Services for Children and Young People with Special Educational Needs and Disabilities

Lancashire’s Local Offer

Lancashire’s Health Services

1. Name of the service and what the service provides

Lancashire Care NHS Foundation Trust - Adult Learning Disability Service

The service aims to improve the health of people with a learning disability through the provision of specialist assessments & interventions alongside support to mainstream health services. The service works directly with people with a learning disability to promote good health and wellbeing, provides support and advice to carers, care providers and other professionals, to improve the way they help the people with learning disabilities that they care for.

The team’s key activities are to:

- Enable services to develop their capacity to meet the health needs of people with a learning disability
- To work with people whose behaviour is challenging or presents a risk
- Develop the services own and other health workers professional skills so that they are better able to provide health care to people with learning disabilities and their carers
- Complete person centre assessments around individuals’ complex needs which could include behavioural, health, emotional and communication

The service operates on a referral basis. The outcomes of all interventions are agreed in advance with each client on an individual basis and the service will work with clients and their carers until the best possible outcome is achieved.

The service is split in numerous teams and specialist Learning Disability Services are
provided in each team as follows:

- Lancaster & Morecambe team: Community nursing, psychology, speech and language therapy, physiotherapy, occupational therapy
- Fylde & Wyre team: Community nursing, psychology, speech and language therapy
- Preston team: Community nursing, psychology, psychiatry
- Chorley South Ribble team: Community nursing, psychology, psychiatry, speech and language therapy, physiotherapy, occupational therapy
- West Lancs team: Community nursing, psychology, psychiatry, physiotherapy
- Blackburn with Darwen team: Community nursing, psychology, psychiatry, speech and language therapy
- Burnley Pendle Rossendale team: Community nursing, psychology, psychiatry, speech and language therapy
- Hyburn Ribble Valley team: Community nursing, psychology, psychiatry, speech and language therapy

Support is provided on an individual basis dependent on need ranging from on assessment to on-going support and sessions.

2. **Address and contact details and area covered**

The teams are situated across the Lancashire Care footprint and provide a range of differing services across Lancashire (detailed in section 1):

- Lancaster & Morecambe - Frazer House, White Cross, Lancaster, LA1 4XQ – Tel: 01524 586192
- Fylde & Wyre - Trust Offices, Derby Road, Wesham, Kirkham, PR4 3AL Tel: 01253 956170
- Preston - 93 Garstang Road, Preston, PR1 1LD Tel: 01772 777494
- Chorley & South Ribble - Croston House, Lancashire Business Park, Leyland, PR26 6TR Tel: 01772 644130
- West Lancashire – Bickerstaffe House, Ormskirk & District General Hospital, Ormskirk, L39 2AZ Tel: 01695 588258
3. The service is for

Adults (over the age of 18) with all levels of learning disability and young adults (aged 16-18) in or out of schooling where there is a specific need for transition work will be eligible to receive the service.

A learning disability is recognised as a significantly reduced ability to understand new or complex information, to learn new skills (impaired intelligence) with a reduced ability to cope independently (impaired social functioning) which started before adulthood and has had a lasting effect on development.

As part of the referral form, information is requested that evidences; the person’s learning disability, is registered with a local GP and has either consented to the referral or it can be seen that the referral has been completed in the person’s best interest.

When the referral is initially received, the team check to see if the person is already known to the service by looking at electronic case files and checking GP registers. If it is not clear from the referral form, the team will contact the most appropriate people involved in their life, this could include: the person, referrer, GP, social worker or Local authority educational department to obtain further evidence. The team may also arrange to review GP notes to obtain diagnosis.

If it is still not clear that the person meets the eligibility criteria for our service, the team will arrange to meet with them to complete a Balance of Probability Assessment. This will then provide the clinician with the information required to make an informed decision as to the person meeting the criteria for the Learning Disability Service.

The referral will be discussed at a weekly intake meeting and reviewed to determine clinical
need and appropriateness. Following consideration of the referral it may be more appropriate to advise that generic services are accessed. Accepted referrals are prioritised according to need but occasionally there is a waiting list for services. Where waiting lists are operated these are reviewed on a regular basis and every effort is made to see the clients as quickly as possible and within national guidelines.

4. **Accessing the Service**

The Learning Disability Service operates an open referral system for people with a diagnosed or evidenced learning disability. This means that anybody can make a referral to the service. Referrals can be made by completing a referral form and submitting it to the service leader of the local team.

There is no charge to the client for services provided by the Learning Disability Service. Arrangements are in place to provide a transition pathway from Children’s Services to Adult Services with collaborative working between the two teams during the transition phase.

Intervention outcomes are person and referral specific and cases are closed with agreement from the client and referrer.

5. **Decision making processes used to determine who is eligible to receive a service.**

To be eligible to receive the service, the referral should reference three elements;

1. A general impairment of their intelligence
2. This impairment affecting their ability to undertake the normal activities of daily living
3. The disability having been present from birth or arising during childhood.

Some conditions are termed as Specific Learning Difficulties e.g. Dyslexia or Dyspraxia. These are not the same as a learning disability but people with learning disabilities can be affected by them. Young people with a learning disability may also have Autism or Attention Deficit Disorders but having one of these conditions does not necessarily mean that the young person has a learning disability.

The team will also consider whether the reason for referral is something that they can help with and support. If not, the service will endeavour to provide advice about a more
appropriate service to approach or where appropriate forward the referral directly. If the service needs more information than has been provided with the referral, they may contact other agencies e.g. to request a copy of an Educational Statement and if needed will arrange a one-off appointment with the young person and their carers to discuss the referral.

Referrers are told in writing whether a referral has been accepted or not and if not the reasons for that decision. The service is always happy to discuss these decisions with the referrer should they wish to understand more about the decision.

6. Methods of communication with service users/patients and how they are involved in decision making/planning.

At the start of work with a young person the team member allocated will discuss the help the service can offer and agree a care plan with them. With their agreement this process will include their main carers or others they wish to be involved. If the young person is unable to consent to service involvement, the team will follow a best interest's decision making process involving other people such as family members or other professionals as appropriate.

Where appropriate, parents and carers are involved and engaged in the work as much as possible so that they are kept informed of how well a young person is doing and the progress that is being made.

The service will involve professional interpretation services as needed including sign language interpretation dependent on the need. The service will also communicate by telephone and letter and can be contacted in the same way. Other methods of communication used are: accessible information, use of pictures, phone, texts/email, signalong. A local service leaflet is available and information about the Learning Disability Service can be found on the Trust website.

Service users are encouraged to give their opinions of the services during the case closure meeting and these are recorded on the case closure form. The service holds an annual health event where service users are invited to attend to provide feedback. The service also has representation on the local Learning Disability Partnership Boards.

7. Service Accessibility.
All Learning Disability sites are wheelchair accessible and have accessible toilets. There are no adult changing facilities. People are encouraged to contact the service in advance of visiting should they have any special requirements as alternative and suitable premises may be available.

The service can arrange appointments to meet service users at their preferred location, e.g. the family home, clinic room, health centres and day centres. The service does not provide an out of hours service. If there was an emergency, the person/carers/family would be directed to contact Social Care Duty Team, Accident & Emergency, GP or police as appropriate.

8. Workforce Skills and Training

The nurses within the team are Registered Learning Disability Nurses. The Consultant Clinical Psychologists have expertise in working with people with learning disability and psychiatry is provided by Consultant Psychiatrists specialising in learning disability. Our Associated Healthcare Therapists are also learning disability specialists.

All staff have an annual appraisal and personal development plan which identifies their further training and development needs. The service works closely with all generic services and acute hospitals in the locality to provide learning disability awareness training for their staff.

9. Contacts for further information

The first point of contact for a parent/carer or young person to discuss something about their care would be the practitioner delivering the care. If the child/young person or parent/carer has any urgent worries or concerns they should contact the adult learning disability team within their local area for assistance. The Learning Disability Service works closely with social services and education colleagues who also have a role in providing support for young people with a learning disability.

Any enquiries about whether a young person would benefit from a referral to the service should be directed to the Learning Disability Service Integrated Service Leader for the
appropriate locality who would be happy to discuss any potential referral, eligibility and how the service can help. The Learning Disability Service does not operate an out of hours service.

10. Feedback

At the point of case closure we complete a case closure form with the service user and their carer. The case closure form details carer feedback on the service that the team provided.

Queries, compliments and complaints can be discussed with a member of staff delivering the child or young person’s care, however, if you wish to make a formal complaint or compliment we advise you to follow the Trust process detailed on the website: http://www.lancashirecare.nhs.uk/contact-us/Complaints.php. All incidents and complaints which are received are thoroughly investigated and lessons learned shared within the service.