



May 11<sup>th</sup> 2026



Improved Health Outcomes



## Present

Trevor Uys	Head of Operations ILDS (Chair)
Chris O'Donnell	Person Centred Approaches and Engagement Lead (Facilitator)
Shirley-Anne Wheeler	Head of Therapies
Paul Lehrian	One to One
Jay Baysal	One to One
Fiona Jackson	One to One
George Way	Adult Social Care Commissioner
Jon Newton	Service Director Operations
Rupa Gone	Consultant Clinical Psychologist
Charlene Thomas	Head of Service Operational Services
Jane Richards	Families in Transition into Adulthood
Bernadette Reigar	CAPE



## Apologies

Sara Pope	ILDS Clinical Lead
Surojit Walawalkar	CAPE
Wendy Berry	CAPE
Elizabeth Taoshanis	One to One
Lucy Gordon	Community Nurse
Alison Carter Albert	UCAN
Victor Chanaryn	One to One
Panos Bouras	DANE
Danny Newlands	Enfield Carers Centre



# Chris, Trevor and Rupa gave this presentation

## Better Health Outcomes



Back at the beginning of the Health Subgroup, we said our main aim was to help people with a learning disability in Enfield live longer, healthier and happier lives.

How have we been doing?

## Annual Health Checks and Action Plans



83.9% of people with a learning disability had an annual health check last year



This is way above the 75% target

However, it is a little bit below the previous year (87.2%)

## Annual Health Checks and Action Plans



Why could this be?

The size of the register went up by 99 – to 2031 (5%)



Some GPs in the south of the borough significantly 'dropped off'

14 – 17-year-olds only 71%

## Annual Health Checks and Action Plans



61.5% of people had an Annual Health Check  
Action Plan completed or reviewed



The system does not report how many people  
had been given a copy of their plan



31.4% of people had recorded Reasonable  
Adjustments

## Annual Health Checks and Action Plans



Plans for next year –

- Keep Annual Health Check Target (75%)
- Add Annual Health Check Action Plans (65%)

However – not sure how this will be  
monitored with new Integrated Health Board

## Annual Health Checks and Action Plans



This does not tell us what people's experience of  
their Annual Health Checks is.

We are doing a survey online.

But please take 2 minutes to complete a survey for  
yourself, or someone you know

We have paper copies if you prefer



## Digital Health Drop ins



These sessions help you to stay healthy

The Community Nursing team can check of your –



Weight



Blood Pressure



Blood Oxygen



Temperature



Heart rate



Breathing Rate

## Digital Health Drop ins



You can also get information and advice about healthy lifestyles.



They are on the 3rd Friday of each month, from 9.30 to 1:00



to



At Community House, 311 Fore St, London N9 0PZ

No need to book – just show up!

They are also attend some day services



Click here to access the [Annual Health Check survey](#)



Members were worried about the low number of health checks for 14 to 17-year-olds.



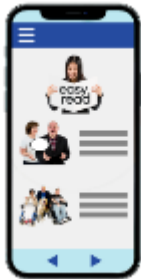
Members thought a reminder could be sent with the early notification letters sent to parents.



**Action** – Charlene will suggest to Sarah McLean (Preparing for Adulthood Manager) including Annual Health Check Information with early notification letter



Members said many people with a learning disability would like an online mobile phone friendly pre-health check questionnaire



**Action** – Chris to ask if a phone friendly pre-health check questionnaire can be done



Trevor also said that this year 74 young people are due to transition to adult social care



This is very high



People said this will put pressure on staff, budgets, and services.



Members asked how service providers are helping people get quality annual health checks



They thought this could be discussed at a Provider Forum



Trevor said there are plan for the learning disability and mental health provider forums to be joined in one meeting



Members did not think this was a good idea



Trevor will push for keeping a learning disability only provider forum



**Action** – Chris will ask for information about annual health checks to be included in the provider forum newsletter



Members said it is important to prevent people getting unwell



Voluntary sector providers, like One-to-One and UCAN are a big part of this



Family Carers said there is a very different experience of care and support when they are funded through Continuing Health Care



Jon said this is a national issue



There are also issues locally, with the changes at the Integrated Care Board



**Action** – Chris will follow up with the new West and North London Integrated Care Board about hosting a Continuing Health Care Stakeholders Group

## Mortality



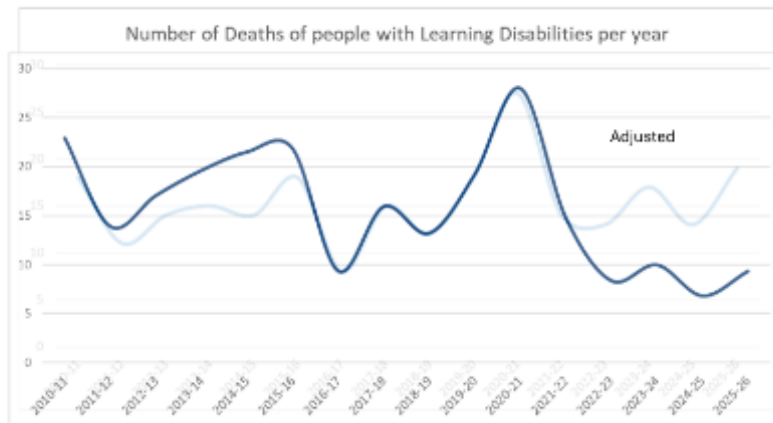
19 people with a learning disability died in Enfield in 2025-26  
This is quite high compared to the last few years

However, there are a lot more people with a learning disability living in Enfield.

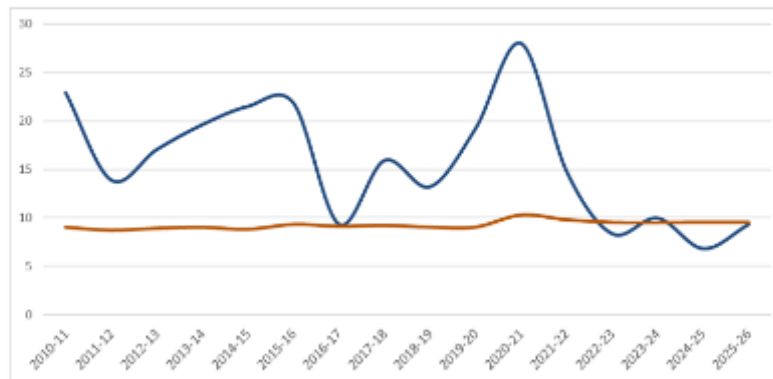


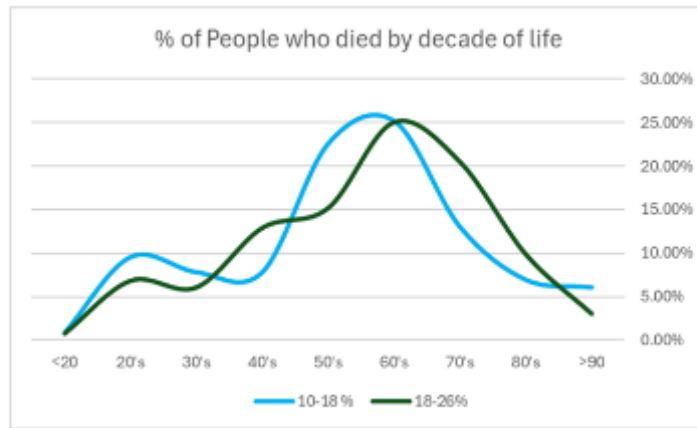
We have some data on the number of people on the learning disability register.

This is not very accurate in the past, but I used the computer to fill in the gaps



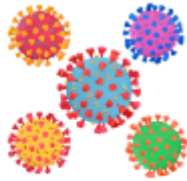
Now if we add on a new line (in red) to represent all people in Enfield we get this



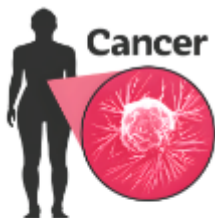


I had a look at why this is could be

I found a number of people dying in their 40's



Some if this may have been due to covid



However, 4 people in their 40's died from cancer.

They were all too young for screening programs

There may have been some 'signs and symptoms' that could have led to earlier diagnosis



The health subgroup will look at how to raise awareness



### Other Learning from year

- 5 people had some issues with hospital discharge -
  - Often when key hospital staff were not around
- 3 people had issues with complying with treatments -
  - 2 of these included the use of CPAP machines.



### ILDS Pathways



### Pathways - Community Resource Team



This is the group that goes through all referrals to the Integrated Learning Disability Service.

Referrals are for –

- A service from one of the teams at ILDS, for example Social Work, Psychology, Speech and Language Therapy, OT, Etc.
- Support from one of our pathways



## Pathways - Community Resource Team



Anyone can refer to 'CRT'

Referrals can be on-line or on a paper form

CRT meets weekly (Tuesday mornings)



## Pathways - Community Resource Team



The group will –

- Determine if the person is eligible for a service
- Decide if ILDS is best placed to meet the person's needs
- If not, CRT will signpost to who can meet the needs
- If we can meet the need, we will allocate to the appropriate team or pathway

## Pathways - Community Resource Team



• We get a lot of referrals!

• Last year we had 902 unique referrals

278 were for people funded by other boroughs

Psychology had the highest number of referrals in 2025 (178)

## Pathways – Positive Behaviour Support



A PBS plan is a written care plan that helps people live a better and happier life.

It is used for people with learning disabilities and challenging behaviors

Will help everyone to understand why challenging behavior is happening

Will say what shall we do when challenging behavior happens

## Pathways – Positive Behaviour Support



Different professionals work together to develop a plan for the client

Different professionals include:

- A psychologist
- Occupational Therapist
- Speech and Language Therapist
- Nurses
- Social Worker
- Others include physiotherapists, equals, etc.

## Pathways - Relationships and Sex Education



- We support individuals to learn about **relationships** and **sex** in a clear accessible way
- We make sure the right professional supports you:  
OT, Nurse, or Psychologist

## Pathways - Relationships and Sex Education



Topics include:

- Understanding different types of relationships & healthy ones
- Learning about your body & sexuality
- Keeping safe
- Consent
- Rights and choices
- Helping people who have been hurt or scared by past relationships

## Pathways - Relationships and Sex Education



- Support might include:
- Going to a Men's Group
- Going to a Women's Group
- Having one-to-one sessions with a therapist

## Pathways - Weight and Wellbeing



People on the pathway will get support from the Integrated Learning Disability Service.

They can -

- Work with you to identify your personal 'weight and wellbeing' goals
- Help you make a 'weight and wellbeing' plan
- Give you advice about your diet
- Give you advice about exercise

## Pathways - Weight and Wellbeing



- Advise you on any medication that might help
- Signpost you to other groups that can help
- Suggest training for you and your staff



People who are 'Overweight' will have occasional 'check ins' to see how they are doing

People who are 'Obese' will have weekly meetings to track progress

## Pathways – Dementia Monitoring Group



Dementia is caused by illnesses that damages the brain.

It is not a normal part of getting older.

Signs can include –

- Memory problems,
- Confusion,
- Finding everyday tasks harder,
- Problems with communication,
- Changes in mood or behavior.

## Pathways – Dementia Monitoring Group



These changes usually get worse over time and can affect daily life.



About 1 in 5 people with a learning disability aged over 65 may develop dementia.



People with Down's syndrome have a higher risk: about 2 in 3 people aged over 60 may develop dementia.

## Pathways – Dementia Monitoring Group



EILDS can help by checking for dementia and offering support.

This may include –

- A screening check,
- Help with other health problems,
- A full dementia assessment if needed.

## Pathways – Dementia Monitoring Group



If someone has dementia, support can include –

- A named worker,
- Help with health needs,
- Staff training,
- Cognitive stimulation groups,
- Medicine if needed,
- Support to stay active and do meaningful activities.



Chris told the group diagnosing Dementia can be difficult



The 'audit' of the dementia pathway said the average time for diagnosis was 6 months



This is quite good



Chris also said the learning disability dementia pathway does not discharge people when they are diagnosed



Some other pathways do



People with a learning disability and dementia get support from the group and their named worker for life

### Pathways - Menopause



## Pathways - Menopause



This pathway helps women understand the changes that happen during menopause

We provide Easy Read resources on:

- Recognizing signs and symptoms
- Hormone Replacement Therapy (HRT)
- Healthy lifestyle tips

## Pathways - Menopause



We host groups that

Help you and the people who support you to learn more about the

- signs
- symptoms and
- support available for the menopause



The group thought this should be shared more widely



**Action** – Chris to ask if Menopause pathway information can be sent with the provider newsletter



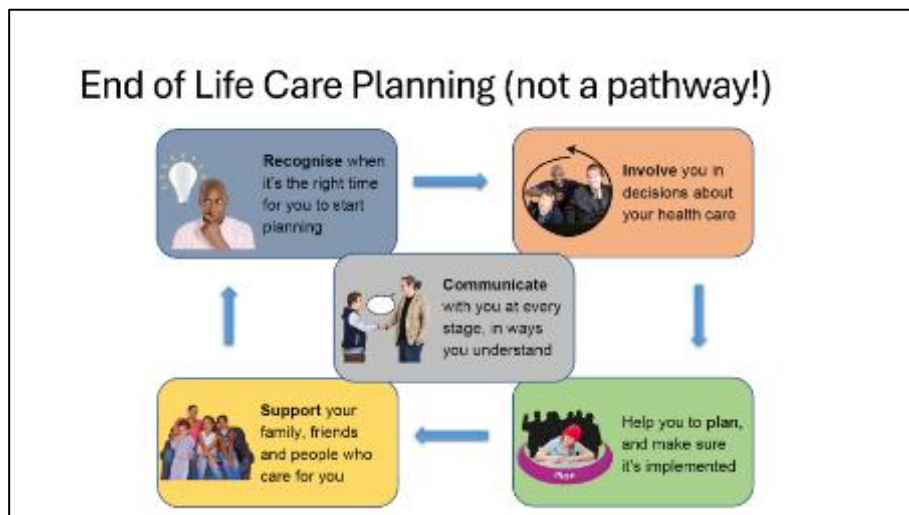
Rupa said that screening can find other health problems which can be treated.



Some women referred to the Dementia pathway were actually found to be struggling with menopause.



This pathway should help people get the right help faster



## End of Life Care Planning (not a pathway!)



Group meets 6 weekly, includes a slot for offering advice to colleagues.

Almost half (9) of people who died had some form of End-of-Life Care plan



Some people still say 'no'

Some older people were not offered the opportunity

## End of Life Care Planning (not a pathway!)



More people (7) getting support from palliative care

Fewer people (9) dying on hospital -

9 dying at home and

1 at the hospice



## End of Life Care Planning (not a pathway!)



Partnered One-to-One on -

- Living a healthy life course (with North London Hospice)



- Offering a Death Café

- Offering more planning workshops in July



Fiona said One-to-One had done some drop-in session with LEAP and the Hospice on end-of-life care planning



However, most people who attended wanted to talk about bereavement, not end-of-life care planning



Chris said this was not uncommon, and people may want a space to talk about bereavement



**Action** – Chris to talk to Fiona about a bereavement group for people with a learning disability



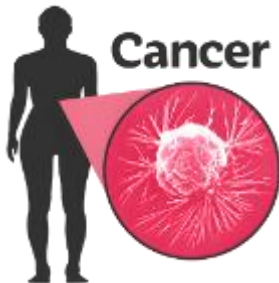
Trevor said the trust have made a new book about cancer screening



It includes some information about self-checking



Chris said we used to offer training on how to self check for some cancers



**Action** – the next Health Subgroup will talk about improving cancer self-checking



**Actions** – the next health subgroup will talk about people who don't comply with medical treatments



Members asked what a CPAP is



Chris explained this is for people with 'sleep apnoea'



This is a condition where people stop breathing for a few seconds while sleeping



It can cause serious health problems if not treated – although people may seem fine for many years



A CPAP is a machine that makes sure people keep breathing when they sleep



There are different masks people can wear



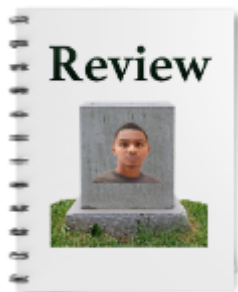
**Actions** – the next health subgroup will talk about how we can help more people use a CPAP machine



Chris said the Learning from Lives and Deaths Programme (LeDeR) Co-Ordinator has left.



There has been no LeDeR report for 2 years, and Chris is not sure what the plans for the programme are.



Trevor said, before the LeDeR programme started, ILDS used to do mortality reviews at manager meeting



**Action** – Chris and Trevor to discuss how ILDS can start brief mortality reviews again

### Pathways – Decision Support Tool Physical Health



This is completed whenever people are referred to the Community Resource Team  
It checks people's physical health and rates the risks they face –

**Green =** Low risk,  
Check again in one year

**Amber =** Some risk  
DST-PH meeting to discuss area of need  
Review every 3 – 6 months

## Pathways – Decision Support Tool Physical Health



Red =

Higher risk

DST-PH meeting to action area of need

Identify health staff to be 'point of contact'

Point of contact to monitor actions

Review every 1 to 3 months

Client and supporters attend 6 monthly  
outpatients meeting

## Pathways – Community Intervention Service



Aim of the service:

- To support individuals experiencing a decline in their mental health
- For some people, this could also include an increase in behavior that challenges
- Reduce hospital admissions
- Avoid placement breakdown
- Support individuals through assessment and treatment process

## Pathways - Complex Cases



Complex Cases includes members from all of the teams at ILDS

It is for ILDS staff to get advice when they are supporting someone with high risks

Complex cases meets fortnightly (on a Tuesday)

## Partnerships



### Partnerships- One-to-One



A key objective of One to One is to improve both Mental and Physical Health and Well Being.

We receive funds to do this through various grants received.



We have carried out a survey to find out what stops people from taking exercise and what exercise they would like to do.

### Partnerships- One-to-One



To improve the health of our members we provide

- Information Sessions
- Fitness Activities



- Healthy Cooking sessions
- Sessions with hospitals to help make things easier for people with learning disabilities .

## Partnerships



**UCAN** also offer support, including exercise and cooking sessions

**Better Leisure Centres** offer excellent disability discounts



We are also looking at expanding the number of Learning Disability friendly sessions to encourage more people to join

## Hospitals



Tuesday 'MDT'

Good links between Hospital and Community SaLT

More use of Digital Flags

Hospital Learning Disability Nurses and Consultant.

## Hospitals



Better information Sharing

But! Hospital Passports are still very important!

The Health Subgroup is piloting a Quality Assurance Tool to help people make the most of their hospital passport

## Health Subgroup

The Health Subgroup looks at actions around health.

Members include -

- ILDS staff
- Family Carers
- People with a learning disability
- Hospital nurses
- Healthwatch
- One-to-One
- And more



Family Carers asked what would happen if someone with a learning disability attended a local accident and emergency with a mental health crisis



Jon was aware of spaces that were available, but thinks they may have closed



Members asked if Social Workers attend the Tuesday meeting with the hospital



**Action** – Charlene will confirm if Duty Social Workers attend the Tuesday hospital meetings



**Update** – Chris has confirmed that Social Workers are invited to these meeting, although are not always able to attend



**Action** – Chris will find out what mental health crisis support is available at Chase Farm Hospital for people with a learning disability.



**Update** – The Royal Free Hospital confirm they have specialist psychiatric liaison teams who cover the emergency departments.

They review patients who attend due to mental health concerns.



**Action** – Health Subgroup will look into the possibility of an 'at risk' list for menopause



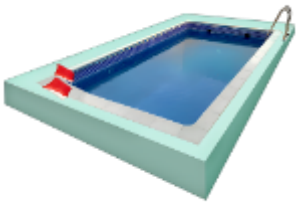
**Action** – Chris will ask for Weight and Wellbeing Pathway information to be sent with provider newsletter



Members were pleased to see Leisure Centres becoming more accessible



However, some people with complex needs will always find these environments difficult



Family Carers said the Formont Pool is an excellent resource



It is very well used by people attending the day centre



It is available for private hire outside day service times



However, staff From Formont are required to be there outside of their normal working hours



Often, they are not available



Members are aware Sarah Pope and Des O'Donoghue are discussing this



**Action** – Chris will get an update on the latest discussions on Formont Pool for the minutes

**Update** – I have attached an update on the Formont Pool with these minutes (Not Easy Read)



People asked what 'Digital Flags' were



Chris said that when people attend a health appointment, like at the hospital or GP, there may be some 'Flags'



There are many different 'flags'



One is for people with a learning disability, and will highlight any reasonable adjustments that person has requested

### Update on MyLife



MyLife webpages will be moving back to the council's system on the 1<sup>st</sup> of June.

Previous pages will no longer be available.



We have been working on a 'test' site.

Unfortunately, for technical reasons, this cannot host as many photo rich easy read pages



We have negotiated 6 - 9 fully Easy Read pages

They will have about 12 photos each

Many Current pages can be converted to PDF documents

We can have as many of these as we like

We will need to think about how best to use the webpages to direct people to the documents



I know some people have said 'PDF' documents are hard to read on their phones.

However, phones can be set up to read these just like a website.

Panos and DANE already have advice on this.

We could come to user groups to show people how to get set up



'Emma'



Trevor told the group about a new digital assistant called Emma



This is an AI that can take phone calls from customers



Trevor has heard a recorded call and it was very impressive



Emma says at the start of a call that it is an AI assistant



However, the phone manor is very 'natural' and it is easy to forget you are not talking to a person



The advantages of Emma include



Ability to handle many calls at a time, so less waiting on hold



Can speak many languages



Can deal with routine questions and enquiries



With permission, some personal documents can be shared with Emma, so they can answer individuals' specific questions



Emma is being trailed with Adults and Older Peoples services



Emma is not always available, but added to the system occasionally



We would like to think about how Emma could help people with a learning disability too



Board members said that it was important that people could always talk to a person



This is important for complex or sensitive issues



Chris said Emma would not replace other options, like the duty social worker or nurse



It would be another option for more routine calls



Members asked how Emma's calls were checked to make sure Emma's advice was good



Jon said all calls are recorded for quality checking



Members were interested in Emma's translation skills



They wondered if Emma could be used as a translator, and dialled into teams' calls



**Action** – Chris will find out if Emma could be used as a translator for calls



**Update** – Emma should have the ability to act as a phone translator. However, this is not being tested in the current Pilot



We discussed a co-production group, but members did not feel ready for this yet



Jon suggested people with a learning disability do some 'mystery shopper' style checks



**Action** – Chris will do an easy read flyer about Emma, requesting volunteers to be mystery shoppers and circulate with these minutes.

**Update** – An Easy Read leaflet is attached with these minutes



## Update on Actions from February's meeting

Chris                      Devise a Terms of Reference for a 'Pathway to Independence'  
Working Together group

**UPDATE** – This was sent with the last minutes

Chris                      Book a room at the civic for a first meeting of the Pathway to  
Independence Group

**UPDATE** – No rooms at the Civic were available, so the first meeting will be at the  
Carnegie Building

Chris                      Arrange parking and circulate locations of free street parking

**UPDATE** – Up to 4 guest parking spaces are available at the Civic for meetings held  
there.

If members want to reserve a place please let Chris know, and provide you car  
registration number 2 days before the meeting.

Information on controlled parking zones can be found on the council website here

[Controlled parking zones \(CPZ\) | Enfield Council](#)

Chris                      Arrange a 'Choice and Control' session, as requested by the Focus  
Group. Board members will also be invited

**UPDATE** – This took place on the 10<sup>th</sup> of February. Meeting Summary (not Easy Read)  
has been sent with the Focus Group Minutes, and this Partnership Board Agenda

Chris                      Book the next three boards at community venues

**UPDATE** – The Boleyn Hall has been booked for main Partnership Boards for the rest  
of the year.

Dates, and maps to the venue were sent with the minutes

Chris Invite Jon N to future Boards

**UPDATE** – Jon has been given a regular slot on future Boards

Chris Provide an update on access to housing at Meridian Water and New Towns

**UPDATE** – This was discussed at the Choice and Control meeting. Eligibility for Social Housing has been expanded to allow more people with a learning disability and higher support needs to apply. Although there are homes allocated for people with a disability in the new developments, there are none currently specifically for people with a learning disability.

Charlene Ask for a meeting with Chris Reddin to tidy up a few points from the 'when my carer is not around' group.

Members to please send any questions to Charlene in advance

**UPDATE** – Although there was no face-to-face meeting, members have been asked to send any questions to Chris R who will prepare a reply.

Trevor Follow up on ICB attendance at Board

**UPDATE** – Trevor is following up with the ICB



**Action** – Charlene will send Chris R's responses to the questions about the 'When my Carer is not around' group



**Update** – Answers are attached to these minutes (not Easy Read)



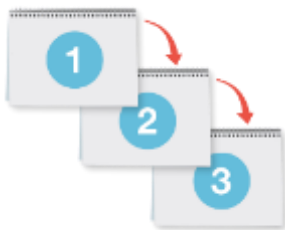
Bernadette asked about the housing action



She talked about previous partnerships with housing association to provide homes specifically for people with a learning disability



She said these were very successful, and asked if there were plans to do similar in the future



**Action** – Chris to find out if there are any further partnerships with housing associations planned



**Update** – Brokerage confirmed the council also has projects with St John of God and Origin to provide accommodation, although there are no plans for further accommodation being made available in the near future



At the moment, there is no shortage of accommodation



However, people with a learning disability are more likely to live in private rental properties, which are less secure



## Any Other Business



Members said the new venue took longer to get to on public transport



The suggested starting a little later

**Action** – the next meeting will start at 10:15



We will reduce the lunch break to 45 minutes



The Board agreed the next Big Issue will be accessibility

This will include



- digital exclusion



- transport



- reasonable adjustments



The Board would be interested in hearing examples of good practice



**Action** – Chris and Trevor will look at the possibility of moving the August Board a little later to avoid school holidays

**Update** – The next Board will be on the 14<sup>th</sup> of September



The Board would also like a survey, and more workshop-based exercises



**Action** – Chris will invite guest speakers to the next partnership board to talk about accessibility – including members of EDIE



Chris also said that October would be the 25<sup>th</sup> anniversary of the first Partnership Board

**Action** – Chris will include a celebration of the Boards ‘Silver Anniversary’ on the next agenda



**Action** – Fiona will see if the Choir could do a performance at next board



Some members said they had received their annual Care Charging letters without a breakdown.



Those who reported this have now received their breakdown



**Update** – Chris has spoken to Finance and the problem was with an external printing supplier



There was an issue with one print run where some breakdowns did not go out with letters.



Once this was identified the supplier sent out new letters, with breakdowns.



These were sent first class, at no additional cost to the council.



The council are now looking at how we can make sure this does not happen again



## Summary of Actions

Who	Will do What	By When
Charlene	Suggest to Sarah McLean (Preparing for Adulthood Manager) including Annual Health Check Information with early notification letter	Update at next Board
Chris	Ask if a phone friendly pre-health check questionnaire can be done	Update at next Board
Chris	Ask if the following can be sent with provider newsletter –  Information about annual health checks  Menopause pathway information  Weight and Wellbeing Pathway information	This will go out in the second week of June

Chris	Follow up with the new West and North London Integrated Care Board about hosting a Continuing Health Care Stakeholders Group	Update at next Board
Chris	Talk to Fiona about a bereavement group for people with a learning disability	This will be planned for the Autumn, and we will update the Board in November
The Health Subgroup	<p>The next meeting will –</p> <p>Talk about improving cancer self-checking</p> <p>Talk about people who don't comply with medical treatments</p> <p>Talk about how we can help more people use a CPAP machine</p> <p>Look into the possibility of an 'at risk' list for menopause</p>	These are on the agenda and will be updated in workplan report

Chris and Trevor	Discuss how ILDS can start brief mortality reviews again	Update at next Board
Chris	Change times for the next meeting to start at 10:15 with a 45-minute lunch	This will be done for the next meeting
Chris	Invite guest speakers to the next partnership board to talk about accessibility – including members of EDIE	Update with next agenda
Chris	Include a celebration of the Boards ‘Silver Anniversary’ on the next agenda	Update with next agenda
Fiona	See if the Choir could do a performance at next board	Update with next agenda

## Thank you Shirley-Anne!



The Board thanked Shirley-Anne for 32 years of work.

As well as her outstanding achievements with the Integrated Learning Disability Service, not least making sure Enfield have been amongst the best areas for employment of people with a learning disability, she has been a long-term member of the board.

Always person-centred, always with a positive attitude and a smile, she will be missed.

The Board wishes her a very happy retirement.

## Thank you Wendy!



Wendy is a founding member of CAPE (Carers and Parents Enfield) and has been a member of the board and numerous subgroups from the very beginning.

Wendy had been a driving factor behind co-production and consistently a fierce advocate for people with a learning disability, particularly those with complex needs.

Wendy will continue to be involved in some groups but has chosen to step back from Partnership Board.

Members said her presence at Board, and constantly wise advice will be greatly missed.

The Board wished her all the best for the future.

The Big Issue for the next Board will be  
**Accessibility**



Please note the new date of Monday the 14<sup>th</sup> of September, from  
10:15 – 3:00, at the Boleyn Hall

