NHS
Essex Learning Disability Partnership

FAMILY AND CARER INFORMATION PACK



NORTH EAST ESSEX COMMUNITY LEARNING DISABILITY TEAM

as One

Our Values
Welcoming Kind Positive Respectful Professional

Who are we?

Together, HPFT and EPUT Learning Disability NHS services are known as Essex Learning Disability Partnership (ELDP).

HPFT provide adult specialist health service for people with Learning Disabilities in the North Essex areas. EPUT provide services in South Essex.

We as HPFT have bases at Lexden Hospital (North Essex), Tekhnicon House in Braintree (Mid Essex) and Kao Park in Harlow (West Essex) . The teams consist of:

- Community Learning Disability Nurses
- Enhanced Support Nurse Practitioners
- Consultant Psychiatrists
- Clinical Psychologists
- Essex Community Offending Service (ECOS) – based at Lexden Hospital
- Arts Therapists (Music, Drama and Art) – based at Lexden Hospital
- Occupational Therapy
- Speech and Language
- Physiotherapy
- Sexual Health
- Dietetics
- Health Care Assistants (HCAs)
- Admin Support

The Service

We provide a holistic, person centred assessment and care for a wide range of service users including those with profound and complex needs.

Our aim is to support all our service users to have improved health and well-being living an ordinary life in the community. Some people we support live independently in the community, some with family/carers and others may live in supported living schemes or 24-hour residential placements.

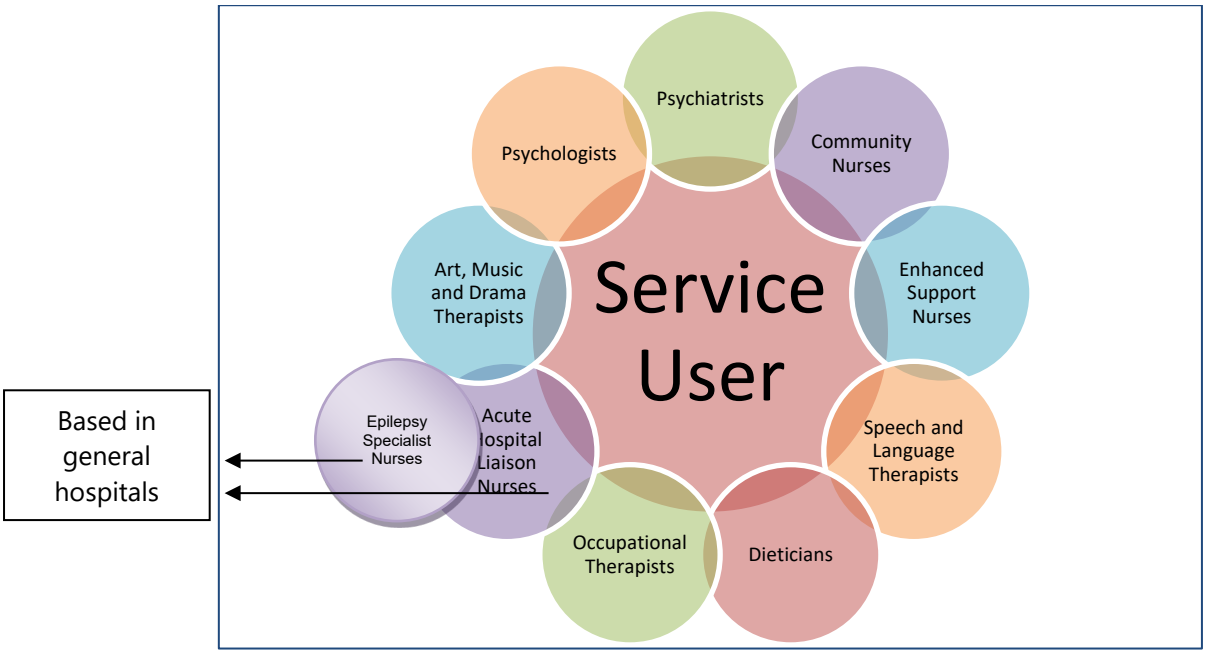
To be eligible for LD services the person must have a diagnosis of a learning disability and be aged 18 or over and a health need.

We provide a 9am – 5pm Monday to Friday service with the Enhanced Support Team working 8am – 8pm Monday to Friday and 9am to 5pm at weekends and bank holidays

in order to support service users outside of office hours, and to offer a more rapid response to those in need.

Our Service is not intended to be a “crisis service” as it is not 24 hours.

The disciplines within the Community Team work closely together to provide a service user person centred approach.



What areas do we cover?

We are split into two community teams covering the areas of North East Essex and Mid-West Essex. We also have a six bedded in-patient/assessment and treatment service at Lexden Hospital. We are commissioned to provide services based upon GP practice.

The **North East** team covers the areas of Colchester and Tendring and is based at two offices:

Lexden Hospital
London Road, Colchester
Essex
CO3 4DB Tel: 0333 222 5020 (Option 2, Option4)

Unit 3-4
Crusader Business Park
Stephenson Road
Clacton-on-Sea
Essex
CO15 4TN Tel: 0333 222 5020 (Option 3)

The **Mid-West** is known as one team but has 2 office bases:
Braintree, Witham, Halstead, Maldon and Chelmsford for the **Mid Essex** area, based at:

Tekhnicon House (Mid)
Springwood Drive
Braintree
Essex
CM7 2YN Tel: 0333 222 5020 (Option 4)

Epping, Saffron Walden, Harlow (and surrounding areas) for the **West Essex** area, based at:

Kao Park 2, Reception 2
London Road
Harlow
Essex
CM17 9NA Tel: 0333 222 50 20 (Option 6)

The Referral Process

We have a dedicated team who triage our referrals. This team is called 'Way in' and is made up of practitioners and admin support.

The team will review the referral and devise an appropriate care plan for which professionals will need to support the persons' needs. If necessary the Way In team members will meet the person and complete a more thorough initial assessment, for example if the person is not known to the service.

The plan is then passed to the required professionals to begin intervention.
We receive referrals from:

- GP's
- Primary care professionals
- People with a learning disability (self-referral) or their family carers
- Secondary care professionals (including Mental Health)
- Social Care professionals
- Care providers

Safeguarding

As a Trust, we are committed to promoting the welfare and wellbeing of children, young people and adults at risk and we are responsible for safeguarding everyone in our services. Safeguarding referrals are made to the relevant Essex local authority when it is known or there is a suspicion that a person is experiencing or has experienced, abuse or neglect.

Community Nursing

Specialist Community Nurses work as part of the Community Team for people with learning disabilities to assess, co-ordinate and enhance support to patients with learning disabilities living in the community. They work with clients and their families to assess needs and to plan appropriate support from a wide variety of other carers and professionals. Assessing health needs and facilitating access to appropriate mainstream services is a key role of Community Nurses.

The team ensure people with learning disabilities receive the same care and treatment that the general population receives when there is a concern about their physical or mental health. The values and principles of the recovery approach underpin our practice. Community Learning Disability Nurses work in collaboration with other professionals to ensure that the individual's health needs are met, by providing high quality assessments, providing evidence-based care plans and evaluation or these with the individual and their support network.

The role of the Community Nurse is both complex and diverse. They carry out a wide range of activities aimed at health improvement. Areas of intervention that a community Nurse may become involved in include:

- General and physical health, including Health Action Plans
- Mental health problems
- Behaviours that challenge
- Communication problems
- Personal relationships

In addition, Community Nurses offer training and support to clients, carers and other agencies.

Enhanced Support

The Enhanced Support Team provide specialist healthcare to adults with learning disabilities whose needs cannot be met by mainstream alone. Enhanced Support nurses work with people who have severe and complex needs, the nature of which may be behavioural, physical, mental, emotional or sensory and which have increased to a higher level of support need.

The main role of the team is to support people to remain in the community and avoid unnecessary hospital admissions through rapid response, focused assessment, intervention and support for carers and short-term treatment. The team can provide a range of Enhanced community interventions, which are sensitive and appropriate to the individual's circumstances.

Key areas of intervention include:

- Completing specialist assessments to determine individual needs
- Providing direct observational assessments
- Role modelling delivery of speciality designed care plans
- Providing additional support when issues are challenging
- Supporting teaching skills related to health need
- Preventing unnecessary admissions to Assessment and Treatment units
- Facilitating more rapid discharge from an acute care setting
- When hospital admission has been necessary, helping to facilitate discharge back into the community as soon as possible, with support at home
- Demonstrating a broad knowledge base of health conditions, identifying how they impact on the person which is crucial to the specialist care they need and in support to mainstream services to reduce the likelihood of diagnostic overshadowing.
- Encouraging people to actively participate in decisions about their care and involving people's own social system so that any crisis can be resolved in familiar surroundings whenever possible and in a way that promotes independence and future coping.

The Psychology Service

The Psychology Service is part of the Community Learning Disability team and work closely with other members of the team.

A Psychologist will see people individually or sometimes with their families for help with a range of psychological and emotional problems including anxiety, depression, bereavement issues and relationship difficulties. The team can assess the needs of people with learning disabilities in order to help plan appropriate support, for example by carrying out learning disability assessments. They may also carry out other sorts of assessments (for example Autistic Spectrum Condition) when there is a clinical need to do so.

Essex Community Offending Service (ECOS)

The Essex Community Offending-behaviour Service (ECOS) is a multi-disciplinary team that works across Essex to support individuals that either have offended or are at risk of offending.

ECOS provide specialist community-based support to meet the needs of adults (aged 18 and over) with a confirmed diagnosis of learning disability **and/or** with a confirmed diagnosis of autism and who either

- have a conviction for an offence
- have had an allegation of offending made against them
- are considered to be at significant risk of offending
- present a risk of serious harm to the public

The core function of ECOS is to reduce or safely manage the behaviour of people with a learning disability and/or autism that may put members of the public at risk and would thereby otherwise lead to contact with the criminal justice system or admission to a secure hospital.

The work the team undertakes includes:

- Forensic risk assessment and management of risk in the community to ensure public safety and the safety of the individual.
- Delivery of offence-specific therapeutic interventions (e.g. to prevent sexual/violent offences).
- Case management of the most complex cases.
- Support, training and consultancy to other teams, organisations and care providers to ensure that the needs of this population are being met.
- In-reach support to achieve smooth and effective discharge from secure inpatient settings to the community.

There is an emphasis on prevention and early intervention through collaboration with other services. The team adopt a holistic, strengths-based approach, as opposed to problem-focused interventions. The hope is that these methods will be more conducive to engaging individuals who in the past may have been resistant to engagement.

The Psychiatry Service

The medical service provides Psychiatric care for people with learning disabilities with one or more of the following:

- Mental Illness
- Personality and behavioural disorders
- Psychosexual problems
- Eating disorders
- Epilepsy
- Assist Courts in Forensic and other legal matters
- Assessment, Diagnosis and Treatment of mental illness in people with a learning disability
- Assessment and Treatment of Epilepsy
- Assessment and Treatment of other developmental disorders such as Autism
- Assessment and Treatment under the Mental Health Act 1983, Supervision Register and supervised discharge
- Carry out Research and Clinical Audit to improve services for people with a learning disability

Arts Therapies

Art Psychotherapy is available to service users living in the community of North East, Mid and West Essex. Sometimes our past can affect our present and future, maybe without us even realising it. Art Psychotherapy is not about learning to draw or paint. Art and play is just another way of communicating.

We all have feelings – good and bad, happy and sad. But we don't always understand why we feel like we do. The Art Psychotherapist will try and help the person to understand their feelings.

Service users will be invited to attend an assessment, which may be 1-4 sessions. These will be held at a clinic as near to where the person lives as possible. If we decide to continue and further treatment is offered, we may agree to meet once or twice or we may agree to meet for several sessions. Art Psychotherapy sessions may be offered as an individual or in a group. This will be discussed at the time of assessment.

Drama Therapy

Drama therapy is a therapy available to all service users in North East Essex Adult Learning Disabilities Services who need help to cope with their feelings. Drama therapy is *not* about learning how to act or about putting on a show.

At times, we have feelings that can affect how we think about ourselves, other people and the world we live in. Sometimes what has happened, or is happening, to us means that we think, behave and feel in a way that makes it difficult to cope with our life today. We may be frustrated, angry or upset; and we don't always understand why we feel like that.

The Drama therapist can help the person to use drama and play to express and understand their feelings. After a meeting to talk about how Drama therapy might help the person may be invited to a short period of 2 – 4 weekly Assessment sessions. The person and their therapist can then decide whether to continue with more sessions. These may be with just the two of them, or in a Group; whichever is most beneficial for the individual. Individual sessions last up to 50 minutes, while Group sessions last up to one and a half hours.

Music Therapy

Music Therapy is available to adults with a learning disability who reside in North East, Mid and West Essex who need help with some difficulties in their life.

In the sessions, improvised music, including singing, is created by both Service User and therapist. Accessible instruments are provided, including a range of percussion instruments such as drums, xylophones and tambourines. The therapist responds to and supports any form of communication from the Service User, seeking to establish a relationship through the shared use of sound and promoting and developing meaningful communication and self-expression.

Music Therapy is not:

- About learning how to play a musical instrument, nor does the Service User need any prior musical knowledge for a referral to be made.
- The use of music for recreational purposes.

Service Users may be referred who:

- Present as extremely isolated and have great difficulty in establishing and maintaining healthy and positive relationships.
- Experience conflict and distress and lack insight in their inner emotional world.
- Music Therapy sessions are either individual (up to 50 minutes) or group (1 hour) and the therapist will determine need following an assessment of between 2 and 4 sessions. If therapy continues, sessions are held weekly, at the same time, and it is important that sessions are attended regularly.

Occupational Therapy

The aim of the service is to provide assessment and treatment to promote independence in daily activities including:

- Activity of Daily Living (ADL) assessments include:
- Personal care
- Meal preparation
- Domestic tasks
- Money skills/management, including shopping
- Road skills (Travel training for one specific journey should be sent to Social Services)

The team can offer advice on a person's environment to meet their needs, provide assessment, treatment and advice focusing on sensory needs and develop vocational and leisure-based activities.

Speech and Language Therapy

The main role of a Speech and Language Therapist is to:

- Assess communication needs and give advice on ways to help/support and improve communication
- Improve social skills and learn communication rules such as eye contact and turn taking.
- Explore and teach new methods of communication- signing, symbols and speech.
- Give advice and training to the people who provide support.
- Give advice on eating and drinking safely.

Physiotherapy

Physiotherapists provide support with:

- Rehabilitation post hospital admission (following acute illness, or fracture) or following illness or injury at home
- Deteriorating mobility/Falls/Falls prevention
- Physical change in presentation – change in weight bearing status, change in posture, change in mobility/walking pattern
- Manual Handling issues
- Equipment advice – walking aids, wheelchairs, standing aids, sleep systems

- Transition from Paediatrics
- Those with on-going maintenance needs who regularly receive hydrotherapy/rebound therapy

Dietetics

The Dietetics service provides support with:

- Enteral feeding
- Diabetes
- Obesity
- Undernutrition
- Selective/Restricted food intake
- Coeliac disease
- Inborn errors of metabolism e.g. PKU, glycogen storage disease
- Bowel problems; constipation, inflammatory bowel disease
- High cholesterol
- Allergy/food intolerance

Sexual Health

- Specific consultancy advice and support to staff and parents regarding the sexuality and sexual health of people with a learning disability and practical support on how to deliver information.
- Sexual Health and Sexuality referrals which are more complex than offering basic sex education which the community nurses and OT colleagues can offer. For example, making the decision whether the referral is a sexual health one or not, referrals which require problem solving strategies and bespoke work offered for inappropriate sexual behaviour, offering practical advice and sharing of resources specifically designed or tailor made.
- Sexual health training for staff in order to support them better with their client's sexual well-being.
- Use of 'drop in' medium in Colchester /Clacton to help referrals with social isolation including making new and finding lost friendships, circles of peer support and general
- Health education including information on Relationships and keeping safe.
- Advice on laws pertaining to the sexual offences act 2003 and Mental Capacity Act (2005)

We Would Like To Learn From You

We aim to provide our service users with safe and effective care and a positive experience while they are receiving support from the team.

You are the experts in supporting our service users and therefore we welcome any information you can provide us about our how best to provide care. This could include:

Understanding Communication

- A service user's main ways of communicating
- What staff need to do to communicate well with the service user
- How a service user shows that they are happy
- How a service user shows that they are unhappy or sad
- How a service user shows that they are frightened or anxious
- How a service user shows that they are angry
- How a service user shows that they are bored
- How a service user shows that they are in pain

Addressing Health Needs

- Current health issues
- Current medication, and any recent changes to it
- Any medication that the service user has had a bad reaction to
- How any medication is usually given, and who does it
- Pattern of seizures if the service user has epilepsy
- Any allergies
- Any illnesses that run in the family
- Details of the service user's last annual health check
- Recent medical investigations and the name of the specialist seen
- Forthcoming appointments (e.g. optician, dentist, outpatients, etc).

Feedback

It is very important to us that we continue to improve in the ways that we are support our service users and their families and carers. You can provide feedback based on your experiences of the Trust via our patient experience survey.



Patient Experience Survey.pdf

Raising a Concern

You can speak confidentially to any of the nursing staff or ask to speak to a Team Leader.

You Can Speak to PALS

You can contact the Patient Advice and Liaison Service (PALS) for information and support. PALS is a confidential service which will listen to your concerns, and issues and try to put things right as soon as possible.

Write to:
Patient Advice and Liaison Service
HPFT Head Office
The Colonnades
Beaconsfield Road
Hatfield
AL10 8YE

Tel: 01707 253916 (Monday to Friday 9am - 3pm)

Email: hpft.pals.herts@nhs.net

You Can Make a Complaint

If, after speaking with a member of staff or PALS, you feel that your concern has not been satisfactorily resolved, you can telephone or write to us. It will help if you contact us as soon as possible.

Send your complaint to:
The Complaints Manager or the Chief Executive
Trust Head Office
Hertfordshire Partnership University NHS Foundation Trust
The Colonnades
Beaconsfield Road
Hatfield
Hertfordshire
AL10 8YE

Tel: 01707 253916

Website: https://www.hpft.nhs.uk/contact-us/compliments-and-complaints/online-form/

Local Support For You

The Essex Carers Network provide support for carers who are looking after a family member with a learning disability. You can find out more information via this link: http://www.essexcarersnetwork.co.uk/

Essex Carers Support also provide a wide variety of flexible support services directly to family carers: https://www.essexcarerssupport.org.uk/

You may also benefit from a carer's assessment which are provided by Essex County Council. Please click on the following link for further information: https://www.essex.gov.uk/request-carers-assessment/carers-assessments

Further information

Further information about Essex Learning Disability Partnership including resources can be found on our website: ELDP - ELDP (eldp-hpfteput.nhs.uk)