

No.	Date	Action	LBH CLDS Response	Lead	By
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Winterbourne View Timetable of Actions

This Report sets out a range of national actions which the Department of Health and its partners will deliver to lead a redesign in care and support for people with learning disabilities or autism and mental health conditions or behaviours viewed as challenging.

The Department of Health is committed to working with partners to monitor progress, hold all players to account for delivery, and ensure better experiences and improved outcomes for this very vulnerable group of people.

LBH's response is below.

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1.	From June 2012	CQC will continue to make unannounced inspections of providers of learning disability and mental health services employing people who use services and families as vital members of the team.	NELFT are undertaking its own programme of unannounced visits. LBH Quality Team will undertake visits to local LD providers where significant safeguarding concerns have been identified. Also when the CQC notify LBH of failing providers or problematic services. LBH Commissioners would be involved.	Jackie Phillips Commissioning and Rinaldo Meza Quality CCG Lead.	On going
2.	From June 2012	CQC will take tough enforcement action including prosecutions, restricting the provision of services, or closing providers down, where providers consistently fail to have a registered manager in place.	No specific actions for LBH. LBH will continue to highlight concerns about providers to LD Commissioners and via Safeguarding processes where appropriate.	Not applicable for names Lead however this is everyone's responsibility.	
3.	From June 2012	CQC will take enforcement action against providers who do not operate effective processes to ensure they have sufficient numbers of properly trained staff.	Where LBH is made aware by the CQC that enforcement action is required the LA will ensure that all residents residing in particular provisions are reviewed and decisions made about continuation	CLDT and Safeguarding and Quality Teams.	

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			of placement via safeguarding processes including any mental capacity considerations. Where failing providers are identified information will be shared with other Las who may also have funding and placement accountabilities.		
4.	From November 2012	The cross-government Learning Disability Programme Board will measure progress against milestones, monitor risks to delivery and challenge external delivery partners to deliver to the action plan of all commitments. CQC, the NHSCB and the head of the LGA, ADASS, NHSCB development and improvement programme will, with other delivery partners, be members of the Programme Board, and report on progress.	ASC will continue to monitor updates from the LD Programme Board as and report and update local appropriate Boards i.e. Health and Wellbeing and the LD Partnership Board.	HoS	
5.	From December 2012	The Department of Health will work with the CQC to agree how best to raise awareness of and ensure compliance with Deprivation of Liberty Safeguards provisions to protect individuals and their human rights and will report by Spring 2014.	The volume of DoLS requests are monitored via the LBH Safeguarding Team and reported to the SAB. Continue to raise awareness of DoLS with all providers via the Provider Forums.	Lead – Chair of the LBH SAB. Tom O’Vens Commissioning. Quality Team Rinaldo Meza.	
6.	From December 2012	The Department of Health will, together with CQC, consider what further action may be needed to check how providers record and monitor restraint.	Refer to action 1		
7.	From December 2012	The Department of Health will work with independent advocacy organisations to identify the key factors to take account of in commissioning advocacy for people with learning disabilities in hospitals so that people in hospital get good access to information, advice and advocacy that supports their particular needs.	NA		
8.	From December	The Department of Health will work with independent advocacy organisations to drive up the quality of independent advocacy,	. Brief this item at the LDPB June 15,		

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	2012	through strengthening the Action for Advocacy Quality Performance Mark and reviewing the Code of Practice for advocates to clarify their role.	2013 and ensure that People First and other advocates are aware. Locally contracted advocacy services receive regular contract reviews which focus on quality and outcomes.		
9.	From December 2012	A specific work-stream has been created by the police force to identify a process to trigger early identification of abuse. The lessons learnt from the work undertaken will be disseminated nationally. All associated learning from the review will be incorporated into training and practice, including Authorised Professional Practice.	LBH will continue to cooperate with all Police investigations with regard to Adult Safeguarding.		
10.	From December 2012	The College of Social Work, to produce key points guidance for social workers on good practice in working with people with learning disabilities who also have mental health conditions;	Document not currently published.	Andrew Sykes CLDT	
11.	From December 2012	The British Psychological Society, to provide leadership to promote training in, and appropriate implementation of, Positive Behavioural Support across the full range of care settings.	NELFT responsibility	Linda Batty	
12.	From December 2012	The Royal College of Speech and Language Therapists, to produce good practice standards for commissioners and providers to promote reasonable adjustments required to meet the speech, language and communication needs of people with learning disabilities in specialist learning disability or autism hospital and residential settings.	http://www.rcslt.org/speech_and_language_therapy/commissioning/resource_manual_for_commissioning_and_planning_services	Maxine Slapper (Lead SLT NELFT LD Services).	
13.	By end of December 2012	The Local Government Association and NHS Commissioning Board will establish a joint improvement programme to provide leadership and support to the transformation of services locally. They will involve key partners including DH, ADASS, ADCS and CQC in this work, as well as people with challenging behaviour and their families. The programme will be operating within three months and Board and leadership arrangements will be in place by the end of December 2012. DH will provide funding to support this work.	LBH Watching Brief.		

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14.	By end December 2012	By December 2012 the professional bodies that make up the Learning Disability Professional Senate will refresh <i>Challenging Behaviour: A Unified Approach</i> to support clinicians in community learning disability teams to deliver actions that provide better integrated services.	The 2007 version continues to be relied upon? Once published this guidance will be taken to NELFT's Professional Leads Group for discussion. Havering Leads will inform LBH/CLDT.	Linda Batty and Dr Bini Thomas	
15.	By January 2013	Skills for Health and Skills for Care will develop national minimum training standards and a code of conduct for healthcare support workers and adult social care workers. These can be used as the basis for standards in the establishment of a voluntary register for healthcare support workers and adult social care workers in England.	Workforce Development Steering Group to consider supporting the establishment of a voluntary register.	Jennifer Manson and HoS.	
16.	By February 2013	Skills for Care will develop a framework of guidance and support on commissioning workforce solutions to meet the needs of people with challenging behaviour	No specific action for LBH.		
17.	By March 2013	The Department of Health will commission an audit of current services for people with challenging behaviour to take a snapshot of provision, numbers of out of area placements and lengths of stay. The audit will be repeated one year on to enable the learning disability programme board to assess what is happening.	Any reports or learning outcomes arising from these audits will be considered and actioned locally where necessary.	HoS	
18.	By March 2013	The NHSCB will work with ADASS to develop practical resources for commissioners of services for people with learning disabilities, including: <ul style="list-style-type: none"> • model service specifications; • new NHS contract schedules for specialist learning disability services; • models for rewarding best practice through the NHS; commissioning for Quality and Innovation (CQUIN) framework; and • a joint health and social care self-assessment framework to support local agencies to measure and benchmark progress. 	Ensure that LBH Commissioning is aware of the output from these various areas - via Head of Service.	HoS	
19.	By March	The NHSCB and ADASS will develop service specifications to support	NA		

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	2013	CCGs in commissioning specialist services for children, young people and adults with challenging behaviour built around the model of care in Annex A.			
20.	By March 2013	The Joint Commissioning Panel of the Royal College of General Practitioners and the Royal College of Psychiatrists will produce detailed guidance on commissioning services for people with learning disabilities who also have mental health conditions.	CCG and NELFT Psychiatry and LD Commissioners to take forward. When the guidance is published.	Alan Steward CCG and Health Commissioners	
21.	By March 2013	The Royal College of Psychiatrists will issue guidance about the different types of inpatient services for people with learning disabilities and how they should most appropriately be used.	NA		
22.	By 1 April 2013	The NHSCB will ensure that all Primary Care Trust develop local registers of all people with challenging behaviour in NHS-funded care.	CCG not LBH		
23.	By 1 April 2013	The Academy of Medical Royal Colleges and the bodies that make up the Learning Disability Professional Senate will develop core principles on a statement of ethics to reflect wider responsibilities in the health and care system.	Any reports or learning outcomes arising from these audits will be considered and actioned locally where necessary.		
24.	By 1 April 2013	The National Quality Board will set out how the new health system should operate to improve and maintain quality.	NA		
25.	By 1 April 2013	The Department of Health will work with key partners to agree how Quality of Life principles should be adopted in social care contracts to drive up standards.	Make LBH Commissioning aware - redraft of Commissioning Strategy and Action Plan	Jackie Phillips	
26.	From 1 April 2013	The NHSCB will make clear to CCGs in their handover and legacy arrangements what is expected of them in maintaining local registers, and reviewing individual's care with the Local Authority, including identifying who should be the first point of contact for each individual.	NA		
27.	From April 2013	The NHSCB will hold CCGs to account for their progress in transforming the way they commission services for people with learning disabilities/autism and challenging behaviours.	NA		
28.	From April 2013	Health Education England will take on the duty for education and training across the health and care workforce and will work with the	Workforce Development Team to link into Health Ed England with	Jennifer Manson	

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		Department of Health, providers, clinical leaders and other partners to improve skills and capability to respond the needs of people with complex needs.	regard to course development for Health and Social Care Staff.		
29.	From April 2013	CQC will take action to ensure the model of care is included as part of inspection and registration of relevant services from 2013. CQC will set out the new operation of its regulatory model, in response to consultation, in Spring 2013.	Refer to action 1 – and model of care will be included as part of local monitoring arrangements.	Rinaldo Meza	
30.	From April 2013	CQC will share the information, data and details they have about providers with the relevant CCGs and local authorities.	No specific action – apply watching brief.		
31.	From April 2013	CQC will assess whether providers are delivering care consistent with the statement of purpose made at the time of registration.	Refer to action 1 – review of statement of purpose will be included as part of local monitoring arrangements.		
32.	From April 2013	Monitor will consider in developing provider licence conditions, the inclusion of internal reporting requirements for the Boards of licensable provider services to strengthen the monitoring of outcomes and clinical governance arrangements at Board level.	No specific action for LBH		
33.	From April 2013	The strong presumption will be in favour of pooled budget arrangements with local commissioners offering justification where this is not done. The NHSCB, ADASS and ADCS will promote and facilitate joint commissioning arrangements.	LBH remains committed to pooled budget arrangements as the best way of ensuring effective integrated services for people with LD. HoS /LBH to ensure local Commissioners are aware.	HoS	
34.	From April 2013	The NHSCB will ensure that CCGs work with local authorities to ensure that vulnerable people, particularly those with learning disabilities and autism receive safe, appropriate and high quality care. The presumption should always be for services to be local and that people remain in their communities.	No Specific Actions for LBH		
35.	From April 2013	Health and care commissioners should use contracts to hold providers to account for the quality and safety of the services they provide.	Contract monitoring procedures.	Jackie Phillips	

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36.	From April 2013	Directors, management and leaders of organisations providing NHS or local authority funded services to ensure that systems and processes are in place to provide assurance that essential requirements are being met and that they have governance systems in place to ensure they deliver high quality and appropriate care.	Discuss with Commissioning and Quality LBH to ensure process is in place. Ensure that governance criteria are widely known.	AF	
37.	From April 2013	The Department of Health, the Health and Social Care Information Centre and the NHSCB will develop measures and key performance indicators to support commissioners in monitoring their progress.	NA		
38.	From April 2013	The NHSCB and ADASS will implement a joint health and social care self-assessment framework to monitor progress of key health and social care inequalities from April 2013. The results of progress from local areas will be published.	CLDT will be alert to the issue of the newly designed framework.		
39.	From April 2013	The Department of Health will work with the LGA and Healthwatch England to embed the importance of local Healthwatch involving people with learning disabilities and their families. A key way for local Healthwatch to benefit from the voice of people with learning disabilities and families is by engaging with existing local Learning Disability Partnership Boards. LINks (local involvement networks) and those preparing for Healthwatch can begin to build these relationships with their Boards in advance of local Healthwatch organisations starting up on 1 April 2013.	AF will brief this to LDPB June 15, 2013 - AF to work with others with regard to briefing and actions when available. Via the LDPB and other Board's service users will be made aware of Healthwatch. The LDPB will be encouraged to become involved.		
40.	By Spring 2013	The Department of Health will immediately examine how corporate bodies, their Boards of Directors and financiers can be held to account for the provision of poor care and harm, and set out proposals during Spring 2013 on strengthening the system where there are gaps. We will consider both regulatory sanctions available to CQC and criminal sanctions. We will determine whether CQC's current regulatory powers and its primary legislative powers need to be strengthened to hold Boards to account and will assess whether a fit and proper persons test could be introduced for board members.	No specific actions however a Watching Brief to apply.		
41.	From Spring 2013	CQC will take steps now to strengthen the way it uses its existing powers to hold organisations to account for failures to provide quality care. It will report on changes to be made from Spring 2013.	Watching Brief		

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42.	By 1 June 2013	Health and care commissioners, working with service providers, people who use services and families, will review the care of all people in learning disability or autism inpatient beds and agree a personal care plan for each individual based around their and their families' needs and agreed outcomes.	This links directly to the work that NELFT is undertaking with regard to Autism Pathway and Assessment work. When this is available CLDS will bring to the attention of the LDPB.	Annette Froud and Head of Service in role as co-chair of LDPB D Horne (NELFT)	
43.	By Summer 2013	Provider organisations will set out a pledge or code model based on shared principles - along the lines of the Think Local Act Personal (TLAP) Making it Real principles.	LBH Commissioning regarding TLAP (Think Local Act Personal).Watching Brief	Jackie Phillips	
44.	By Summer 2013	The Department of Health, with the National Valuing Families Forum, the National Forum of People with Learning Disabilities, ADASS, LGA and the NHS will identify and promote good practice for people with learning disabilities across health and social care.	CLDT to be alert to the output from these groups and will brief on the detail when known. Annette Froud - Head of Service		
45.	By summer 2013	The Department of Health will explore with the Royal College of Psychiatrists and others whether there is a need to commission an audit of use of medication for this group. As the first stage of this, we will commission a wider review of the prescribing of antipsychotic and antidepressant medicines for people with challenging behaviour.	No specific actions for LBH		
46.	By June 2013	The Department of Health and the Department for Education will work with the independent experts on the Children and Young People's Health Outcomes Forum to prioritise improvement outcomes for children and young people with challenging behaviour and agree how best to support young people with complex needs in making the transition to adulthood.	At a local level CLDT will brief Community Nursing and the Specialist Nurse for Challenging Behaviour about this remit. Will also ensure that this action is put on a Transitions Agenda for discussion or other appropriate forum. Annette Froud or delegated other.	Annette Froud all involved in Transaction work.	
47.	In 2013	The Department of Health and the Department for Education will develop and issue statutory guidance on children in long-term residential care.	No specific actions for LBH - other than circulating the guidance once it becomes available. Any specific actions will be undertaken by the	Andrew Sykes – including the Children with Disabilities	

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			SAB.	Team	
48.	In 2013	The Department of Health and the Department for Education will jointly explore the issues and opportunities for children with learning disabilities whose behaviour is described as challenging through both the SEN and Disability reform programme and the work of the Children's Health Strategy.	Annette Froud is part of the steering group for SEND and will ensure that other members are aware of the detail of this. Head of Services; Adult Social Care and Learning and Achievement to discuss - to also include the Children with Disabilities Team.	Annette Froud and Steering Group re SEND	
49.	In 2013	The Department of Health will work with independent advocacy organisations to drive up the quality of independent advocacy.	Local advocacy services to be monitored. This action to be briefed at the June 15, 2013 LDPD.	Annette Froud or delegated person.	
50.	In 2013	The Department for Education will revise the statutory guidance <i>Working together to safeguard Children</i> .	Any revisions to statutory guidance will be addressed through LBH SAB governance procedures to include feedback from the Children with Disabilities Team	Head of Service and Group Director	
51.	In 2013	The Royal College of Psychiatrists, the Royal Pharmaceutical Society and other professional leadership organisations will work with ADASS and ADCS to ensure medicines are used in a safe, appropriate and proportionate way and their use optimised in the treatment of children, young people and adults with challenging behaviour. This should include a focus on the safe and appropriate use of antipsychotic and antidepressant medicines.	Discuss with Dr Bini Thomas- Annette Froud action. Andrew Sykes to discuss with Danny Wilson Community Nurses Modern Matron - NELFT.	Annette Froud	
52.	By December 2013	The Department of Health will work with the improvement team to monitor and report on progress nationally, including reporting comparative information on localities. We will publish a follow up report by December 2013.	No specific actions		
53.	By end 2013	The Department of Health with external partners will publish guidance on best practice around positive behaviour support so that physical restraint is only ever used as a last resort where the safety of individuals would otherwise be at risk and never to punish or humiliate.	LBH Commissioning and Service areas need to be alert to the work currently in progress by DoH to ensure that any compliance issues are addressed and any changes to	Safeguarding Adults Board and others.	

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			monitoring processes are adopted.		
54.	By end 2013	There will be a progress report on actions to implement the recommendations in <i>Strengthening the Commitment</i> the report of the UK Modernising learning disability Nursing Review.	No specific actions for LBH however the CLDS will liaise with NELFT with regards to the community nurses No specific actions for LBH		
55.	By end 2013	CQC will also include reference to the model in their revised guidance about compliance. Their revised guidance about compliance will be linked to the Department of Health timetable of review of the quality and safety regulations in 2013. However, they will specifically update providers about the proposed changes to our registration process about models of care for learning disability services in 2013.	Watching Brief		
56.	From 2014	The Department of Health will work with the Department for Education to introduce a new single assessment process and Education, Health and Care Plan to replace the current system of statements and learning difficulty assessments for children and young people with special educational needs; supported by joint commissioning between local partners (subject to parliamentary approval). The process will include young people up to the age of 25, to ensure they are supported in making the transition to adulthood.	Annette Froud is part of the steering group for SEND and will ensure that other members are aware of the detail of this. Head of Services; Adult Social Care and Learning and Achievement to discuss. As above.	Annette Froud and others.	
57.	By April 2014	CCGs and local authorities will set out a joint strategic plan to commission the range of local health, housing and care support services to meet the needs of people with challenging behaviour in their area. This could potentially be undertaken through the health and wellbeing board and could be considered as part of the local Joint Strategic Needs Assessment and Joint Health and Wellbeing Strategy (JHWS) processes.	Group Director, Head of Services and local Service Managers to be alert to the requirements of this action.	Alaine Clarke Gemma Andrews regarding JSNA?	
58.	No later than 1 June 2014	Health and care commissioners should put plans into action as soon as possible and all individuals should be receiving personalised care and support in appropriate community settings no later than 1 June 2014.	Also links to 42 above. Local strategies and plans will be revised to ensure that this action is supported locally.	Annette Froud and Head of Service	

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59.	In 2014	The Department of Health will update the Mental Health Act Code of Practice and will take account of findings from this review.	No specific action – Watching Brief.	TBA	
60.	By December 2014	The Department of Health will publish a second annual report following up progress in delivering agreed actions.	Watching Brief	TBA	
61.	From 2014/15	The Department of Health will develop a new learning disability minimum data set to be collected through the Health and Social Care Information Centre.	Watching Brief and Discuss what needs to be done locally with regards to the collection of data - via the LBH Performance Team	TBA	
62.	By Summer 2015	NICE will publish quality standards and clinical guidelines on challenging behaviour and learning disability.	Watching Brief	TBA	
63.	By Summer 2016	NICE will publish quality standards and clinical guidelines on mental health and learning disability.	As item 62		

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