



# Learning Disability and Autism Transforming Care Programme



## About us

**Our effective and specialist Transforming Care Programme (TCP) Service provides a robust case management function for NHS funded individuals outside of CHC.**

The service aims to reduce expensive hospital admissions and improve care outcomes and experiences for individuals with learning disabilities and autism with complex needs.

## Our team

Shropshire, Telford and Wrekin ICB commissioned MLCSU to provide an ongoing clinical case management service to offer robust support mechanisms for people of all ages with health care needs relating to learning disability and/or autism.

Our specialist TCP team boasts a vast array of clinical knowledge, expertise and leadership including people who have been instrumental in raising standards, developing policies and pathways across the TCP services in Shropshire, Telford and Wrekin. Our team has qualified clinicians in learning disabilities and mental health, and all have significant experience in assessment and case management functions. We have been pivotal in facilitating effective service delivery for the TCP cohort as well as supporting relevant professionals in the development of Individual Service Specifications.

## Why choose us?

### Approach:

We pride ourselves on providing person-centred care and individualised packages of support for people with learning disabilities and/or autism. Ensuring that individuals are active participants within their care

### Expertise:

Our combination of subject matter expertise in clinical, business and finance elements of the TCP commissioning process means we stand out from other providers

### Collaboration:

We work closely with partner agencies, ensuring they are active participants in the reviewing process

### Recognition:

We have had positive feedback from our customers including compliments regarding our team, to assurance from our reporting processes

### Value:

We broker care in the most appropriate environment with effective use of resources

### Support:

We ensure that individuals, families and carers feel well supported.

## Service provision

- Supporting TCP policy development and stakeholder management to enable robust referral management
- Providing clinical case management which includes engaging the individual, assessing, planning, linking with resources, consulting with families and collaborating with clinical and social care partners
- Chairing and governing – Community Care, Education and Treatment Reviews (CETRs) / Inpatient CETRs/ Local Area Emergency Protocol meetings on behalf of the ICB
- Providing a quality assurance process for referral management
- Developing and maintaining a Dynamic Support register to update an individual's risk of admission to inpatient or residential units in real time
- Attending inpatient discharge review meetings and discharge planning
- Brokering and sourcing care packages to meet individuals' needs
- Implementing a robust care review process with local authorities where required.



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## Our approach



### Standardised practices

We use case management function for agreed cohorts of NHS funded individuals outside of CHC. The key aim is to reduce expensive hospital admissions, principally in terms of emergency admissions but also in terms of length of stay to improve care outcomes for individuals and enhance the individual experience.



### Governance

Oversight and governance of delivery of the CTR/CETR Policy - including development, implementation, and maintenance of the Dynamic Support Database (DSD) ensuring statutory requirements.



### Relationships

We work closely with healthcare providers, local authorities, housing, education, as well as parent and carer forums to ensure that the individual's pathways are co-ordinated and achieved.



### Influence

Our clinical case management offer will integrate the clinical acumen, personal involvement, and environmental interventions needed to address the overall maintenance of the individual's physical and social environment.



### Integration

Our experience in system wide integration and collaboration facilitates a consistent approach to joint working as system partners, resulting in processes which deliver for individuals and families. We also provide training where needed.

## Case Study

Shropshire, Telford and Wrekin ICB commissioned MLCSU to provide an ongoing clinical case management service to offer robust support mechanisms for people of all ages with health care needs relating to learning disability and/or autism.

### What impact has this made?

- Improved person-centred care and individualised packages of support for people with learning disabilities and/or autism
- Ensuring the role of carers as active participants in the reviewing process
- Outlined the responsibilities of partner agencies, ensuring they are active participants in the reviewing process
- Brokering care in the most appropriate environment with effective use of resources
- Family members or carers now feel well supported
- Effective use of expertise, promoting multi-disciplinary team working
- Individual satisfaction (involvement, decision-making, information, respect and dignity).
- Individuals are now active participants in their care