

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

Name of provider	MacIntyre
Name of local authority/health body	Bury PCT
Area / Region	Bury, North West

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

MacIntyre’s On Track services are designed for adults with learning disabilities and/or autism who have offended or are at risk of offending. People are supported to live in their own homes, with intensive support from experienced and skilled MacIntyre staff to encourage them to live healthy and fulfilled lives. The service is innovative in that the people supported in this way would otherwise be detained in secure hospitals or assessment units. On Track takes a partnership approach to managing risk and providing social care and therapeutic support to ensure that each person is supported in a person-centred way to learn new skills, live as independently as possible whilst monitoring and controlling the risk they pose to themselves and the public. Staff model respectful and positive relationships and coach people in developing these types of relationships in their own lives.

The Bury On Track services were developed through a partnership between MacIntyre, Bury PCT and Progress Housing Association, with Bury PCT taking the lead as commissioners of the service. Initially it was planned to build accommodation specifically for the service, but after planning permission could not be achieved due to local opposition, the services now run from ordinary housing in residential areas, where they are much less conspicuous and more integrated with communities. In hindsight this is a preferable option to encourage community connections.

The key factor in ensuring that the risks posed were adequately managed in the community was the agreement between all the partners regarding the level and scope of responsibility and accountability. For example, the PCT clearly committed to continuing to provide psychological interventions and in extreme circumstances would oversee emergency access to acute services if required.

The service continues to run successfully due to the trust, honesty and no-blame approach between the relevant partners. Weekly multi-disciplinary team meetings help to maintain healthy and effective communication and supports the smooth management of this dynamic service.

Which indicators does your work demonstrate and how?

1. Co-production

MacIntyre’s On Track service is focused on each person. The person being supported is encouraged to talk about their aspirations and objectives, and these form the basis of the person’s support plan. For example, someone interested in boxing is supported to attend boxing matches, meet famous boxers and get their autographs. The support plan is regularly reviewed with the person being supported and updated in light of objectives achieved.

Because of the risks that people pose to the public and the need to manage them, their support plans are also produced in conjunction with the PCT and any other involved professionals.

2. Community building

On Track is a community based service, with people living and working in local communities. Our approach is essential for ensuring that people who have committed offences or been detained in secure institutions are able to move on from those services and develop positive and mutually beneficial links in their local neighbourhoods. Each person is encouraged to pursue meaningful activities that make a social contribution - For example, one person works with The Samaritans and volunteers in a cafe.

3. A capabilities approach to disability

On Track enables people to make the most of their potential by recognising and nurturing their capabilities, skills and talents. This in turn gives people the confidence to interact and contribute to wider society evidencing that such a model is a real alternative to secure and isolated provision. On Track staff recognise that everyone has the ability to learn new skills. The service framework focuses on the development of skills in areas where a deficit is considered to contribute to the likelihood of reoffending. For example through a programme of learning we will work with someone to develop the skills that will help establish meaningful relationships, develop skills to better manage their domestic life, and to develop skills to engage with leisure and employment activities outside of the home.

4. Integrated services

The On Track service is a true partnership. We have levered the specialist knowledge and skill from across MacIntyre to provide monitoring and the social care support needed for a person to progress and learn, live a safe, contributing, and independent life. The PCT provides the clinical intervention needed, for example cognitive behavioural therapy, to address any mental health problems and offending behaviour. The Police are involved as required for responding in a crisis. Housing associations support by providing stable accommodation. Other community facilities are used by each person depending on their interests and needs.

5. Personalisation

Core to the On Track service is a personalised assessment of each person. It is essential for each person to have their history, characteristics, hopes and needs identified, acknowledged and supported to ensure success, in terms of personalised outcomes and positive and valued community connections. For example, one person with an interest in animals is supported to have and care for his own dog. He is supported in this by a staff member who has a keen interest in dog training. Having ownership and responsibility for a pet has increased the person's confidence and assertiveness, which helps him in all aspects of his life.

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

On Track is a clear example of how people who have been marginalised and detained in secure units, such as Winterbourne View, are able to live safe, happy lives in their local community. On Track shows that these services can be highly personalised, with no need for placements in institutional settings, and also very cost effective for commissioners, generally being around 50% less than the cost of a secure unit. On Track services enable people to learn new skills and to become connected in a local community that makes sense to them, retaining contact with their family and friends, working or volunteering and contributing to society.

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

Unlike in hospitals and secure environments, people living in On Track services can retain important relationships with their family and friends, they are less vulnerable to abuse, have many opportunities to contribute to society and demonstrate what they are capable of achieving. On Track removes the obstacles created by secure and geographically distant placements and allows a person to make a positive contribution to their community. This can have a dramatic impact on a person's self-esteem and general well-being. For example, a person who previously thought that they had no role in society and had particularly low self esteem now gets personal satisfaction from working for a charity. He knows that what he does is important and helps other people. This motivates him to stay away from offending and improves his mental well-being.

How have the following been actively involved in this example?

- a) People with learning disabilities
People with learning disabilities direct the focus of their personal service. Their interests, needs and aspirations inform the delivery of the service. For example a person will be instrumental in choosing how to spend his time, what activities to do and where to work.

- b) Family carers
Where possible families are involved in commissioning and running an On Track service. However many people in need of an On Track service come from very difficult family backgrounds, and are now supported to make their own life choices.

- c) Advocates
Where required an advocate would be used in commissioning an On Track service to ensure that the person's wishes and rights were heard and respected.

Main contact details

Anna Perry, Head of Operations

anna.perry@macintyrecharity.org

01908 230100

Can we publish this information

Yes, permission granted by Bury PCT.