

# Checking learning disability services in Rhondda Cynon Taf

## What we found out



This document was written by the **Care Inspectorate Wales** and **Healthcare Inspectorate Wales**. It is an easy read version of ‘**Care Inspectorate Wales (CIW) & Healthcare Inspectorate Wales (HIW) - Assurance Check of Rhondda Cynon Taf County Borough Council/ Cwm Taf Morgannwg University Health Board/Swansea Bay University Health Board Community Learning Disability Team (CLDT)**’.

February 2024

# How to use this report



This is an easy read report. You may still need support to read it. Ask someone you know to help you.



Words in **bold blue writing** may be hard to understand. You can check what the words in blue mean on **page 31**.



Where the document says **we**, this means **Care Inspectorate Wales** and **Healthcare Inspectorate Wales**. For more information contact:



**Websites:**

[www.careinspectorate.wales](http://www.careinspectorate.wales)

[www.hiw.org.uk](http://www.hiw.org.uk)



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# About this report



We are **Care Inspectorate Wales** and **Healthcare Inspectorate Wales**.

From **13 to 15 February 2024**, we did an **Assurance Check** of:



- Rhondda Cynon Taf Community Learning Disability Service and
- Rhondda Cynon Taf South Health Community Learning Disability Team.



An **Assurance Check** is a check to make sure they are doing their jobs well and following the rules.



**Cwm Taf Morgannwg University Health Board** pays **Swansea Bay University Health Board** to deliver these health services in Rhondda Cynon Taf.



This report shares what we found out.

# What we do



We look at how well councils and health boards are doing their jobs and helping people.

Our focus is on how well the council and health board do these things:



**1. People** - Make sure everyone has a say and control in their life.



**2. Prevention** - Keep the need for support low and stop problems from getting worse.



**3. Partnerships** - Work well with others to provide good, lasting services.



**4. Well-being** - Protect people from harm and abuse, so they feel safe, happy, and supported.



We check if services are following the laws:

- **Social Services and Well-being (Wales) Act 2014.**
- **Health and Social Care (Quality and Engagement) (Wales) Act 2020.**

## The way we did our checks

We looked at **26 people**. This included checking:



- their health and social care records
- and talks with some people and their families.



We talked with workers and checked documents.



We did surveys with:

- People with a learning disability and carers.
- Workers from the council and health board.

# What we found



We found good work being done.



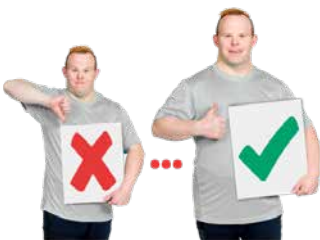
And also things that need to be better.



There are some things we want the council and health board to do.



When we say **must**, this means changes that need to be done to follow the law.



When we say **should**, this means changes that will make things better but are not law.

# People

## Good work



Many people can make choices about their care. Care is based on their goals and skills to improve their **well-being**.

**Well-being** means feeling safe, happy, and supported.



Some people and their carers feel heard and valued in planning their care, but not all.



Many people said the **Community Learning Disability Teams** of the council and health boards could listen better.



Some people feel heard. They can talk in their preferred language or use sign language and pictures. Speech therapists help.





We saw a good example of using Easy Read. It helped someone understand things better.



Workers know people can need help to speak up for themselves. People get support from official helpers and their family and friends.



People can control their care with direct payments. Finding personal assistants in Rhondda Cynon Taf can be hard. This is the same in other parts of Wales.



Workers care. They feel their teams are helpful and focused on people. They trust their managers to handle any problems well.



They said more resources could help people with a learning disability access activities better.

## Things that need to be better



Many health and council workers feel okay with their work, but some have too much.



Community learning disability nurses said they struggled with extra tasks.



Social workers are busy with Court of Protection work, making it hard to help others.



**The health board and council should check this and consider giving more help or training to workers.**



Some social care workers get regular check-ins with their boss, while others do not.



**The council should make sure everyone has time to talk about their work and that their bosses know what they are doing.**



Not all health workers learn about the **Mental Health Act** regularly.



**The health board should teach staff who care for people under these laws, so they know the latest rules.**



Managers rarely check the work of social care staff who plan care. They do some checks and share with the performance board.



They are not regular because staff have too much work for the time they have.



**The council should make sure managers are checking the work so that care and decision making is good.**



Health records are not checked often enough.



**The health board must start checking them regularly to make sure they are right. And are done in the same way every time.**



Health workers find it hard to talk privately and safely with people with a learning disability. There are not enough safe rooms.

There are no good rooms for this in the Community Learning Disability Team South team offices.



**The health board should make more good safe spaces for talks and tests.**



The council wants carers to know their rights. They have made changes to encourage carers to have assessments to talk about their needs. But not everyone gets the chance to talk.



Carers told us they want to be heard and helped.



**The council and health board must work together to listen to carers. They must offer carer assessments and make sure carers are supported.**

# Prevention

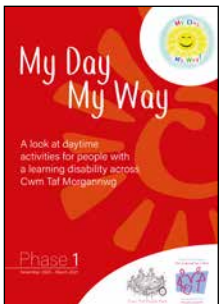
## Good work



Managers know helping early is good, so people do not need bigger help later.



They want to help people be strong and handle things on their own.



The council is changing its day services. They want to help people do more. They call this plan **My Day My Way**.

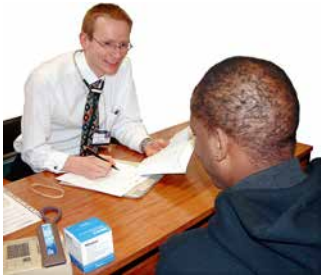


They need to make sure these new services are easy for people with a learning disability to use.



People get help to stay healthy. A person called the **GP liaison**, helped doctors and the **Community Learning Disability Team** work together.





This helps people with a learning disability get the health care they needed.



When people need medicine, workers give them it safely. Health workers fill out the charts that track medicine right. The person getting the medicine checks the chart.



Health workers do this well and follow the rules of the health board.



In Rhondda Cynon Taf, there are lots of types of supported living places. This is where people can have their own space and get help from staff when they need it. People like this a lot.



But not all places have chances to meet and do things with others, like dance nights. The council should look at this to make sure people have things to do.

## Things that need to be better



Some people do fun things like drama and nature groups, but not everyone knows about them. Some use an app to find activities.



Others, including carers and workers, do not know what is on offer.



Some do not use social media or smartphones and want to know about activities in other ways.



**The local council and health board should think about other ways to tell people about community activities.**





Some people want more chances to work and volunteer. Carers say there are fewer chances for adults with a learning disability to do things on their own.



**The council should tell people about plans for job projects and using community places for learning, volunteering, and work.**



**The Learning Disability Intensive Support Team** started to help people with behaviours that may challenge. Some health and council workers do not know what the team does.



**The health board and council should make sure workers know what the Learning Disability Intensive Support Team does.**



Emergency plans were not always good and do not fully support carers.



Good emergency plans mean people feel safe as there is help ready if their main carer cannot help.



**The council and health board should make sure workers help people and carers make these plans.**



Some people have a hard time getting medical equipment quickly. People, carers, and nurses are upset about the delays. This happens because it is not clear which health board should pay.



**The health boards must find a faster way to get this equipment.**



Waiting lists for assessments and services affect people. These lists are sorted by how urgent someone needs help. The lists are checked often.



**The local council and health board must keep checking these lists, so people get help when they need it most.**



A lot of people want care and support plans checked more often.



**The council must check these plans often to make sure the care is right for each person and change if needed.**

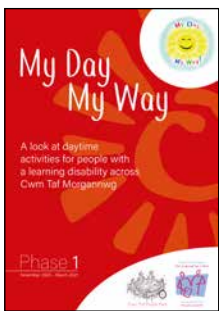
# Partnerships

## Good work



**Co-production** is a big part of the **Rhondda Cynon Taf Learning Disability Transformation Programme**.

**Co-production** is when people who use services are included and have an equal say.



In 2022, they **co-produced** a project called **My Day My Way** to understand what people think and need. This changed how day services work.



In 2023, they started the **My Home My Way** project, asking people to share their ideas about Supported Living Services.



It is good to involve adults with a learning disability. One person really liked that all the information was in Easy Read.



We saw that workers and people get along well and agree on what is important.



The health board and the council meet to plan better. They are doing a good job, sharing money and planning services for people with a learning disability.



Young people moving into adult services get help from school and advisors. They work with the **Community Learning Disability Team** to make sure the change goes well.



This teamwork helps make the move to adult services easier.

## Things that need to be better



Health workers and council workers do not work in the same place.



They cannot see each other's files. This makes it hard to share information about people's health and care.



**The health board and council are trying to work together more. They should check how they share information safely and make it better.**



Some people did not have their own social worker and found it hard to get in touch with adult social services.



When they did get through, they had to tell the same things to different workers.



**The council changed how adult social care works recently. They should make sure people do not have to say the same things over and over.**



**They should make sure people get help quickly when they contact the council.**



## Good work



Many social care assessments focused on what people want and their goals. Workers talked with the person and their family or carer.



Health board workers did assessments, care plans, and reviews well. They followed the rules of the **Mental Health (Wales) Measure**.



The council responds quickly and fairly to adult safeguarding reports. These are reports that protect adults from harm.



They check these reports and focus on keeping people safe. Sometimes they had to decide what was safest, and they wrote why.



People decide things for themselves as much as possible.





In most cases, workers check if people can understand and join in making care plans. They do this well, following the rules of the **Mental Capacity Act 2005**.



People's rights under the **Mental Health Act** are respected. When someone is kept in hospital, the hospital keeps track of how long they are kept. The hospitals have meetings to check it is fair.



People are supported if they disagree that they should be kept in hospital.



Deciding if someone should be kept in a hospital or care home can take too long. But when they decide, they decide well.



The council's **supervisory board** is doing a good job. But they need to be faster to stop more delays.

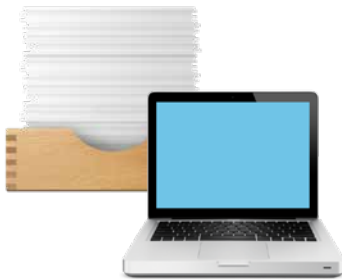
## Things that need to be better



Social care services provided for people are not always based on what each person needs.



**Workers must think of new ideas to give people the right care, when and where they need it.**



Health care files were good, but finding information was hard because it was a mix of paper and computers.



The health board is making a better system, which will help a lot, especially for sharing information with doctors.



**The health board should keep going with this plan.**



Health records do not always list information about the laws that are important for how care should be provided.



**We suggest a list is added at the front of health records. This will mean people giving care can easily understand what care needs to be provided by law.**



Requests for **Deprivation of Liberty Safeguards** in Rhondda Cynon Taf and Cwm Taf Morgannwg University Health Board take too long.



This means some people are kept in hospitals and care homes with no legal protection or help. More work is needed to protect people's rights.



**Managers must make sure they have enough help to do their legal duties.**



Rhondda Cynon Taf gets fewer requests for **Deprivation of Liberty** than other places in Wales. The council plans to train care home managers more.



**The council must make sure care homes make requests when they need to.**

# What happens next



We want the council and health board to work to fix the things that need to be better.



At **Care Inspectorate Wales** we will watch how things go.



The council should share what works well with other councils to make services better across Wales.



At **Health Inspectorate Wales** we will track health things that need to be better with an Improvement Plan.



It will say what needs to change, who will do it, and when.



You can learn how we use your information at:  
[www.careinspectorate.wales/how-we-use-your-information](http://www.careinspectorate.wales/how-we-use-your-information).



We were ready to use Welsh for this **Assurance Check**, but nobody wanted to use it.



Thank you to the staff, partners and others who helped with our checks.

# Hard words

## Assurance Check

An Assurance Check is a check to make sure they are doing their jobs well and following the rules.

## Co-Production

Co-production is when people who use services are included and have an equal say.

## Well-being

Well-being means feeling safe, happy, and supported.