Kirklees Physical and Sensory Impairment and Long Term Conditions Partnership Board

Goals 2010-2020

March 2010
# Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summary</td>
<td>2</td>
</tr>
<tr>
<td>Pictures in this publication</td>
<td>2</td>
</tr>
<tr>
<td>Introduction and background</td>
<td>3</td>
</tr>
<tr>
<td>Reducing health inequalities</td>
<td>5</td>
</tr>
<tr>
<td>Values and principles</td>
<td>6</td>
</tr>
<tr>
<td>Working in partnership to achieve our goals</td>
<td>7</td>
</tr>
<tr>
<td>Our overarching goal and themes</td>
<td>7</td>
</tr>
<tr>
<td>Theme 1 - Living independently</td>
<td>8</td>
</tr>
<tr>
<td>Theme 2 - Choice and control</td>
<td>10</td>
</tr>
<tr>
<td>Theme 3 - Active and equal citizens</td>
<td>12</td>
</tr>
<tr>
<td>Theme 4 - Health and well being</td>
<td>14</td>
</tr>
<tr>
<td>Theme 5 - Family and carers</td>
<td>16</td>
</tr>
<tr>
<td>Theme 6 - End of life</td>
<td>18</td>
</tr>
<tr>
<td>Theme 7 - Dignity and safety</td>
<td>19</td>
</tr>
<tr>
<td>Making our goals a reality</td>
<td>20</td>
</tr>
<tr>
<td>Summary of goals for 2010 - 2020</td>
<td>21</td>
</tr>
</tbody>
</table>
Summary
This document outlines the Goals that the Physical and Sensory Impairment and Long term Condition Partnership Board has set, to reflect the aspirations of adults, and carers of adults, living in Kirklees with a physical/sensory Impairment or long term condition.

It also reflects national and local policy, guidance, ambitions and goals and is a document that Partnership Board will use to:

- Help prioritise its work programmes
- Gain shared agreement on commissioning priorities
- Act as a means of measuring our performance in improving services and support for disabled people and people who have long term conditions

Alongside this set of Goals, the Partnership Board is preparing a joint strategy which will outline the detailed work that we will be undertaking over the next three years to help us to move closer to the Goals outlined in this document. This joint strategy will also show how the Partnership Board will monitor progress towards achieving these Goals.

Pictures in this publication
The pictures in the publication have been produced by the Howlands Centre and are based on ‘having choice’, ‘being in control’, ‘embracing diversity’, ‘being involved’ and ‘equality’.

The project was led by Deborah Hall and Christine Sykes and involved Michael Pickles, Paul Radforth and Lewis Goodlad.

The Howlands Centre is a charitable organisation based in Dewsbury. It provides adults with a physical disability the opportunity to meet up, socialise and take part in various art and craft activities, showcasing some of their work at local events and art exhibitions.

The pictures will be used for new information products being produced by Kirklees Council Adult Services and NHS Kirklees to promote the Physical / Sensory Impairment and Long Term Condition Goals 2010 - 2020.

We were very pleased with the quality of the images produced and the skill and talent on display. We hope you enjoy looking at them in this document.
Introduction and background

Many people living in Kirklees with a physical/sensory impairment or long term condition do not have the choice and control over their lives that many other people take for granted. This is partly due to the fact that their care and support needs are often met in ways which do not put them in charge of deciding how best to meet those needs. This is a key barrier to them participating and contributing as equal citizens.

‘Improving the Life chances of Disabled People’ published in 2005 by the Prime Ministers Strategy Unit created the vision that ‘By 2025, disabled people in Britain should have the same opportunities and choices as non disabled people to improve their quality of life and be respected and included as equal members of society’

In 2007 ‘Putting People First: A shared vision and commitment to the transformation of adult social care’ was published. At its heart is a pledge to ensure that all public bodies work together towards a society that enables individuals to have maximum choice and control over their lives and that values the contributions that all people can make, whether they need support from others now or in the future.

Following this in March 2008 the ‘Independent Living Strategy’ was produced by the Office of Disability Issues and sets out a vision for all disabled people to have the same choice, control and freedom as every other citizen and any support to be based on individuals’ own choice and aspirations.

The goals outlined in this document reflect and respond to the opportunities and direction outlined in these national policies and guidance.

In June 2009 the Kirklees Physical and Sensory Impairment Partnership Board merged with the Long Term Conditions Board bringing together the long term condition agenda for NHS Kirklees and wider physical and sensory impairment issues including social care. The aim of the new Partnership Board is to bring together all key stakeholders to ensure a shared strategic approach to the commissioning of services and support for people with a physical/sensory Impairment or long term condition living in Kirklees.
To enable the new Physical and Sensory Impairment / Long Term Conditions Partnership Board to update its Joint Strategy for Disabled People and ensure that it remained relevant for people living in Kirklees a series of consultation and involvement events were held over the summer of 2009 to gather information to feed into this update. Those attending the events included disabled people and carers, health and social care professionals, other council services and the voluntary and independent sector.

Some key points that came out of the consultation events were around people:
- Having opportunities to play an active role in their communities
- Feeling confident and able to get around
- Experiencing non segregated services
- Having the confidence to do things for themselves

The Goals outlined in this document will help achieve these outcomes as well as help achieve Kirklees Council’s Ambitions and Key Improvement Priorities to:

- Transform the delivery of adult social care to meet local needs and aspirations, emphasising quality provision
- Support people to live independently, minimising the need for acute services and hospital admissions
- Ensure effective safeguarding of vulnerable adults
- Address locality based health and social care inequalities
- Ensure an adequate supply of new and improved homes
- Tailor housing services to individual needs, supporting adult wellbeing and choice
- Facilitate good quality neighbourhood and community services to support wellbeing and reduce social isolation
- Improve the mental health and wellbeing of children, young people and adults
- Support people with long term conditions to be more independent and make informed choices for their care
- Improve access to high quality healthcare, especially in primary care serving communities with the worst health
And NHS Kirklees strategic goal to:

Empower those people in Kirklees with a long term condition to exercise control over their own lives and be central to the decision making about their own care, so preventing problems arising or worsening and enabling them to independently manage their own health and well-being.

Which is driven by the Yorkshire and Humber area “Healthy Ambitions” document that was published by the Strategic Health Authority at the same time as the national NHS Next Stage Review, final report of Lord Darzi “High Quality Care for All” - That provides an invaluable benchmark against which to check our own local vision and plans. Healthy Ambitions also stresses the importance of strong primary care to the overall health care system. A strong primary care system leads to lower overall costs, better prescribing, better individual outcomes and higher service user satisfaction. The existing practice registered list based model is central to delivery but must be accompanied by intelligent commissioning of primary care services, supported by use of good quality clinical and public health data.

Reducing health inequalities
Health Inequalities are health differences between people which can be changed. Change depends on the control that people feel they have over factors that prevent ill health, as well as the opportunities they feel they have to control such factors.

If we are to make a difference and narrow the Health Inequalities gap, we need to:

- Be person centred, focusing on equality of outcomes
- Involve local people in creating and delivering solutions
- Work closely with partners to ensure current needs are met and there is adequate provision for the future
- Target our actions more effectively to ensure we reach those most in need
- Establish clear programmes which support older people and those with long term conditions to address the challenge of more people living longer
- Target our resources to reduce inappropriate variations in investment across the area, particularly where lower investment sits alongside poorer health outcomes
Use our commissioning function and opportunities in the new primary care contracts to tailor services to meet the needs of the practice and locality populations.

Values and principles
The goals outlined in this document are based on the following values and principles:

- Independence - Promoting the well-being and independence of disabled people and their carers and recognising that anyone, whatever their level of impairment, can express preferences and therefore express choices about how their needs should be met.

- Inclusion - Putting disabled people, and their families and carers, at the heart of all services and support, including their involvement in the development of new and existing support.

- Choice - Supporting people to make informed and meaningful choices so they have control and power over the services, support and care they receive.

- Personalisation – Providing individual solutions to achieve individual outcomes.

- Creativity – Questioning traditional service responses.

- Legal and civil rights - Being sensitive to issues of ethnicity, culture, beliefs, age, impairment, gender and sexual orientation and promoting and protecting the dignity of older and disabled people.

These values reflect the social model of disability which states that people with impairments are disabled by physical and communication barriers. These barriers are the result of social structures and attitudes rather than from a person’s impairment or medical condition. It is the aim, therefore, of the Partnership Board to remove as many of these barriers to people’s independence as possible.
Working in partnership to achieve our goals
It is important that those responsible for implementing the goals, and disabled people and their carers, work together to ensure that our goals become a reality.

The Physical/Sensory Impairment and Long Term Condition Partnership Board is committed to ensuring that the goals outlined in this document are implemented. This will be achieved by strengthening our partnership approach with Kirklees Adult Services, NHS Kirklees, Kirklees Community Health Services, Calderdale and Huddersfield NHS Trust, Mid Yorkshire NHS Trust, Strategic Housing, Kirklees Neighbourhood Housing, Leisure Services, Education Services, Employment Services, the Voluntary and Community sector and disabled people and carers.

Our overarching goal and themes
The overarching Goal of the Physical/Sensory Impairment & Long Term Condition Partnership Board is:

For people with a physical/sensory impairment or long term condition to live as independently as suits them, have the same opportunities, choice, control and freedom as other people living in Kirklees and experience the best possible physical and mental health and well-being.

Under this overarching Goal we have developed seven key themes. Each theme is interlinked and each has a goal of their own:

☐ Theme 1 - Living Independently
☐ Theme 2 - Choice and Control
☐ Theme 3 - Active and Equal Citizens
☐ Theme 4 - Health and Well Being
☐ Theme 5 - Family and Carers
☐ Theme 6 - End of Life
☐ Theme 7 - Dignity and Safety
Theme 1 - Living independently

‘Independent living is about having choice and control over the assistance or equipment needed to go about our daily lives. Everyone needs assistance or equipment of some kind. In our society, for example, we do not draw water from the river. Instead, we rely on water companies to provide the kind of assistance and equipment necessary and to deliver it in ways which give us choice and control (the ability to turn on the tap to get the water we need).’ (Independent Living Strategy, 2008)

‘There is not enough help to get where you need for some people, particularly if you are on benefits or your disability means that you cannot drive’ (Kirklees physical/sensory impairment and long term condition consultation and involvement events, 2009)

The Goal for this theme is:
For individuals to live as independently as suits them, in a home and location of their choosing.

By 2020 we want adults with a physical/sensory impairment or long term condition . . .

Accommodation
☐ To be able to choose from a range of housing options including supported living, with information and support to pursue those options.
☐ To only live in a care home if this is what they choose.

Adaptations and assistive technology / equipment
☐ To have access to timely, consistent information and advice about what assistive technology / equipment or adaptations are available and how they can view / try and access them speedily, and at reasonable prices.
☐ To receive assistive technology/equipment or adaptations that best meet the outcome they want to achieve.
☐ To be involved in the decision as to what adaptations are needed to their home and have the choice of receiving the money and organising for the work to be carried out themselves.
Rehabilitation and communication
☐ To have early, and ongoing, access to the specialist and community rehabilitation support they need in order to achieve the greatest independence and reduce the risk of developing preventable secondary complications.
☐ To be able to communicate, and be communicated with, in the way that they choose.
☐ To have access to professional communication support and communication aids.

Mobility and transport
☐ To be able to get to where they want to easily, without having to resort to always asking for help from carers or friends.
☐ To experience quick and flexible transportation to and from hospitals.
☐ To experience public transport whose drivers understand, and are sensitive to, the barriers faced by disabled people.

Money and benefits
☐ To have easy access to information about the range of benefits that are available to them.
☐ To experience flexible benefit services that understand the barriers disabled people face in getting to council offices and have staff that are trained to communicate well with disabled people.
☐ To have easy access to information about the cost of social care and where to access other possible financial support to enable them to live independently.

Diversity
Theme 2 - Choice and control

‘Independent living is not just about being able to live in your own home – though that is often part of it for many disabled people. Rather, independent living is about providing disabled people with choice, empowerment and freedom.’ (Improving the Life Chances of Disabled People, 2005)

‘People may opt out of services because they place restrictions on them for example dictate what time they get in or out of bed.’ (Kirklees physical/sensory impairment and long term condition consultation and involvement events, 2009)

The Goal for this theme is:
For individuals to exercise maximum control over their own lives, receive accessible, timely information to inform decision making and have access to appropriate, flexible, personalised support to meet their health and social care needs

By 2020 we want adults with a physical/sensory impairment or long term condition . . .

Access to services
☐ To know how and where they can access health & social care support that is of high quality, personalised, timely and flexible.
☐ To feel confident to challenge barriers to accessing mainstream activities.
☐ To have access to independent advocates with which they can communicate for example via British Sign Language.

Support
☐ To be in control of the support they receive and have their choices and decisions about the life they want to live and the support they want to receive listened to and respected.
☐ To undertake the activities of their choice at the time of their choice and have access to a wide range of flexible personalised support that meets their changing needs.
☐ To experience a smooth transition of support as they enter adulthood.
☐ To have knowledge and confidence in using direct payments to, for example, employ a personal assistance.
☐ To have higher expectations about the services and support they receive.
To be able to fully contribute to all meetings about their assessment, treatment or care planning.

Accessible timely information
- To know what care and support is available to meet their needs via consistent, accessible, timely information that is easily understood, culturally appropriate and made available in different formats.
- To have access to information about specific conditions from across agencies and where possible this information be individualised and available at the point of diagnosis.
Theme 3 - Active and equal citizens

‘At the same time as giving people greater choice and control over the services they use, we also need to ensure that everyone in society has a voice that is heard. When people get involved and use their voice they can shape improvements in provision and contribute to greater fairness in service use.’ (Our health, our care, our say: a new direction for community services, 2006)

‘Returning to work is extremely important for many people . . . It can improve their quality of life and help them maintain their independence.’ (The National Service Framework for Long Term (Neurological) Conditions – March 2005)

The Goal for this theme is:
For individuals to take an active role in the development of services and in their local community as citizens of Kirklees.

By 2020 we want adults with a physical/sensory impairment or long term condition . . .

Involvement in the development of services
- To have opportunities to be fully involved in the development and decision making around generic, and specific, long term condition care pathways and be appropriately supported and communicated with to ensure their full involvement.
- To have opportunities to be fully involved in the development of new and existing health and social care services and be appropriately supported and communicated with to ensure their full involvement.
- To be seen and respected as an equal partner in the decision making process.
- To be paid, where appropriate, for their involvement and given regular feedback as to what has changed as a result of their involvement.
- To receive honesty and be told what cannot be changed and why.

Leisure and social activities
- To have full opportunities to access leisure and social activities.
- To experience services and support that understands, and works to overcome, the barriers disabled people face in accessing leisure and social activities.
- To have reduced social isolation.
Paid and voluntary work, lifelong learning and training
☐ To have the confidence, increased opportunities and personalised support:
☐ To find, regain or remain in paid work and / or volunteering with organisations that fully understand the barriers disabled people face in employment.
☐ To undertake lifelong learning and training that develops skills for future paid or voluntary work.
☐ To try paid work and / or volunteering.
☐ To access other occupational and educational opportunities.

Diversity
Theme 4 - Health and Well Being

‘The NHS and its partners must play a fuller role in providing clear, personalised advice and support to help individuals and families look after their own health, considering an individual as a ‘whole person’ rather than as a patient accessing one particular service at one particular time.’
(NHS 2010–2015: from good to great, 2009)

‘Self care is something that we do for ourselves. This may be self care to live healthy lives, such as brushing our teeth, or looking after ourselves to prevent illness, or helping ourselves to recover from short term illness. However, for people living with a long term condition self care can become a more fundamental part of their everyday lives, to ensure independence, self worth, and the ability to lead as near a normal life as is possible.’
(Supporting people with long term conditions to self care: A guide to developing local strategies and good practice, 2006).

The Goal for this theme is:
For individuals to remain as healthy and active as possible, be able to manage their own health and well being effectively and recover quickly from illness.

By 2020 we want adults with a physical/sensory impairment or long term condition . . .

Good diet and healthy lifestyle
☐ To maintain and/or develop a good diet and healthy lifestyle.
☐ To have access to a choice of preventative, early intervention support and exercise to enable them to maintain or improve their health.

Self care
☐ To be in control of, and able to manage, their condition confidently.
☐ To be encouraged and supported to self care so they can return to the lowest level of care possible for them.
☐ To receive timely, quality assured, culturally appropriate information in a range of formats on their condition and how best to manage it.
Treatment and support

☐ To have access to the full range of health services available to non-disabled people.

☐ To have access to a range of efficient health services that meets their individual needs and preferences.

☐ To have an ongoing trusting relationship with the professionals they deal with.

☐ To determine their own treatment/s and support.

☐ To receive the right interventions at the right time, regardless of where people live in Kirklees and for the services involved to communicate well with each other.

☐ To receive personalised treatment and support, within acceptable waiting times, and from professionals using a person centred approach.

☐ To receive support from General Practitioners that understand, and work to overcome, the barriers faced by disabled people and carers in accessing their services.

☐ To have improved health outcomes and a better quality of life.

☐ To have an equal chance for good health.

Equality
Theme 5 - Family and Carers

‘Carers are not a homogenous group. Caring can take a large number of forms and is undertaken by individuals from all walks of life at different stages in their lives. Importantly caring involves, or has the potential to involve, each and every one of us.’ (Carers at the heart of 21st-century families and communities, 2008)

The Goal for this theme is:
For carers to have a life outside of their caring role, be recognised as partners in care and receive appropriate support to enable them to stay mentally and physically well.

By 2020 we want carers of adults with a physical/sensory impairment or long term condition . . .

Information and support
☐ To have access to comprehensive, timely information on all aspects of caring, including information about the condition itself and what is to be expected.
☐ To be respected as partners in providing care and support to the people they are caring for.
☐ To have the confidence to say what support they are unhappy, or not able, to provide and for this to be listened to and respected.
☐ To feel confident knowing that appropriate support will be put in place should they experience a crisis.
☐ To be able to plan for the future.

Carer breaks
☐ To have regular breaks, choosing from a range of short breaks options and without worrying or feeling guilty about the person being cared for.

Training
☐ To be able to care for themselves; undertake their caring role safely and be confident and assertive.
☐ To know what assistive technology/equipment and adaptations are available to support them in their caring role, how to access it and use it.
Employment
☐ To be able to work or test the waters of employment if this is what they choose, knowing that the person they care for is receiving the right care and support.
☐ To be able to undertake training opportunities to keep their skills up to date and in line with the current job market.

Young carers
☐ To enjoy the same opportunities as their peers and not take on inappropriate caring tasks.

Equality
Theme 6 - End of Life
End of life care helps all of those with advanced, progressive, incurable illness to live as well as possible until they die. It enables the supportive and palliative care needs of both patient and family to be identified and met throughout the last phase of life and into bereavement. It includes management of pain and other symptoms and provision of psychological, social, spiritual and practical support.

‘Some people do indeed die as they would have wished, but many others do not. Some people experience excellent care in hospitals, hospices, care homes and in their own homes. But the reality is that many do not. Many people experience unnecessary pain and other symptoms. There are distressing reports of people not being treated with dignity and respect and many people do not die where they would choose to.’ (End of Life Care Strategy - promoting high quality care for all adults at the end of life, 2008)

The Goal for this theme is:
For individuals to have their wishes and preferences about how they are cared for and where they would wish to die respected and acted upon wherever possible.

By 2020 we want adults with a physical/sensory impairment or long term condition . . .

☐ To be able to discuss their personal needs and preferences with health and social care professionals so they can be taken into account and accommodated wherever possible.
☐ To spend the end of their life in the place of their choice and in the company of their choice.
☐ To have their personal, social, psychological and spiritual needs respected.
☐ To have easy access to:
  ☐ Information about the full range of palliative care services that are available to them and how they can be accessed.
  ☐ Rapid specialist advice and clinical assessment wherever they are.
  ☐ Services which treat them with dignity and respect both before and after death.
  ☐ High quality, co-ordinated, care and support during the last days of their life.
  ☐ Advice and support for their carers at every stag.
  ☐ Whole family support.
Theme 7 - Dignity and Safety

Dignity and safety underpins all of the previous themes but is highlighted here, as a theme in its own right, to draw attention to its importance.

Safeguarding adults means protecting an adult’s right to live in safety, free from abuse and neglect. It is about working together to support people to make decisions about the risks they face in their own lives, and protecting those who lack the mental capacity to make these decisions.

Kirklees has a well-established and effective Safeguarding Adults Board. The Board’s core purpose is to protect those adults at risk as defined in legislation and guidance. The Board’s priority is to promote an environment where abuse is prevented and to help with this they have developed a plan that lays out our shared goals and vision. Safeguarding Adults Strategic Plan

‘People want, and have a right to expect, services with dignity and respect at their heart.’ (Putting people first: a shared vision and commitment to the transformation of adult social care, 2007)

‘People can live in isolation because of the external environment they may have a lovely adapted house but be scared to go outside’ (Kirklees physical/sensory impairment consultation and involvement events, 2009)

The Goal for this theme is:

For individuals to receive quality care that promotes dignity, respects privacy and is safe, effective and available when and where people need it.

By 2020 we want adults with a physical/sensory impairment or long term condition . . .

Personal care
☐ To receive personalised personal care and be respected at all times and in all settings.
☐ To not be dismissed because of their age, disability or condition.
☐ To feel able to speak out and make a complaint without any repercussions.
☐ To be listened to and treated as the person who knows their own needs best.
☐ To receive an apology should they experience any problems or mistakes and have the situation put right quickly and efficiently.
☐ To be communicated with as they choose, regarding the care and
support they receive.

Privacy
☐ To have their privacy respected at all times and in all settings including hospital receptions and wards.

Safe from abuse and harassment
☐ To feel safe in their own home.
☐ To feel confident about the support they are receiving in their own home.
☐ To feel confident to employ a personal assistant via a direct payment.
☐ To feel able to go outside of their home free from abuse and harassment.

Making our goals a reality
The Partnership Board will use this document to guide its programme of work over the coming months and years and regularly review where we want to be in 10 years time to make sure that it continues to reflect the views and wishes of local people and the instructions and guidance issued by central government.

Continued close links with disabled people and carers via the Physical/Sensory Impairment and Long Term Condition Partnership Board will make sure that this document remains relevant and up to date.
Physical/Sensory Impairment/Long Term Conditions Partnership Board
Summary of GOALS 2010-20

Dignity & Safety
- Personalised personal care
- Privacy respected at all times and in all settings
- People feel safe in their own home
- People feel free from abuse and harassment

End of Life
- People spend the end of their life in the place and company of their choice
- Information about the full range of palliative care services available
- High quality ‘whole family’ care and support during the last days of life

Family & Carers
- Access to comprehensive, timely information on all aspects of caring
- Respected as partners in care
- A range of short breaks options
- Undertaking caring safely and confidently
- People know what support is available to help them in their caring role
- Carers, where they choose, are able to work or undertake training
- Young Carers enjoy the same opportunities as their peers and do not take on inappropriate caring tasks

Health & Wellbeing
- A choice of preventative, early intervention support and exercise
- People in control of, and able to manage, their condition confidently
- People encouraged and supported to self care so they can return to the lowest level of care possible for them
- Ongoing trusting relationships with the professionals
- People determine their own treatment/s and support
- The right interventions at the right time, regardless of where people
- Personalised treatment and support, within acceptable waiting times, and from professionals using a person centred approach
- An equal chance for good health

Living Independently
- A range of housing options including supported living
- Assistive technology/equipment and adaptations that best meet the outcome people want to achieve
- Early, and ongoing, access to specialist and community rehabilitation support
- To communicate, and be communicated with, in the way that people choose
- Public transport whose drivers understand, and are sensitive to, the barriers faced by disabled people
- Easy access to information about the range of benefits that are available

Choice & Control
- Access to high quality health and social care support that is personalised, timely and flexible
- People in control of the support they receive
- People undertaking the activities of their choice at the time of their choice
- A smooth transition of support as they enter adulthood
- Higher expectations about the services and support people receive
- Consistent, accessible, timely information about support available that is easily understood, culturally appropriate and made available in different formats

Active & Equal Citizens
- People fully involved in the development and decision making around generic, and specific, long term condition care pathways and the development of new and existing health and social care services
- People seen and respected as equal partners in the decision making process
- Full opportunities for people to access leisure and social activities
- Reduced social isolation
- Increased confidence, opportunities and personalised support to access work or other occupational and educational opportunities
Information in other formats

We are committed to ensuring that our communication is clear, plain and available for everyone.

This information can be made available in languages other than English. It can also be made available in large print, audio CD, audiotape and Braille. Full details are available by telephoning 01484 22 52 74.

March 2010, PIP ref: GI2102