

## Acute Hospital Learning Disability / Autism Self Assessment Framework ACTION PLAN 2011 – 2012

### INTRODUCTION

West Hertfordshire NHS Trust has been working in conjunction with the Community Health Liaison Team for the last five years to improve services for people with Learning Disabilities who access care within the Trust. Early work included the development of specific patient pathways, including emergency care, out patients, day surgery and pre-operative assessment. The Trust was also involved in the development of a teaching program 'Through Barry's Eyes', which portrayed the admission of a young man with autism, accessing emergency care and the difficulties he faced due to his health needs.

Since 2008, the named nurse for safeguarding adults has worked closely with Trust staff and the Health Liaison team to continue to improve health care by making reasonable adjustments for this patient group. Since the publication of the Michael's Report and subsequent department of Health Document, Valuing people now, she has produced quarterly reports on developments within the Trust. Following the Ombudsmen's report 'Six Lives', which investigated the concerns raised in the Mencap report 'Death by Indifference', a paper was presented to the Trust Board, on further developments to improve the patient experience. In partnership with the Health Liaison team, our Sexual health department has produced a DVD for patients with Learning Disabilities and Urgent care and minor injuries staff have been involved in the DVD to promote the use of 'Purple Folders'. Other areas of good practice included, the development of specific pathways for patient having bowel screening and the development of a range of communication tools in easy read format, for example patient discharge leaflet.

The named nurse has also worked closely with the Specialist schools to improve the pathway of young people over the age of sixteen accessing adult care within the Trust and we have developed clear pathways for young people with the most complex needs in conjunction with their parents and carers.

We have now undertaken a self assessment audit, identifying areas of good practice and areas for further development. The recommendation is that 6-8 areas are identified for improvement. Following a meeting in October arranged by our Commissioners, the named nurse and deputy director of nursing shared good practice with people with Learning Disability and Autism and their carers. From this certain key areas for development were identified across Hertfordshire: these included

**Education: Use of Purple folders: Networking: Sharing Best practice: Identification of LD patients: Minimum Standards: Working with Health Liaison Team: working with Specialties' and planned care with Herts Urgent care.**

**Results of Self Assessment Audit**

	R	R/A	A	A/G	G	R	R/A	A	A/G	G
1.1 There is clearly identifiable Board and senior management engagement in embedding a learning disability strategy		X							X	
1.2 The Trust has policies in place that meet the specific needs of adults with learning disabilities or autism					X					X
1.3 Partnership Working takes place at all levels within the organization.					X					X
2.1 The Trust employs a registered healthcare practitioner for people with learning disabilities or autism (Acute liaison nurse) and identifies practitioners with extra skills and responsibilities for adults with learning disabilities or autism			X					X		
2.2 The Trusts Single Equality Scheme and action plan reflects the reasonable adjustments required for adults with learning disabilities or autism.	X									X
2.3 Adults with learning disabilities or autism receive high standards of fundamental care				X						X
2.4 Patient safety issues are identified proactively. Risk assessment is comprehensive, taking into account individual support needs.				X						X
2.5 Adults with learning disabilities or autism receive appropriate nutrition and hydration.				X						X
2.6 Adults with learning disabilities or autism are identified prior to admission for elective cases or on admission through Emergency departments			X						X	
2.7 Training and education on understanding the specific needs of people with learning disabilities or autism is provided to <u>all</u> hospital staff.		X						X		
3.1 Adults with learning disabilities or autism attend outpatient appointments and investigations appropriately			X							X
3.2 Adults with learning disabilities or autism attend A&E appropriately			X							X
3.3 Adults with learning disabilities or autism are discharged home in a safe and timely way.				X						X

3.4 Women and partners with learning disabilities or autism have a clear pathway for use of maternity services			X							X
4.1 Adults with learning disabilities or autism and their family carers are fully involved in the planning of the Trusts learning disability strategy and in service evaluation			X							X
4.2 Adults with learning disabilities or autism and their family carers are fully involved in preadmission planning, care planning and care delivery.				X						X
4.3 People with learning disabilities or autism are represented in the workforce.			X							
5.1 People with learning disability or autism and their family carers receive appropriate information prior to planned, emergency or outpatient admissions		X							X	
5.2 All departments have access to a range of resources to help in the production of easy read information. These are available to people with learning disability or autism and their family carers				X						X
5.3 People with learning disabilities or autism and family carers have appropriate information to help them complain, discuss concerns and give feedback.			X							
6.1 Hospital Trusts demonstrate learning from serious incidents, near misses and all deaths of people with learning disability or autism.					X					X
6.2 The Trust demonstrates learning from other incidents involving people with learning disability or autism including safeguarding referrals			X					X		
6.3 The organization has ways of listening to people with learning disabilities or autism and their family carers and learns from this.		X						X		

**As a Trust we have self assessed ourselves as Green on 3 strategic aims, Amber/Green on 6 strategic aims, Amber on 9 strategic aims, Red/Amber on 4 strategic aims and Red on 1 strategic aim.**

STRATEGIC AIM –	ACTION REQUIRED	LEAD	PROGRESS (RAG rated)	REVIEW DATE
<p><b>Leadership, management and strategy</b></p> <p><b>Lead Tracy Moran</b></p> <p>1.1 There is clearly identifiable Board and senior management engagement in embedding a learning disability strategy</p> <p>Assessed as Red/Amber</p>	<p>An action plan is in place with strategic aims and implementation deadlines clearly defined and being met;</p> <p>Progress on the action plan is monitored by the Trust Board</p>	<p>Tracy Moran/Brenda Rance</p>	<p>Achieved – Director of Nursing is Executive Lead</p> <p>Action plan in process of being developed. Presentation to Trust Board by Director of Nursing, Executive lead 24th November 2011. Agreement by Trust Board on monitoring arrangements</p> <p>Consultant lead needs to be identified, to discuss at meeting on 17<sup>th</sup> November. Ensure staff aware of meaning of flagging system and take appropriate action,</p>	<p>December 2012</p> <p>TBC</p>

	<p>A commissioning plan is in place which follows Department of Health guidance for adults with a learning disability or autism in acute hospitals.</p> <p>The Trust has taken responsibility for recruiting, employing and managing the acute liaison nurse. This is a substantive post.</p>	<p>Natalie Forrest/Sarah Damms/Catherine Pelly</p> <p>Liaison Team employed by Health and Community Care Lead Nurse Alison Fitzgerald</p>	<p>Start date planned October 2011</p> <p>Not relevant at present</p>	
	<p>The acute liaison nurse sits on safeguarding vulnerable adults, patient information and equality and diversity committees.</p>	<p>Tracy Moran</p>	<p>Achieved</p>	
	<p>The flagging and information system provides regular reports to the Board on the implementation of policy and the Single Equality scheme to be provided.</p>	<p>Tracy Moran</p>		

STRATEGIC AIM –	ACTION REQUIRED	LEAD	PROGRESS (RAG rated)	REVIEW DATE
<p><b>Care standards, reasonable adjustments and service delivery</b></p> <p><b>Lead Lesley Lopez</b></p> <p>2.2 The Trusts Equality Scheme and action plan reflects the reasonable adjustments required for adults with learning disabilities or autism. <i>Guidance on reasonable adjustments is given in Appendix 2</i></p> <p>New Equalities Act from September 2011, work evolving based on 10 protected characteristics, one which is disability</p> <p>Assessed as Red</p>	<p>Amber</p> <p>Demonstrates complex reasonable adjustments are being undertaken, e.g. multiple investigations arranged for the same day, first or last appointment etc.</p>	<p>Shirley Dayton/Brenda Rance</p>	<p>Equality scheme in draft format based on 2010 act, head of patients services aware of needs of people with LD and will include specific needs within action plan.</p>	<p>April 2012</p>
	<p>There is a flagging monitoring system for adults with learning disabilities or autism from black and minority ethnic (BME) communities.</p>	<p>Lesley Lopez</p>	<p>Works closely with safeguarding lead to look at specific needs of black and ethnic minority groups.</p>	<p>TBC</p>
	<p>Green</p> <p>Annual reasonable adjustment audits on patient notes randomly chosen within acute Trust;</p> <p>Patient records show any reasonable adjustments required.</p>	<p>Brenda Rance/Shirley Dayton</p> <p>Mark Jarvis</p>	<p>Develop audit data collection tool</p> <p>Set up audit program</p>	<p>April 2012</p> <p>April 2012</p>

STRATEGIC AIM –	ACTION REQUIRED	LEAD	PROGRESS (RAG)	REVIEW
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			rated)	DATE
<p><b>Care standards, reasonable adjustments and service delivery</b></p> <p><b>Lead Brenda Rance/Tracy Moran</b></p> <p>2.3 with Adults learning disabilities or autism receive high standards of fundamental care</p> <p>Assessed as Amber/Green</p>	Qualitative outcomes are defined within contracting processes - e.g. CQIN	James McQulan	Monthly qualitative outcome reporting against agreed standards is in place	Ongoing
	Board level reporting of nursing metrics includes specific reference to the experience of adults with learning disabilities or autism	Tracy Moran	Discussion to take place as part of productive ward initiatives	April 2012
	Specific support requirements and or reasonable adjustments are consistently assessed and delivered for adults with learning disabilities or autism across the Trust.	Shirley Dayton	In conjunction with health liaison nurse, senior sister and matron patients are assessed with regard to extra support that may be required	Ongoing – data to be collected as part of LD audit
	Health passports are used during the hospital stay and updated.	Brenda Rance/Tracy Moran	Purple folders are carried by people with LD, Trust staff receiving awareness training of purpose and how to use. Trust staff involved in production of DVD which is being used across Herts to promote Purple Folders. Electronic copies are available on Safeguarding web site. Grab sheets, containing specific details of young people in transition, have been produced by the school nurses to	Ongoing

			give a comprehensive overview of the young person in relation to specific needs.	
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STRATEGIC AIM –	ACTION REQUIRED	LEAD	PROGRESS (RAG rated)	REVIEW DATE
<b>Care standards, reasonable adjustments and service delivery</b>  <b>Lead Tracy Moran</b>  2.6 Adults with learning disabilities or autism are identified prior to admission for elective cases or on admission through Emergency departments.  Assessed as Amber	An electronic flagging system is in place across the hospital; This is available to all appropriate staff.	Tracy Moran	System in place  Education being rolled out admin staff	December 2012
	Primary care/ GP and adult social care have an information sharing arrangement in place regarding patient identification	Tracy Moran/Nicola Bateman	Check on existing systems and data	Ongoing

STRATEGIC AIM –	ACTION REQUIRED	LEAD	PROGRESS (RAG rated)	REVIEW DATE
<b>Care standards, reasonable adjustments and service delivery</b>	Amber Relent training is part of the LD / autism strategy.	Brenda Rance	Training currently takes places on corporate welcome programme	Ongoing

<b>Lead Brenda Rance/Shirley Dayton</b>  <b>2.7 Training and education on understanding the specific needs of people with learning disabilities and autism is provided to all hospital staff.</b>  <b>Assessed as Red/Amber</b>	Communication with adults with learning disabilities or autism is part of the curriculum on all training levels	<b>Shirley Dayton</b>	<b>People with LD and autism and carers have been involved in training at all levels, need to re-evaluate.</b>	<b>Ongoing</b>
	Informal and patient specific training is available from the Acute Liaison Nursing service;	<b>Shirley Dayton</b>	<b>Delivered at ward level</b>	<b>Ongoing</b>
	There is a Learning Disability / Autism Resource file easily available to all staff	<b>Brenda Rance/Shirley Dayton</b>	<b>To be developed. Existing folders cover all aspects of safeguarding vulnerable adults</b>	<b>April 2012</b>

STRATEGIC AIM –	ACTION REQUIRED	LEAD	PROGRESS (RAG rated)	REVIEW DATE
<b>Pathways</b>  Lead Susan Garland/Ruth Vines  3.4 Women and partners with learning disabilities or autism have a clear pathway for use of maternity services  Assessed as Amber	Primary care/ GP and adult social care have an information sharing arrangement in place regarding patient identification.	Susan Garland	Check information sharing agreement is in place	December 2011
	Pathways are in place that makes reasonable adjustments for the needs of parents to be with learning disabilities or autism.	Susan Garland/Shirley Dayton	Training plan has been developed for all midwives and implemented in East and North Herts, similar training to be implemented in West Herts to include hour session on LD awareness and MCA for all midwives.	April 2012
	Birth outcomes are equal to the local population.	Ruth Vines	Look to see what else needs to be put in place, to ensure reasonable adjustment and equality in birth outcomes.	December 2011

STRATEGIC AIM –	ACTION REQUIRED	LEAD	PROGRESS (RAG rated)	REVIEW DATE
<b>Involvement and representation of people with learning disability and their carers</b>	Adults with learning disabilities or autism and family carers are fully involved in development of the LD plan and the evaluation of services.	Lesley Lopez	Need to develop communication pathways.  Trust attendance at	February 2012

Lead Lesley Lopez  4.1 Adults with learning disabilities or autism and their family carers are fully involved in the planning of the Trusts learning disability strategy and in service evaluation  Assessed as Amber	Their input drives service change		locality forums in West Hertfordshire	2012
	Adults with learning disabilities or autism and family carers are members of the Trust LD steering group .Minutes, information and discussion is in accessible format	Brenda Rance/Lesley Lopez	To be discussed and developed	February 2012

STRATEGIC AIM –	ACTION REQUIRED	LEAD	PROGRESS (RAG rated)	REVIEW DATE
<b>Information for people with learning disability and their carers</b>	The hospital individualizes information according to patient needs.	Michelle McKail	Hospital has easy read package licensed for use. Information being developed	Ongoing
Lead Jean Hickman/Michelle Mckail/Shirley Dayton	All information can be individualized according to need	Jean Hickman/Shirley Dayton	Currently produced on patient basis, health liaison team to build data base of prior information	Ongoing
5.1 People with learning disability autism and their family carers receive appropriate information prior to planned, emergency or	All patient information that is developed/updated is checked by a committee that has communication expertise.	Lesley Lopez	Patient panel check all information given to patient – ensure people with LD and autism views are included	Ongoing

outpatient admissions  Assessed as Red/Amber	There is evidence that accessible information is being used to consider informed consent to treatment and capacity assessments.	Shirley Dayton/Brenda Rance	Individual patient basis	Ongoing
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