with special educational needs or disabilities.



Accessible  
Information  
Standard

We made improvements made to the Local Offer website in the past year include:

Improved accessibility of the SEND Local Offer to meeting accessibility requirements, including purchase of "Recite Me " accessibility tool.



We also made improvements to the health section of the website.

We introduced SEND Local Offer newsletter and increased subscribers to 700+



# Achieving for Children

## Contact Details



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# What do you think we should focus on next?

1. Good support to do the things people want -To go to places like swimming pools, cinemas and libraries.
2. Parents and carers to get good help.
3. Adult services to work well together.

Please tell us what you think:

[kezia@healthwatchkingston.org.uk](mailto:kezia@healthwatchkingston.org.uk)



## Next steps:

Healthwatch Kingston and Partners have agreed to run some 'Let's talk about our Annual Report' sessions in the community so that we can discuss and listen to feedback from people living with a Learning Disability, their families, carers and advocates.

Please email to book a session:

[kezia@healthwatchkingston.org.uk](mailto:kezia@healthwatchkingston.org.uk)





Thank You