

# Physical Impairment Strategy 2009 – 2014

## Action Plan Two

### 2. Improve quality of life

Objective	Action	Timescale
Creating the changes in policies and practice that allows individuals as budget holders to empower themselves.	The Joint Commissioning Board will decide the process of determining annual commissioning priorities	
	When health or social care commission services which affect people's lives they will follow the values, principles and objectives outlined in the strategy	
	All new contracts will have these values, principles and objectives built in	
	All new contracts will be designed so that the aspirations and outcomes of people using the service are the most important consideration	
	Outcomes will be tested using a robust and transparent procedure	
Changing the way we all think about how social care and health services are delivered.	Training sessions and refresher courses on applying the social model of disability will be mandatory for senior managers and commissioners	
	Funding will be identified and allocated to train and support disabled people to monitor and review the effectiveness of this strategy	
	Health and social care will develop an involvement process for disabled people in order for them to be able to identify and communicate their needs	
	Ongoing consultation will be developed for providers in order for the change in health and social care services to be promoted	

Objective	Action	Timescale
Relevant and up to date advice and information is available and easily accessed for everyone.	Research and identify the location and role of information providers	
	Increase the numbers of people who have received high quality information about their condition, its management, local services and how to access them, and the wider social inclusion issues	
Advocacy is available to all who need it	Develop advocacy services which are fair and equitable across Wiltshire including the development of peer support networks	
Develop a new joint health / social care commissioned strategy for accommodation based services for adult under 65 with physical impairment.		
People have access to timely and appropriate equipment to help them to stay in their own home.	People with identified needs receive: <ul style="list-style-type: none"> <li>• Standard equipment within 7 working days</li> <li>• Bespoke items within 20 working days</li> <li>• Adaptations to their property including those funded by Disabled Facilities Grants (DFG's) within 6 months of application</li> </ul>	
To improve the management and co-ordination of services for people with physical impairment especially during any period of transition, for example from children's to adults services, unemployment, child birth, divorce, retirement, bereavement etc.	Develop an effective transitions policy from child to adult services	
	Ensure everyone leaving school or college has a health and care needs plan	
	Ensure disabled people have access to information and support during other periods of transition that meets their needs and is equivalent to the information and support their non-disabled peers can get	
	The partners in this strategy need to collate and analyse information from the Joint Strategic Needs Assessment and children's services to establish future demand	

Objective	Action	Timescale
<p>Establish a countywide operational policy forum that brings together representatives to provide an opportunity to develop improved working practices, particularly in the areas of vacancies and client referral pathways, communications and service gaps and resources.</p>		
<p>To combine health and social care services wherever possible, to make better use of resources and provide a more consistent quality of service.</p>	<p>Develop care pathways across health and social care</p>	
	<p>Develop an options appraisal to look at how we can develop and integrated team which specialises in the development and provision of services for people with physical impairment similar to the Hearing and Vision team</p>	
	<p>Strengthen the management and leadership of a dedicated physical and sensory impairment service</p>	
	<p>Develop with partners a re-ablement type service which enables and develops the skills for independent living for people with physical impairment so that they can feel more confident to move from residential and nursing care to supported and / or extra care housing</p>	
	<p>Strengthen joint commissioning arrangements and consideration of the use of the Health Act Flexibilities to support the strengthened partnership between health and social care</p>	

Objective	Action	Timescale
Promote the greater social inclusion of people with physical impairments by increasing opportunities in education, employment and leisure.	Increase the information about and access to community based opportunities	
	WCC will use its influence to ensure facilities such as leisure centres are fully accessible and utilised to ensure all members of the community are catered for within leisure/daytime programmes with staff that have participated in Disability Equality training	
Promote the greater social inclusion of people with physical impairments by increasing opportunities in education, employment and leisure (cont).	Review the day services currently commissioned by the partners to ensure they promote independence and encourage people with physical impairments to access mainstream sport, social and educational opportunities	
	Day services should refocus to provide support to assist people to access community based activities. The centres could provide a basis for partnership working to facilitate services such as adult education, voluntary sector services and health services to promote well-being	
Maximise the effectiveness of the voluntary sector to developing social inclusion	Review the existing configuration of services provided through the voluntary sector	
	Set up a time limited programme to develop and change the focus of voluntary sector provision towards socially inclusive provision	

Objective	Action	Timescale
<p>People with a physical impairment are encouraged to be equal partners in the development of modernised services.</p>	<p>A Wiltshire Physical and Sensory Impairment Joint Commissioning Board will be set up. This Board will have a role in monitoring both this strategy and the performance of commissioned services and developing the commissioning of modernised services</p>	
	<p>The Physical and Sensory Impairment Joint Commissioning Board will be involved early on in policy and service development, and have a key role in the change and modernisation agenda</p>	
	<p>Groups of individuals with Physical and Sensory Impairment will feed into the Commissioning Board and will have representation on it</p>	
	<p>The Joint Commissioning Board and the groups that feed into it will ensure that the social model of disability is the model used to develop and improve service provision</p>	
<p>To increase the numbers of people able to access advocacy services including peer advocacy services</p>	<p>Commission advocacy services that enable individuals to identify, quantify and present their needs and concerns to others, particularly services providers and practitioners</p>	
	<p>Commission advocacy services that enable disabled people to gain skills in participation, presentation, involvement, negotiation and in time gain the confidence to address their own issues</p>	

Objective	Action	Timescale
<p>To increase the numbers of supported living opportunities within Wiltshire.</p>	<p>Broaden and extend the accommodation based choices in Wiltshire by extending the eligibility criteria for extra care housing to include those with a physical impairment under 65</p>	
	<p>Work with social housing landlords to identify their plans for the decommissioning of sheltered housing schemes and how these could be used to develop extra care for people with physical impairment</p>	
	<p>Develop partnership working with social landlords to promote and develop housing related services for people with physical impairments</p>	
	<p>Work with housing providers to ensure that people with a physical impairment are made aware and supported to apply for shared ownership homes</p>	
	<p>Ensure that equipment services including wheelchair services are able to respond quickly and appropriately to individuals needs</p>	
	<p>Develop the principles of extra care housing currently being used at Cobbett House, Warminster</p>	
	<p>Work with Supporting People to identify how people with physical impairment can access supporting people funding to promote independent living in an appropriate environment</p>	
	<p>Work with Supporting People to address the shortfall in housing related support available for people with a physical impairment</p>	

Objective	Action	Timescale
<p>To ensure the availability of a wider range of appropriate community based support and services, so that people only have to move outside Wiltshire if that is what they want and no longer need to go and live in registered care or nursing homes</p>	<p>Reassess the needs of all service users in residential and nursing home care and develop arrangements that give them choice and control over the care they receive and where they receive it</p>	
	<p>Discontinue referrals to homes out of county, unless they provide a high quality specialist service that cannot currently be provided in Wiltshire</p>	
	<p>Discuss with the providers of specialist residential and nursing homes the future of poorly located homes and the buildings they are run from, and develop where appropriate the development of supported housing opportunities</p>	
	<p>Revise the contracts for residential and nursing home care to ensure they are meeting the needs of individuals</p>	
	<p>Discontinue the referrals of people with a physical impairment to non specialist residential and nursing home care</p>	
	<p>Establish a specific programme to transfer existing clients from non specialist residential and nursing homes to more suitable accommodation</p>	
	<p>Establish a system for auditing residential care costs against independent community living and support</p>	

Objective	Action	Timescale
To equip the workforce with the skills to deliver these modernised services.	Establish joint training opportunities to health and social care staff	
	Develop an on-going programme to improve the skills of staff	
	Work with Job Centre Plus and other specialist agencies to enhance the opportunities for and access to mainstream employment and other work related opportunities for people with a physical impairment	
	Use existing and new forums with partners to explore the opportunities and barriers to employment and training	
	Develop support through existing supported employment contracts currently funded by DCS to those people who are not able to access mainstream employment support as provided through Job Centre Plus	
	Promote to large employers for example the local authority and the Wiltshire NHS the benefits of employing disabled people and increase the opportunities within these organisations for disabled people to gain employment	
People are able to achieve financial security.	Individuals and their carers are supported to maximise their income and access to benefits, grants, tax credits etc they are entitled to	
	People with a physical impairment are encouraged and supported to apply for funding from the Independent Living Fund	
	Charging policies are fair and equitable and are easily available for individuals	



Objective	Action	Timescale
<p>People are able to access Individual Budgets easily and are supported to do so.</p>	<p>The Individual Budget Peer Support group continues to support people after the pilot scheme ends</p>	
	<p>The partners in the strategy work with others to ensure that individual budgets include other streams of funding for example supporting people funding, independent living fund and access to work in addition to social care budgets</p>	
	<p>Power shifts from the Council to individuals to manage the social care market with the support of effective information, advice and brokerage system</p>	
<p>Ensure that disabled people are helped to live at home in their own communities.</p>	<p>Make best use of telecare and telehealth so individuals have choice and control over their live decisions</p>	
	<p>Ensure resources and services are targeted to enable all service users who wish to remain supported in their own home to do so, with an enhanced quality of life</p>	
	<p>Strengthen community based services which help people to live at home and reduce social isolation</p>	
	<p>Work with the voluntary sector to establish community based services which provide day time activities</p>	
	<p>Develop a specialist home care service using the enabling model, which supports people to continue living in their own homes</p>	
	<p>Develop jointly the provision of specialist respite provision with clear admissions criteria developed in partnership with service users and carers</p>	
	<p>Review the type of equipment available through the jointly funded equipment service to ensure it meets people's needs</p>	

Objective	Action	Timescale
Supporting carers in their caring role by following the actions from the Wiltshire Carers Policy and Strategy 2007-2009.	Establishing a secure strategic framework within Wiltshire in which the views of carers can be heard so that services are planned and commissioned to meet carers' needs	
	Carers should be recognised and enabled to identify themselves as carers, and be supported by access to full, clear and up to date information on assessments, services and benefits as early as possible in their caring role	
	Carers always have access to good assessment, support and services to help them to continue with their caring role	
	Carers are recognised as the main providers of care in our community and will from the outset be central and integral to shaping policy and the development of services at all levels of planning, provision and review	
To enable more people to manage themselves their conditions and the services they need, as well as having more of a say in the planning and development of future services.	Develop the links with neighbourhood teams and case managers, to enable people to have a consistent approach to their care across the agencies	
	Ensure that all people with a physical impairment have access to primary care in their community	
	People with physical impairment are recognised in a 'Promoting Healthy Lifestyles' Strategy for Wiltshire.	
	A Care Pathways for each physical impairment has been agreed between DCS and Wiltshire NHS	
	A process for urgent access to health and social care services for fluctuating and deteriorating conditions is agreed	