

Model Service Specifications to support the Transforming Care work

What this is about



This guidance is about planning and buying services as part of **Transforming Care**.








This guidance is called **Model Service Specifications**.

It tells people how support and services should best meet people's needs in the community.

What is the Transforming Care work about?



Transforming Care started after people with a learning disability were abused at **Winterbourne View hospital**.

	<p>Transforming Care is about making care and support better for people with a learning disability, autism or both who display behaviour that challenges.</p>
	<p>When we talk about hospitals we mean specialist hospitals for people with a learning disability or autism who have mental health problems or behaviour that is challenging.</p>
	<p>Behaviour that is challenging is when people hurt themselves or others or who damage things.</p>
	<p>There are lots of reasons people's behaviour can become challenging.</p> <p>People may find it hard to communicate.</p> <p>So, this behaviour is their way of saying that something is wrong or they need more support.</p>
	<p>Some people may have mental health problems.</p>

What is the Model Service Specifications guidance about?



Transforming Care says that if there is good care and support **in the community**, fewer people will need to be in learning disability hospitals.



NHS England, the Local Government Association, and the Association of Directors Adult Social Services wrote service model guidance in 2015.

This said what good services and support in the community should look like.



It was written to support the people who plan and buy health and social care services in the local community.

These people are called **commissioners**.



You can find the easy read service model guidance here:
<https://www.england.nhs.uk/wp-content/uploads/2015/10/ld-serv-model-er.pdf>

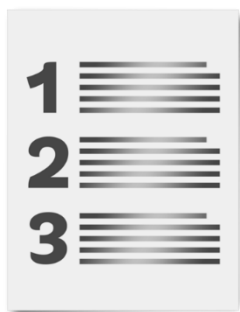


Commissioners wanted **more information** about services that the service model says they should plan and buy.

That is why this new model service specification guidance has been written.



Service specifications are what commissioners use to say what services they want plan and buy.



The new guidance tells commissioners about **3** different sorts of services in the community.

They say:

- What the services should **do**
- What people who use services should **expect** from the services
- How we will **know** that services are good quality.

More about the Model Service Specifications

The 3 services that the model service specification guidance talks about are:



1. **Enhanced/intensive support** – this means **expert support in the community** for people who display behaviour that is challenging.

It gives them the right support to **stay in the community**.



2. **Community forensic support** – this means expert support in the community for people who have been or might get into trouble with the police.



3. **Specialist hospitals** – for people with a learning disability and/or autism.

These are for people who have a mental health problem or behaviour this puts themselves or others at risk.

Enhanced/Intensive Community support



This service specification is about **expert support in the community** for people who may have behaviours that can challenge others.



It is about working with the person in their own home to manage behaviour.

It aims to **stop** people having to move somewhere else or go into hospital.



It is also about helping people **back** into the **community** from hospital or other places.



It says people should get support that is set up to work **especially for them**.

It says that people get this support **early**.



The guidance says staff should have the **right skills** to meet people's needs.

It says they should focus on people **staying in their community** and **having a good life**.








Staff should be able to assess and support people.

They should also support their family, carers and paid staff so that **they** know how to support them.

If this work is done right it means:



1. People using services will get this **expert support** when and where they need it.

	<p>2. People will have support plans that meet their needs.</p> <p>Plans will be based on the reasons why the person is displaying behaviour that is challenging.</p>
	<p>3. People will get support to manage their own needs.</p>
	<p>4. People who provide support - like family or paid staff - will get support to know what to do if the person's behaviour becomes difficult to support.</p>
	<p>5. When people get support when they need it, there will be fewer times that things reach a crisis that is too difficult to support in the community.</p>
	<p>6. There will be fewer people going into hospitals.</p>

Community Forensic Support



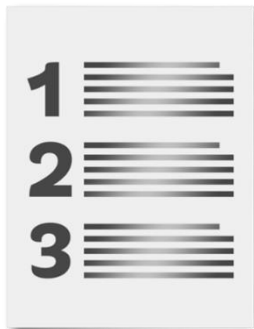
This service specification is about **expert support in the community.**

It is for adults who might get in trouble with the **police** for behaviour that is risky to themselves or to other people.



It says that staff should have experience of working with people who may have got into trouble with the police.

Staff should know how to work with people in a way that keeps everyone is safe.



There should be things like **treatment programmes in the community** that work for people with a learning disability or autism.



Staff should support people in their **community** where possible.

Where a person **does** go into secure hospitals, staff should work with them and the hospital staff to support them back into the community.



Staff should also support **the person's family and carers** so that they know how to support the person.



Staff should help people like **the police and the courts** to understand how to support people with a learning disability or autism.

If this work is done right it will mean:



1. People will get expert support when and where they need it.
2. Services will have the skills to support people in the community.
3. People who get in trouble with the police will understand their rights and what is happening to them.



4. People's families, carers and supporters will feel supported.



5. People using services will feel safe and supported to not get in trouble with the law.



6. There will be less people going into secure hospitals and prisons.

Specialist hospitals – for people with a learning disability, autism or both




This service specification is about what good care and treatment should look like if adults **do** go into a hospital like an Assessment and Treatment Unit.




People should **only** go into hospital like this:


- if they are at risk of hurting themselves or other people
- and where assessment and treatment cannot happen safely in the community.




People should be in hospital for **as short a time as possible**.



The care and treatment people get in hospital must be what is **right for them**.
It must aim to get people **well and back into the community**.




Plans for the person coming out of hospital should start as **soon** as they go into hospital.



Hospitals should work with community services to make sure people get the right support when they **leave** hospital.

If this work is done right it will mean:



1. People will get good care and support in hospital.

	<p>2. They will have plans for getting out of hospital. Plans will be worked out from the start of the person's stay.</p>
	<p>3. They will get support to understand their plan and what is happening to them in hospital.</p>
	<p>4. People's families, carers and supporters will be involved.</p> <p>They will be seen as experts and listened to.</p>
	<p>5. Hospital and community services will work better together.</p>
	<p>6. Hospital services will get people back into the community more quickly.</p>