

# How can we improve the commissioning process for individuals with complex learning disabilities?

ALLOW PLENTY OF TIME

COMMUNICATE CLEARLY

## INTRODUCTION

In NHS Continuing Healthcare decisions regarding eligibility & commissioning are very much rooted in needs based. Greater priority needs to be given to ascertaining the wants, wishes & feelings of the individual with a learning disability to enable services to be commissioned in a personalised way. There is a tendency to commission for rather than commission with. There is an imbalance in the commissioning relationship that needs redressing.

## PROJECT QUESTIONS

How can we engage with individuals and their families to ascertain their views on the current commissioning process?

How do we use their views to shape commissioning process going forward?

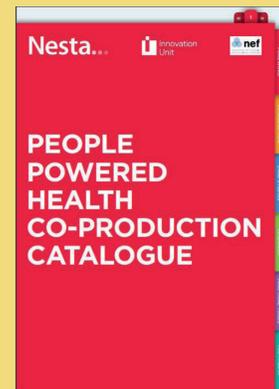
How can we redress the imbalance in the commissioning relationship?

LISTEN AND ACT

## KEY LEARNINGS

To understand the current practice of the service, I completed the co-production self assessment framework (NESTA People Powered Health Co-production Catalogue). The framework asks you to reflect on the four key principles underpinning co-production -

1. Recognising people as assets, because people themselves are the real wealth of society.
2. Valuing work differently, to recognise as work the things that people as well as services do to raise families, look after people, maintain healthy communities, social justice and good governance.
3. Promoting reciprocity, giving and receiving – because it builds trust between people and fosters mutual respect.
4. Building social networks, because people's physical and mental well-being depends on strong, enduring relationships.



OPEN AND HONEST

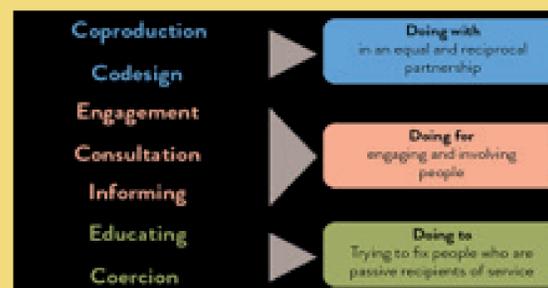
REVIEW, EVALUATE & PUBLISH THE IMPACT OF ENGAGEMENT

MAKE IT EASIER FOR PEOPLE TO TAKE PART, IDENTIFY BARRIERS & REMOVE THEM

INVOLVE PEOPLE AS EARLY AS POSSIBLE

The self assessment asks 10 questions and scores you on a gradient of 'basic', 'getting there' & 'excellent'.

The self assessment tool very clearly identified that as a service we are only meeting the basic requirements of co-production. On the co-production ladder the service sits in 'Coercion & Education' – trying to fix people who are **passive recipients of service**. That said it would be unfair not to acknowledge the work of individuals in the service who do strive for greater co-production when commissioning services, moving into the 'Informing, Consultation, Engagement' steps, however the current process & norm of operation does not actively support this. It is important to note these are my views and an essential next step will be to engage & ascertain the views of the individuals and their families whom we **commission services for** to help inform how we move forward to an approach of **commissioning services with**.

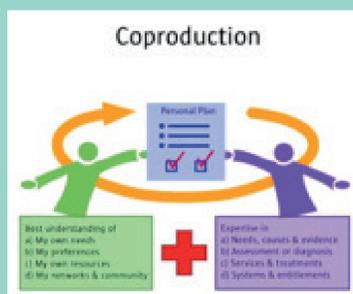


BE ACCESSIBLE

## ACTIONS TO TAKE FORWARD

'The quality of the system is determined by the quality of the relationships'

- Seek the views of existing users & their families – in person, survey, anonymous if preferred, attend existing user & coproduction groups
- Engage with advocacy services to seek the views from the wider LD community
- Draft personalised commissioning documents and consult with users & their families –ie one page profile, essential & desirables, personalised support planning with outcomes
- Trial draft personalised commissioning documents with users currently being supported through the process
- Seek feedback on the trial to inform the future process & individual experience
- Recognise engagement as an ongoing & integral cycle not a separate piece of work



BASE RELATIONSHIPS ON EQUALITY & RESPECT

SIAN BARNETT

## CREDITS

Big thanks to this wonderful co-hort who have joined me on this Empowering Engagement journey. Thank you also to Paul, Sue, Jo & all the guest trainers for sharing their wisdom & experience and in generating a renewed sense of professional priority in ensuring engagement is both integral & meaningful.

## REFERENCES

Wessex Voices 'Starter Guide for Involving People In Commissioning'  
 Local Healthwatch  
 NHS England  
 NESTA 'People Powered Health Co-production Catalogue'

The Learning Disability NHS Continuing Healthcare (CHC) and Complex Placements Team.  
 West Hampshire Clinical Commissioning Group  
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