

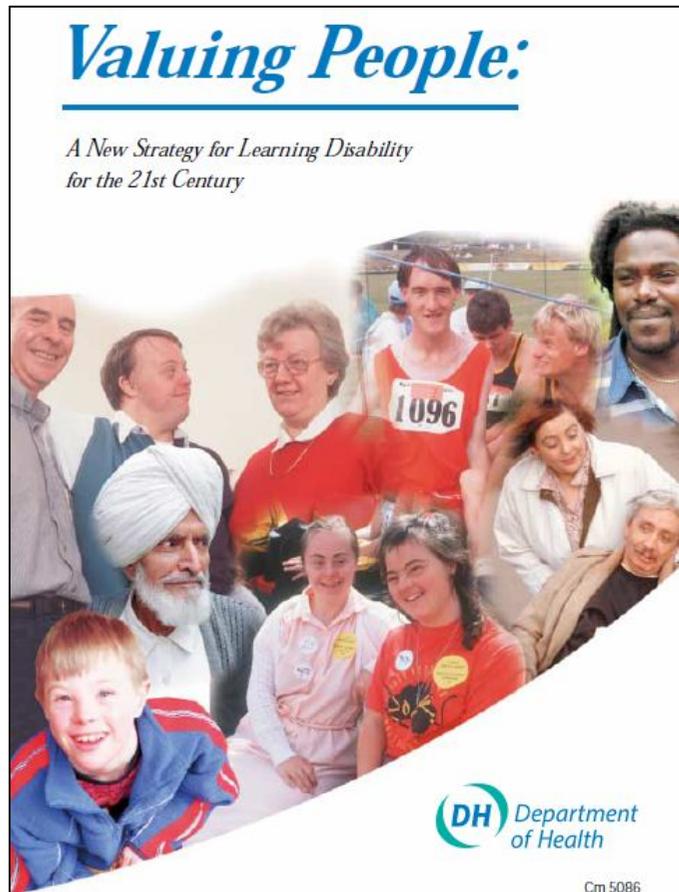
Our 'Special Responsibility' to Vulnerable People

Implementing Recommendations from Health Care for All (Michael Inquiry) and Six Lives - Ombudsman Report for Review of care for people with learning disabilities.



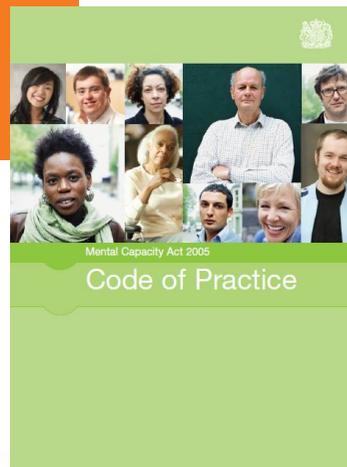
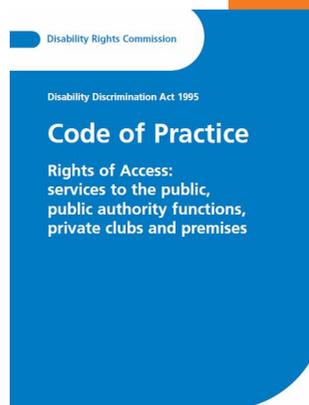
Daniel Marsden – Practice Development Nurse for patients with learning disabilities

What is a learning disability?

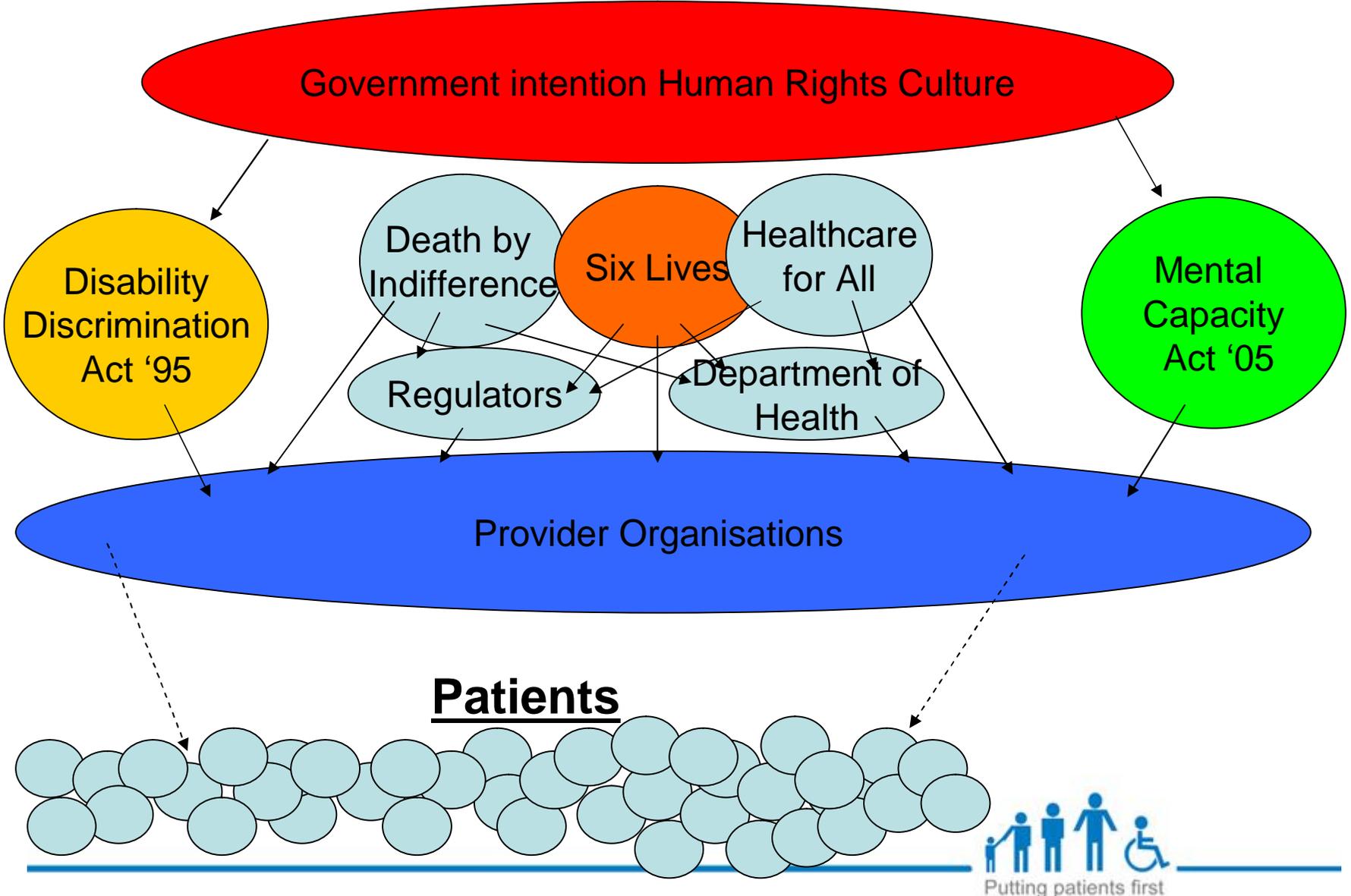


- The Department of Health defines a Learning Disability as including the presence of:
 - A significantly reduced ability to understand new or complex information, or learn new skills (impaired intelligence), with;
 - A reduced ability to cope independently (impaired social functioning);
 - Which started before adulthood, with a lasting effect on development.

Context



- Policy
 - Death by Indifference
 - Healthcare for All
 - Six Lives
- Legislation
 - Disability Discrimination Act 1995
 - Mental Capacity Act 2005



Ombudsman's Areas for Concern

Doing simple things well
To give good care to adults services need to:

- talk together



working together

- work together to get things done



• talk with families and carers



• follow rules



- Communication
- Partnership Working
- Carers
- Failure to follow routine procedures
- Quality of Management
- Advocacy

Care Quality Commission Indicator 1

Care Quality indicator	Current score	Recommended Actions	Who	When	Review date score
1) Does the trust have a mechanism in place to identify and flag patients with learning disabilities and protocols that ensure that pathways of care are reasonably adjusted to meet the health needs of these patients?	(1) = Protocols/mechanisms are not in place.	The Trust develop a strategy for identifying and tracking people with learning disabilities through our services using PAS, medical records, and patient hand held records.	Daniel Marsden, Information Management Primary Care providers Commissioners and Users	Complete and presented to CMB by April 2010	(2) = Protocols/mechanisms are in place but have not yet been implemented

Care Quality Commission Indicator 2

Care Quality indicator	Current score	Recommended Actions	Who	When	Review date score
2) Does the trust provide information in an easy to understand Format having involved stakeholders in it's development. Including:- -treatment options -complaint, procedures and -appointments	1. Accessible information not provided	i. The Trust evaluates its Patient Information policy and equality impact assessment, ii. An audit of Hospital Communication Books is completed to establish usage. iii. A distribution and training strategy for symbols software packages is established.	Daniel Marsden, Bruce Campion Smith, Equality, Diversity and Human Rights, Safeguarding Board Matrons Audit Department Communications Department, Foundation Office, Health Informatics Service	January 2010. January 2010 April 2010	2.Accessible information provided for one of the Criteria

Easy to Read Information



- Symbols Packages
- Hospital Communication books
- Bought easier to understand health information

The Hospital Communication Book

Helping to make sure people who have difficulties understanding and / or communicating get an equal service in hospital

The book contains useful information about why people may have difficulties understanding or communicating. It has useful tips you can use to improve communication, and pages of pictures you can use to help you communicate.

Using Pictures

Visual Impairment

Gesture and Signing

Hearing Impairment

Version 2 - Designed by The Clear Communication People Ltd

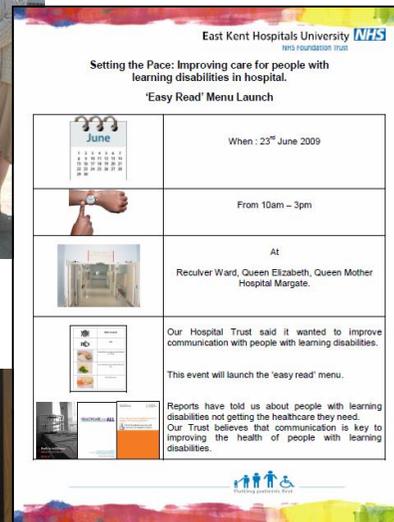
Care Quality Commission Indicator 3

Care Quality indicator	Current score	Recommended Actions	Who	When	Review date score
3. Does the trust have protocols in place to provide suitable support for family carers who support patients with learning disabilities, including the provision of information regarding learning disabilities, relevant legislation and carers' rights?	1) = Protocols /mechanisms are not in place.	i. The Trust work with carers to review how it supports carers, and formalise its position and systems within an agreed framework.	Daniel Marsden, Julie Barton, Trust Governors And Membership, Patient Experience, Safeguarding Group	Policy Drafted for review by CMB by April 2010	(3) = Protocols /mechanisms are in place but are only partially implemented.

Care Quality Commission Indicator 4

Care Quality indicator	Current score	Recommended Actions	Who	When	Review date score
4. Does the trust have protocols in place to routinely include training on learning disability awareness, legislation, human rights, Communication techniques and person centred approaches in their staff development and/or induction programmes for all staff?	1) = Protocols /mechanisms are not in place.	i. The Trust supports a business case for a post to implement a Mental Capacity Act policy training, method for Audit embedded within the Safeguarding Board. ii. The Trust audit staff knowledge and experience of learning disabilities. iii. Implement mandatory 'Reasonable Adjustments' training for all Trust	Sally Moore, Daniel Marsden Safeguarding Board. Audit Dept, Matrons. Safeguarding Board, Bruce Champion Smith, Equality, Diversity and Human Rights	Business Case presented by October 2009. April 2010 January 2010.	(3) = Protocols /mechanisms are in place but are only partially implemented.

Training



- Informal
- Involved user groups
- Well received and evaluated

Care Quality Commission Indicator 5

Care Quality indicator	Current score	Recommended Actions	Who	When	Review date score
5. Does the trust have protocols in place to encourage representation of people with learning disabilities and their family carers within Trust Boards, local groups and other relevant forums, which involves them in the planning and development of health services?	1) = Protocols /mechanisms are not in place.	<ul style="list-style-type: none"> i. The Trust review its systems for patient feedback on service delivery. ii. Implement the use of local independent advocacy organisations to Trust services. iii. The Trust evaluates its communication strategy. iv. The Trust evaluates its employment policy v. Patient Experience Teams implement 'Hearing from the Seldom Heard' guidance 	<p>Daniel Marsden, Sally Moore, Julie Barton, Pam Williams, Lynda Pearce, Governors Communication</p> <p>Daniel Marsden, Amanda Bedford, Patient Experience Teams.</p>	<p>January 2010.</p> <p>April 2010</p> <p>January 2010</p> <p>April 2010</p> <p>January 2010</p>	(3) = Protocols /mechanisms are in place but are only partially implemented.

Care Quality Commission Indicator 6

Care Quality indicator	Current score	Recommended Actions	Who	When	Review date score
6. Does the trust have protocols in place to regularly audit its practices for patients with learning disabilities and to demonstrate the findings in routine public reports?	1) = Protocols /mechanisms are not in place.	<p>The Trust evaluates its Disability Equality Scheme development and implementation.</p> <p>ii. Audit of Policy and Equality Impact Assessments published or reviewed over the last 18 Months</p> <p>iii. Review Action Plan in twelve months, and then annually via Equality and Diversity and Safeguarding groups.</p>	<p>Bruce Campion Smith, Equality, Diversity and Human Rights steering group, Human Resources, Daniel Marsden, Safeguarding Board.</p> <p>Daniel Marsden, Julie Pearce,</p>	<p>By April 2010</p> <p>January 2010</p> <p>April 2010</p>	(3) = Protocols /mechanisms are in place but are only partially implemented.

Recommendations



- Ambitious but achievable
- Working together
- Embedding changes in our systems

Quote



- “Culture eats strategy for breakfast”