

## Practice Project – ‘What does good look like?’

**Name of local authority/health body** Oxfordshire County Council

**Area / Region** North Oxfordshire

**Brief description of the work**, including how it is innovative, how it was developed and your learning from it.

Joe (not his real name) was the archetypal square peg in a round hole. Four years ago, the then 17 year-old with a severe learning disability was no longer able to attend his local special school, was sectioned and placed in an assessment unit for six months. He was often restrained by a four-strong staff team 15 times a day. His daily diet consisted of nothing but crisps. A habitual self-harmer, on a good day he might anxiously tear bits of paper into shreds instead of hitting himself or lashing out at someone else. On a bad day, he was a risk not only to himself, but to his family.

There was no existing provision in Oxfordshire where Joe’s family lived; common consensus would have dictated that the only option left to Oxfordshire county council, which is responsible for his care, was intensive support in an out of county institutional setting.

That was until the council’s creative-thinking commissioners explored a flexible, bespoke programme with MacIntyre, who provide care and education services for children and adults with a learning disability. The charity supports around 900 children and adults, at 120 services across the UK including registered care homes, supported living schemes, lifelong learning facilities, residential special schools, a further education college and a range of community-based learning programmes.

MacIntyre supports Joe through its No Limits program. No Limits, aimed at young people with severe learning difficulties and severe behavioural, emotional and social difficulties, provides a personalised learning programme delivered in the young person’s own community. The programme is transforming Joe’s life.

Now, 20-years-old, Joe lives in supported housing in Oxfordshire with two housemates; Alex and Jonny. He eats healthily and has coping strategies to manage his anxiety. He has a “tear box” full of leaflets, for example, should he want to resort to his old habit of ripping paper. As Joe’s life becomes more stable, the initial £238,000-a-year support costs have reduced to £100,000. Best of all, he is rebuilding his relationship with his family.

Joe lives a full life, support by MacIntyre No Limits to live near his family, in his local community that he has always known. Joe continues to access local specialist Multidisciplinary support from the Health and Social Care professionals that have known him most of his teenage years.

Joe feels more in control of how he lives. One landmark moment was when Joe and his family went out for a walk on their own for the first time.

Joe and his two housemates example demonstrates the need to work as a Multidisciplinary team, working together in partnership, to critically evaluate each others practise, share ideas and analyse what has worked and what has not worked for Joe on a regular basis. All professionals have to work in partnership; it is however the provider who supports Joe directly and can therefore ensures that Joe is at the centre of his team of support.

The biggest sticking block to establishing Joe's supported living service was access to appropriate housing. Joe met 2 friends through shared interests; they spent a lot of time together at various associated clubs and activities. MacIntyre supported them using a person centred planning process to identify their future aims and living arrangements. The three young men decided they wanted to live together in their own tenancy. Finding the right house, in the right location is difficult; unfortunately tenancy agreements do not look fondly upon Tenant's causing damage to the property when distressed. Securing a long term tenancy is reliant on creating a partnership between the housing provider, support provider and private landlord. Working closely with the young men, their families, social workers and providers to create housing, staffing, and support wish lists is imperative to moving the project forwards.

### **Which indicators does your work demonstrate and how?**

#### **Indicator 1: Co-production**

MacIntyre's brokerage plus project, My Way supported Joe and Jonny individually to use person centred planning tools to identify their future goals and ambitions. Through this process supported by their circles of support it became apparent that Joe and Jonny both had Alex on their friendship list. My Way supported Joe, Jonny, Alex and their families to map out what a shared supported living home for the young men would look like.

#### **Indicator 2. Community building- moving towards community based support**

Joe, Jonny and Alex met each other through shared interests. They were each individually being provided with various levels of support from different providers and family carers. They were accessing similar leisure pursuits which they individually enjoyed in their local community. They developed a friendship, like any other 17year olds and with support from their families decided that they wanted to live together, in their local community, near their family and with their friends.

### **3. A capabilities approach to disability- looking at peoples strengths and promoting what they can do**

MacIntyre's multidisciplinary approach involves social services, education and health professionals along with the young men's family in developing an intensive learning and support plan. The tailor-made plan includes encouraging Joe to learn through his interests, a focus on developing family relationships and risk assessed trips to local shops, for example. Depending on need, No Limits can include round-the-clock support or a few hours a day. Care is delivered either at the family home or, as in Joe's case, in supported accommodation.

### **4. Integrated provision- covering health, housing and leisure**

We support each young man to be at the centre of their life, bring together a multidisciplinary team of Health and Social Care professionals, ensuring that we as their support provider take the lead and put Joe, Jonny and Alex in control of their support.

In addition, we support each young man to maintain their tenancy agreement and work closely with the housing association and private landlady to ensure a partnership based on transparency and trust, which enables them to have security in their own home.

## **5. Personalisation - a foundation on which other strategies build**

All of the young men were in transition to adult services. The fact that the Oxfordshire County council and the primary care trust operate a pooled budget system – putting funding into a central pot instead of operating in financial silos is important. Pooled budgets mean everyone is around the same table - the money is being spent together, in the most effective way to meet the young person's needs. In preparation for this, the families, Oxfordshire children's services, adult services and health care all sat around the same table to agree personal budgets for the young men.

No Limits is bespoke to the young person and family's needs, with the level of support and costs reviewed regularly, as independence increases, costs reduce.

### **In what ways does this example show What Good Looks Like?**

This example demonstrates that despite the challenges that each of the young men present to service providers (including support providers, housing providers, leisure facilities, health and social care professionals) working together, with the person at the centre of the planning process; making informed choices and being given control over their future creates better outcomes and a higher quality of life for them and their families.

### **Explain how this work maintains or improves outcomes or access to services.**

MacIntyre's multidisciplinary approach involves social services, education and health professionals along with Joe's family in an intensive learning and support plan. The tailor-made plan includes encouraging Joe to learn through his interests, a focus on developing family relationships and risk assessed trips to local shops, for example. Joe's reliance on these services has increased due to his independence through learning to live in his own tenancy, in his own local community, close to his family. The decrease in his anxiety has meant that he is able to access universal services such as his local library and public transport.

### **Have the following been actively involved in this example?**

1. People with Learning Disabilities

2. Family Carers

3. Advocates

Yes as outlined above in the various examples

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Yes