

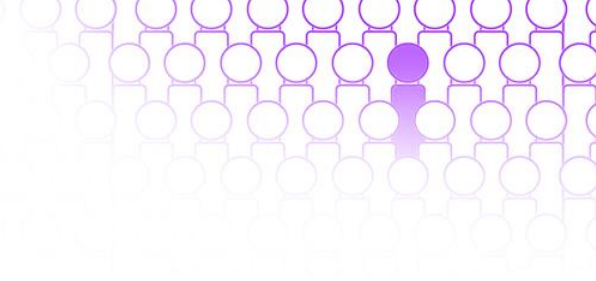


Reasonable adjustments for people with learning disabilities in England: A national survey of NHS Trusts

Appendices

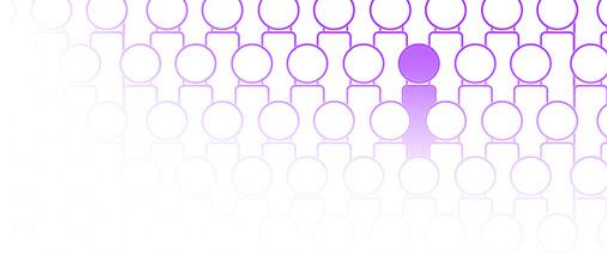
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IHAL 2011-03



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Appendix 1: Information for people with learning disabilities

Please indicate how the Trust provides information for people with learning disabilities: Information about services								
Trusts responding 'yes' for Easy Read, Audio and Film/DVD formats								
Information Format	Acute Trusts		Mental Health Trusts		PCTs		Total	
	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)
Easy Read	40	68% (24%)	23	100% (39%)	25	96% (16%)	89	82% (22%)
Audio	15	28% (9%)	3	16% (5%)	5	25% (3%)	23	24% (6%)
Film/DVD	11	20% (7%)	10	53% (17%)	8	35% (5%)	29	30% (7%)
Information about services: Evidence							No of Trusts, % of responders	
Information available on Trust website/ intranet							24 Trusts, 20%	
Information about services is under development							14 Trusts, 12%	
Information is available on request							13 Trusts, 11%	
Leaflets, including Easy Read or accessible leaflets							13 Trusts, 11%	
Service information routinely available on wards and departments							11 Trusts, 9%	
Information available through local advocacy groups							8 Trusts, 7%	
Service information routinely available on reception areas							7 Trusts, 6%	
Through Community Learning Disability teams							5 Trusts, 4%	
Through Learning Disability Liaison Nurses/ Acute Liaison Nurses							4 Trusts, 3%	



Please indicate how the Trust provides information for people with learning disabilities: Information about health problems
Trusts responding 'yes' for Easy Read, Audio and Film/DVD formats

Information Format	Acute Trusts		Mental Health Trusts		PCTs		Total	
	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)
Easy Read	44	73% (26%)	22	100% (37%)	25	93% (17%)	92	84% (23%)
Audio	11	21% (7%)	3	17% (5%)	9	39% (6%)	23	24% (6%)
Film/DVD	10	19% (6%)	7	37% (12%)	10	43% (7%)	27	28% (7%)
Information about health problems: Evidence							No of Trusts, % of responders	
Information available on Trust website/ intranet							20 Trusts, 17%	
Leaflets, including Easy Read or accessible leaflets							18 Trusts, 15%	
Information about services is in progress/ under development							13 Trusts, 11%	
Information is personalised/ individualised							9 Trusts, 8%	
Use links to outside websites such as www.easyhealth.org.uk							9 Trusts, 8%	



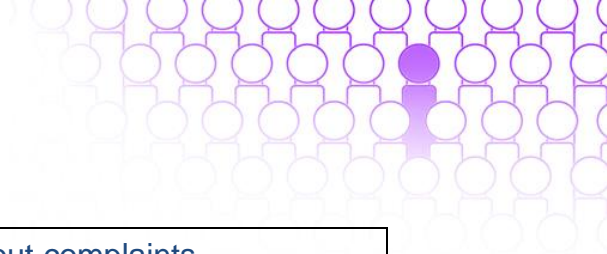
Please indicate how the Trust provides information for people with learning disabilities: Information about health promotion
Trusts responding 'yes' for Easy Read, Audio and Film/DVD formats

Information Format	Acute Trusts		Mental Health Trusts		PCTs		Total	
	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)
Easy Read	41	69% (24%)	18	86% (31%)	25	89% (16%)	85	78% (21%)
Audio	11	22% (7%)	2	12% (3%)	10	40% (7%)	23	24% (6%)
Film/DVD	4	8% (2%)	6	38% (10%)	14	54% (9%)	24	26% (6%)
Information about health promotion: Evidence							No of Trusts, % of responders	
Information available on Trust website/ intranet							23 Trusts, 19%	
Information is personalised/ individualised							9 Trusts, 8%	
Use of leaflets, including Easy Read leaflets							9 Trusts, 8%	

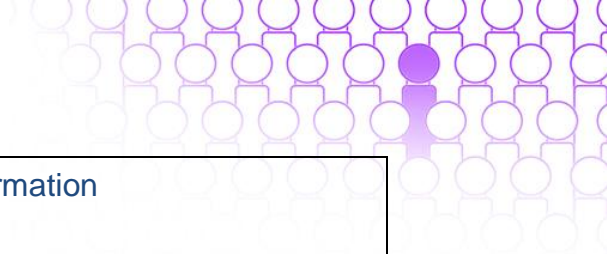


Please indicate how the Trust provides information for people with learning disabilities: Information about patients' rights
Trusts responding 'yes' for Easy Read, Audio and Film/DVD formats

Information Format	Acute Trusts		Mental Health Trusts		PCTs		Total	
	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)
Easy Read	40	69% (24%)	22	96% (37%)	21	84% (14%)	83	78% (21%)
Audio	10	19% (6%)	2	11% (3%)	5	23% (3%)	17	18% (4%)
Film/DVD	3	6% (2%)	5	28% (8%)	5	23% (3%)	13	14% (3%)
Information about patients' rights: Evidence							No. of Trusts, % responders	
Information available on Trust website/ intranet							24 Trusts, 20%	
Easy Read information or leaflets							13 Trusts, 11%	
Information available on reception areas							7 Trusts, 6%	
Information available in wards and departments							7 Trusts, 6%	
Information provided through the Patients Advice and Liaison Service (PALS)							6 Trusts, 5%	
Complaints information available in reception areas							5 Trusts, 4%	

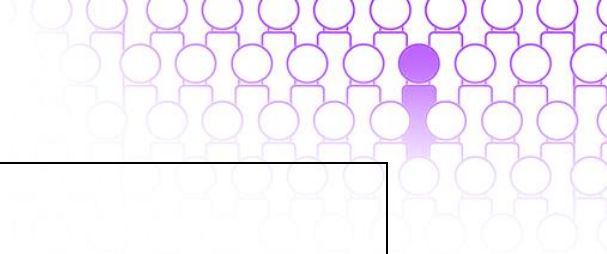


Please indicate how the Trust provides information for people with learning disabilities: Information about complaints								
Trusts responding 'yes' for Easy Read, Audio and Film/DVD formats								
Information Format	Acute Trusts		Mental Health Trusts		PCTs		Total	
	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)
Easy Read	48	81% (28%)	23	100% (39%)	19	83% (13%)	91	86% (23%)
Audio	11	21% (7%)	1	6% (2%)	5	26% (3%)	17	19% (4%)
Film/DVD	2	4% (1%)	3	18% (5%)	3	16% (2%)	8	9% (2%)
Information about complaints: Evidence							No of Trusts, % of responders	
Leaflets including Easy Read and accessible leaflets							27 Trusts, 23%	
Information available on Trust website/ intranet							22 Trusts, 19%	
Information about complaints under development							15 Trusts, 13%	
Information provided through PALS							10 Trusts, 8%	
Information available on wards/ departments							8 Trusts, 7%	
Information available on request/ as required							6 Trusts, 5%	
Information included within all sites and service areas							6 Trusts, 5%	
Through local or voluntary groups							6 Trusts, 5%	
Through Learning Disability Liaison Nurse/ Acute Liaison Nurse							5 Trusts, 4%	

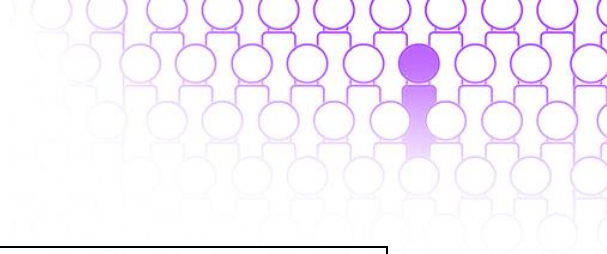


Please indicate how the Trust provides information for people with learning disabilities: Any other information
Trusts responding 'yes' for Easy Read, Audio and Film/DVD formats

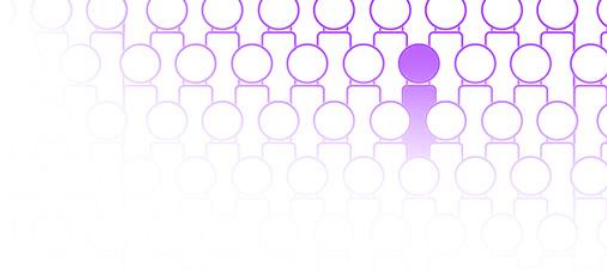
Information Format	Acute Trusts		Mental Health Trusts		PCTs		Total	
	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)
Easy Read	35	71% (21%)	17	100% (29%)	16	76% (11%)	69	78% (17%)
Audio	10	26% (6%)	2	14% (3%)	5	33% (3%)	17	25% (4%)
Film/DVD	4	10% (2%)	5	36% (8%)	4	27% (3%)	13	19% (3%)
Any other information: Evidence							No of Trusts, % of responders	
Information available on Trust website/ intranet							12 Trusts, 14%	
Leaflets including Easy Read and accessible leaflets							9 Trusts, 10%	
Information is personalised/ individualised							8 Trusts, 9%	
Use Hospital Communication Book							6 Trusts, 7%	
Other types of information are under development							6 Trusts, 7%	
Use of patient satisfaction surveys or comment cards							5 Trusts, 6%	
Use of pictures, photo stories or story boards							4 Trusts, 5%	



Is on-site information for patients with learning disabilities provided in an accessible format?							
Trusts responding 'yes'							
Acute Trusts		Mental Health Trusts		PCTs		Total	
No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)
48	89% (28%)	20	91% (34%)	22	85% (14%)	90	88% (23%)
Evidence:						No of Trusts, % of responders	
On-site information is under development						13 Trusts, 13%	
Easy Read leaflets/ other type of Easy Read information						13 Trusts, 13%	
Information provided on individualised/ personalised basis						7 Trusts, 7%	
Information available on request/ as required						5 Trusts, 5%	

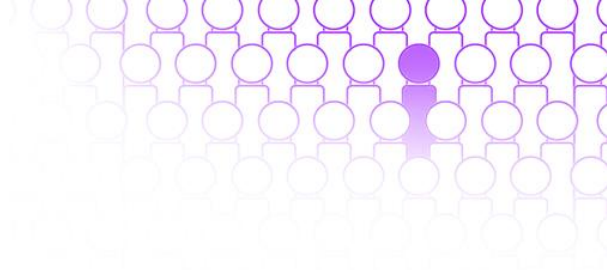


Is information for patients with learning disabilities to take away provided in an accessible format?							
Trusts responding 'yes'							
Acute Trusts		Mental Health Trusts		PCTs		Total	
No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)
44	81% (26%)	23	100% (39%)	23	88% (15%)	91	88% (23%)
Evidence:						No of Trusts, % of responders	
Provision of leaflets, including Easy Read leaflets						16 Trusts, 15%	
Information to take away prepared by Learning Disability Liaison Nurses/ Acute Liaison Nurses/ other Liaison staff						10 Trusts, 10%	
Information available on staff intranet						8 Trusts, 8%	
Information available on request/ as required						8 Trusts, 8%	
Information is personalised or individualised						6 Trusts, 6%	
Information available on website						4 Trusts, 4%	

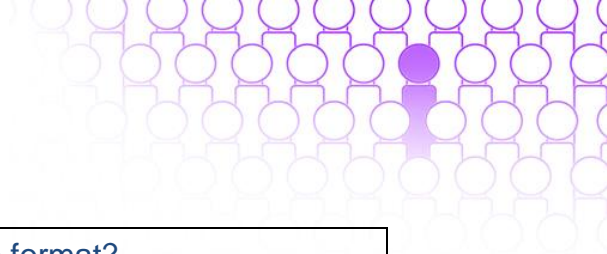


Appendix 2: Working in partnership with carers

What reasonable adjustments does the Trust carry out to support carers as partners in the provision of treatment and care to patients with learning disabilities?	
Evidence provided by Trust:	No of Trusts, % of responders
Some other policy or protocol not coded below	17 Trusts, 14%
Carers routinely involved in care planning or discussions about patient care	15 Trusts, 13%
Provision for carers to stay on-site (including provision of bathroom facilities, and provision for carers to eat)	13 Trusts, 11%
Carers policy	12 Trusts, 10%
Open hours/ carers can stay longer than usual (including use of badges to signpost carer status)	11 Trusts, 9%
Carers are supported by liaison staff	11 Trusts, 9%
Carers policy under development	9 Trusts, 8%
Use of carers' assessments	9 Trusts, 8%
Carers are invited to key meetings	7 Trusts, 6%
Carers members of/represented on local Learning Disability Partnership Board	6 Trusts, 5%
Use of carers' Learning Disability groups/ forums	6 Trusts, 5%
Amend appointment times	5 Trusts, 4%
Home visits	4 Trusts, 3%
Carers strategy	3 Trusts, 3%

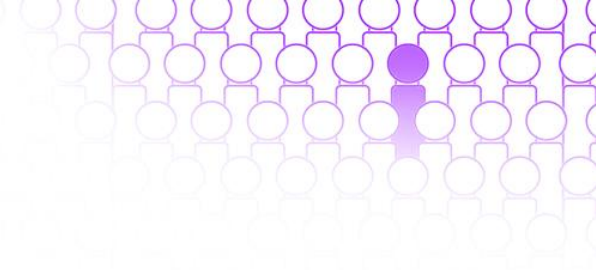


Is on-site information for the carers of patients with learning disabilities provided in an accessible format?							
Trusts responding 'yes'							
Acute Trusts		Mental Health Trusts		PCTs		Total	
No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)
36	65% (21%)	20	83% (34%)	16	67% (11%)	72	69% (18%)
Evidence:						No of Trusts, % of responders	
Information leaflets, including accessible or Easy Read leaflets						19 Trusts, 18%	
Information is available on request						9 Trusts, 9%	
Information available on Trust website						7 Trusts, 7%	
Information for carers is under development						6 Trusts, 6%	
Information available through Learning Disability Liaison Nurses or Learning Disability Teams						6 Trusts, 6%	
Intranet used to provide information to carers						5 Trusts, 5%	
Information is not in place						5 Trusts, 5%	
Information provided on individualised/ personalised basis						3 Trusts, 3%	
Information available in some but not all services						3 Trusts, 3%	
Through use of carer support worker/ other type of support worker						3 Trusts, 3%	

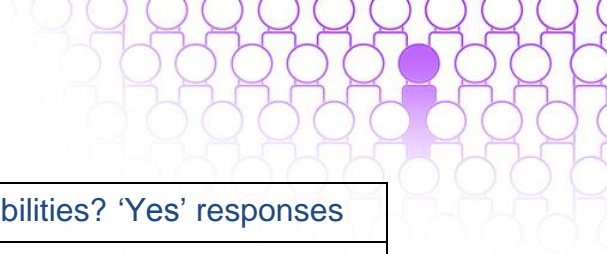


Is information for the carers of patients with learning disabilities to take away provided in an accessible format?							
Trusts responding 'yes'							
Acute Trusts		Mental Health Trusts		PCTs		Total	
No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)
33	65% (20%)	24	96% (41%)	18	72% (12%)	76	75% (19%)
Evidence:						No of Trusts, % of responders	
Leaflets						26 Trusts, 25%	
Trust website						7 Trusts, 7%	
Information is available on request						7 Trusts, 7%	
Information is under development						7 Trusts, 7%	
Information is available though Learning Disability Liaison Nurses or Learning Disability Teams						7 Trusts, 7%	
All Easy Read information is also available to carers						4 Trusts, 4%	
Trust intranet (includes staff printing off information for carers)						4 Trusts, 4%	
No specific information provided for carers of people with learning disabilities						3 Trusts, 3%	

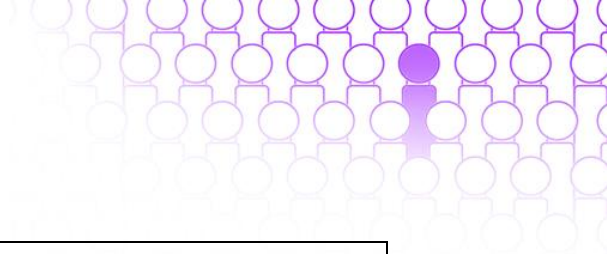
Appendix 3: Capacity, consent and advocacy



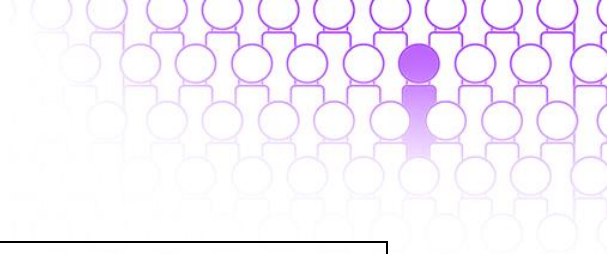
Does the Trust have a policy to ensure that staff understand their responsibilities in relation to capacity under the Mental Capacity Act (2005)?							
Trusts responding 'yes'							
Acute Trusts		Mental Health Trusts		PCTs		Total	
No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)
53	96% (31%)	21	100% (36%)	26	93% (17%)	101	96% (25%)
Evidence:						No of Trusts, % of responders	
Mental Capacity Policy						28 Trusts, 27%	
Provision of mental capacity training for staff						14 Trusts, 13%	
Mental Capacity Act provisions included in Trust consent policy						12 Trusts, 11%	
Mental Capacity Act provisions included in Trust safeguarding policy						10 Trusts, 10%	
Use of e-learning package						6 Trusts, 6%	
Policy under development						3 Trusts, 3%	
Draft Mental Capacity Policy						2 Trusts, 2%	



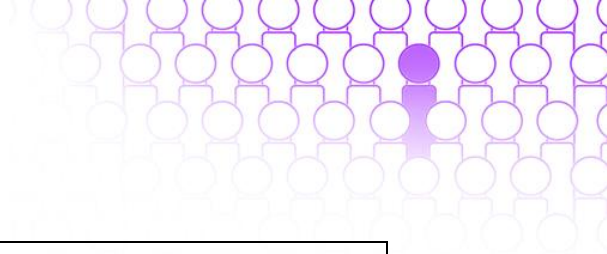
Does the Trust provide staff training in how to alter communication to suit individuals with learning disabilities? 'Yes' responses							
Acute Trusts		Mental Health Trusts		PCTs		Total	
No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)
50	89% (30%)	23	100% (39%)	26	90% (17%)	99	91% (25%)
Evidence:						No of Trusts, % responders	
Training in general Learning Disability awareness						14 Trusts, 13%	
Mandatory Learning Disability training						12 Trusts, 11%	
Training included in staff inductions						8 Trusts, 7%	
Training/ study days or workshops						7 Trusts, 6%	
Learning Disability Liaison Nurse/ Learning Disability co-ordinator provides staff training on communication						7 Trusts, 6%	
Training in this area planned or under development						7 Trusts, 6%	
Provide training in Total Communication or Makaton						6 Trusts, 6%	
Included in mental capacity training						6 Trusts, 6%	
Communication aids are made available in clinical areas						6 Trusts, 6%	
Through Hospital Communication Book						4 Trusts, 4%	
Use e-learning package						4 Trusts, 4%	
Training only provided in specialist Learning Disability services						4 Trusts, 4%	
General communication skills training						3 Trusts, 3%	
Trust does not provide specific training in communication with people with learning disabilities						3 Trusts, 3%	
Use of Easy Read cards						2 Trusts, 2%	
Learning Disability Qualification for new starters						2 Trusts, 2%	



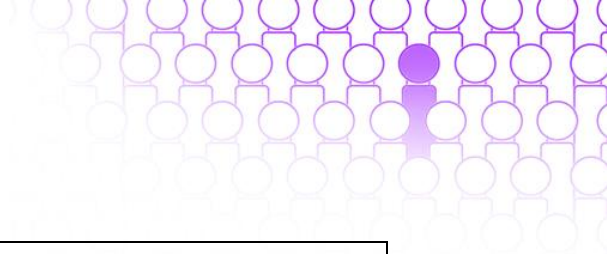
Is support provided for clinical staff when a patient is non-verbal?							
Trusts responding 'yes'							
Acute Trusts		Mental Health Trusts		PCTs		Total	
No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)
56	100% (33%)	21	100% (36%)	23	96% (15%)	101	99% (25%)
Evidence:						No of Trusts, % of responders	
Learning Disability Liaison Nurses/ Acute Liaison Nurses/ LD community teams /other liaison staff						37 Trusts, 36%	
Support from speech and language therapy services						18 Trusts, 18%	
Use of communication passports, hospital passports or action plans						14 Trusts, 14%	
Use of interpreters, including Makaton interpreters						14 Trusts, 14%	
Use of Hospital Communication Book						13 Trusts, 13%	
Use of British Sign Language interpreters						11 Trusts, 11%	
Engage family carers as experts						10 Trusts, 10%	
Use communication, picture or symbol boards						10 Trusts, 10%	
Information available on Trust intranet						6 Trusts, 6%	
Use of disability resource file/ pack						4 Trusts, 4%	
Care planning/ person-centred planning includes details of individual's communication needs						4 Trusts, 4%	
Use of individual communication packages						2 Trusts, 2%	



How is advocacy supported by the Trust?	
Evidence provided by provider Trusts:	No of Trusts, % of responders
Use of Independent Mental Capacity Advocates	35 Trusts, 40%
Through a local advocacy group or service	18 Trusts, 21%
Use of Independent Complaints Advocacy Service	12 Trusts, 15%
Advocacy supported through PALS service	12 Trusts, 15%
Through specialist learning disability or liaison staff	12 Trusts, 15%
Joint/ partnership working with advocacy services	10 Trusts, 11%
Evidence provided by commissioner Trusts:	No of PCTs, % of PCT responders
Advocacy services commissioned jointly with local authorities	9 PCTs, 38%
Commission advocacy services independently	3 PCTs, 13%



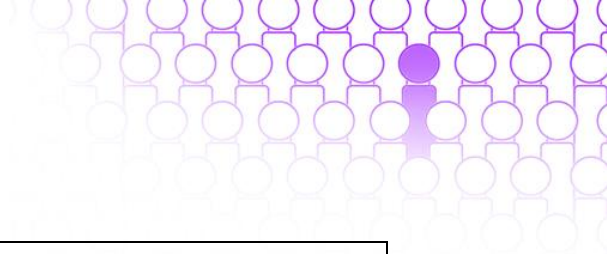
During 2009/10, have any Trust patients with learning disabilities have made use of an Independent Mental Capacity Advocate (IMCA)?							
Trusts responding 'yes'							
Acute Trusts		Mental Health Trusts		PCTs		Total	
No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)
36	77% (21%)	17	100% (29%)	16	94% (11%)	70	85% (18%)
Evidence:						No of Trusts, % of responders	
Figure provided, ranging from 1 patient to 44 patients						37 Trusts, 45%	
Information not known/ unsure						19 Trusts, 23%	
Specific information not collected						8 Trusts, 10%	
Trust is working on making this information available						5 Trusts, 6%	
Information currently unavailable						3 Trusts, 4%	
Collection of information recently started						3 Trusts, 4%	



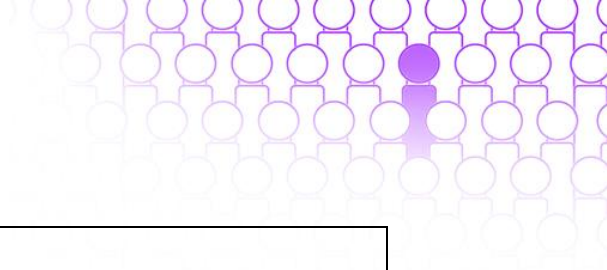
During 2009/10, have any Trust patients with learning disabilities have made use of the Independent Complaints Advocacy Service (ICAS)?							
Trusts responding 'yes'							
Acute Trusts		Mental Health Trusts		PCTs		Total	
No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)
9	25% (5%)	6	38% (10%)	6	46% (4%)	21	32% (5%)
Evidence:						No of Trusts, % of responders	
No Trust patients have made use of ICAS						38 Trusts, 58%	
Information not known/ unsure						16 Trusts, 24%	
Information not routinely recorded						10 Trusts, 15%	
Figure provided, ranging from 1 patient to 5 patients						9 Trusts, 14%	
ICAS mentioned in complaints literature						6 Trusts, 9%	
Specific information about patients with learning disabilities not recorded						5 Trusts, 8%	
Data capture under development						4 Trusts, 6%	
Awaiting information from an ICAS provider						3 Trusts, 5%	
Cannot answer because information confidential to ICAS						2 Trusts, 3%	

Appendix 4: Service delivery

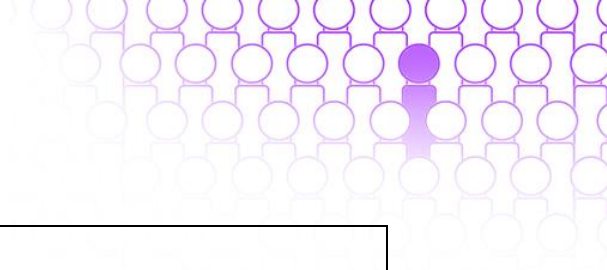
Provide evidence of reasonable adjustments for patients with learning disabilities: Initial communications & first appointments	
Evidence provided by Trusts:	No of Trusts, % of responders
Flexible appointment times	26 Trusts, 22%
Easy Read or accessible appointment invitation letters	12 Trusts, 10%
Learning Disability Liaison staff work with other health services to ensure reasonable adjustments are put in place	11 Trusts, 9%
Pre-visits for patients who may be nervous about attending an appointment	9 Trusts, 8%
Learning Disability Liaison staff / LD Co-ordinator support individual patients with learning disabilities.	8 Trusts, 7%
Use of a flagging system that alerts to presence of a learning disability	8 Trusts, 7%
Easy Read or accessible appointment letters are under development	7 Trusts, 3%
Make pro-active contact with patients after an appointment letter had been sent out.	6 Trusts, 5%
Easy Read or accessible information for patients	6 Trusts, 5%
Patients with learning disabilities can attend appointments with a carer, advocate or key worker.	6 Trusts, 5%
Use of Hospital Communication Book/ Easy Read resource file	6 Trusts, 5%
Liaison with carers	6 Trusts, 5%
Appointment letters encourage patients to disclose any additional needs	5 Trusts, 4%
Use of Hospital Passports, Health Action Plans or the Traffic Light Assessment tool	5 Trusts, 4%
Provision of home visits for appointments	5 Trusts, 4%
Reasonable adjustments made on an individual basis	4 Trusts, 3%
Co-ordination of service so that a patient does not need to move between departments	2 Trusts, 2%
Provision of a quiet area or private room for appointments,	2 Trusts, 2%
Patients with learning disability are given a choice of venue for their appointments	2 Trusts, 2%



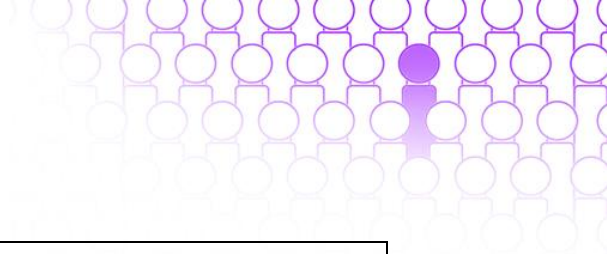
Please provide evidence of reasonable adjustments for patients with learning disabilities in: Process of diagnosis/ identification of a health issue	
Evidence provided by Trusts:	No of Trusts, % of responders
Collaboration between liaison staff and other services, including examples of joint and partnership working	11 Trusts, 9%
Flexible appointment procedures, e.g. first appointments or longer appointment times	10 Trusts, 8%
Support is provided by liaison staff to patients with learning disabilities.	10 Trusts, 8%
Use of Easy Read or accessible information/ leaflets	9 Trusts, 8%
Reasonable adjustments are made on an individual or person-centred basis	9 Trusts, 8%
Use of hospital passports, Health Action Plans or assessment tools to identify communication issues	8 Trusts, 7%
Liaison with the carers of people with learning disabilities	7 Trusts, 6%
Specific pathway has been developed/adapted for people with learning disabilities, including pathway protocols	6 Trusts, 5%
Development of care planning procedures including incorporating the input of patients and carers	4 Trusts, 3%
Provision of home visits	4 Trusts, 3%
Use of some kind of visual aid, e.g. social stories, pictorial aids or illustrations	4 Trusts, 3%
Patient with learning disabilities seen with a carer or advocate	3 Trusts, 3%
Taken a multidisciplinary approach	3 Trusts, 3%
Discussion of issue of diagnostic overshadowing	2 Trusts, 2%



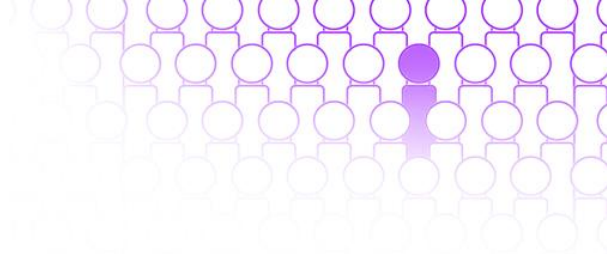
Please provide evidence of reasonable adjustments for patients with learning disabilities in: Clinical/professional intervention	
Evidence provided by Trusts:	No of Trusts, % of responders
Provision of individual forms of reasonable adjustment.	15 Trusts, 13%
Routine care plans/ care planning procedures adapted for individual patients with learning disabilities.	8 Trusts, 7%
Liaison with/ involvement of carers	6 Trusts, 5%
Use of Best Interest meetings or decisions	5 Trusts, 4%
Joint working or liaison between Learning Disability staff and other services	5 Trusts, 4%
Longer appointment times/ extra time at appointments	4 Trusts, 3%
Provision of staff training	4 Trusts, 3%
Examples of support from liaison staff for patients with learning disabilities	4 Trusts, 3%
Use of social stories or pictorial aids	4 Trusts, 3%
Use of the website easyhealth.org.uk	3 Trusts, 3%
Use of IMCAs	3 Trusts, 3%



Please provide evidence of reasonable adjustments for patients with learning disabilities in: Diagnosis and follow up	
Evidence provided by Trusts:	No of Trusts, % of responders
Links between Trust staff and Community Learning Disability Teams	13 Trusts, 11%
Liaison staff stay in contact with patients or ensure that their care is followed up post discharge	9 Trusts, 8%
Reasonable adjustments are made on an individual or personal basis	8 Trusts, 7%
Some form of discharge planning including discharge planning meetings, protocols, portfolios, discharge checklist	6 Trusts, 5%
Discharge procedures involve liaison with carers	5 Trusts, 4%
Provision of Easy Read or accessible discharge information for patients	5 Trusts, 4%
Carers and/or patients are involved in discharge planning meetings.	4 Trusts, 3%

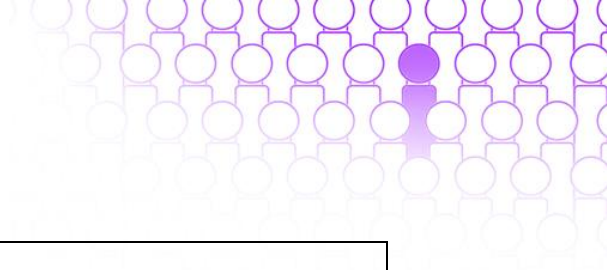


Does the Trust make use of liaison staff with a specific role in providing health facilitation? Trusts responding 'yes'							
Acute Trusts		Mental Health Trusts		PCTs		Total	
No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)
55	95% (33%)	18	90% (31%)	24	96% (16%)	98	94% (25%)
Evidence from provider Trusts:						No of Trusts, % of responders	
Employ Learning Disability Liaison Nurses						12 Trusts, 15%	
Employ Acute Liaison Nurses						12 Trusts, 15%	
Employ health facilitation nurse/ strategic health facilitator						11 Trusts, 14%	
Liaison staff work closely with Learning Disability Community Teams						7 Trusts, 9%	
Use of Liaison teams						6 Trusts, 8%	
Liaison staff sit on Trust steering groups/ other working groups						5 Trusts, 6%	
Health facilitation is part of Safeguarding Adults Lead/ Safeguarding Adults co-ordinator role						4 Trusts, 5%	
Engage in partnership working with community or PCT health facilitation staff						4 Trusts, 5%	
Work with Learning Disability Health Liaison Nurse/ lead Nurse from PCT						3 Trusts, 3%	
Evidence from commissioning Trusts:						No of PCTs, % of PCT responders	
Funding of Liaison staff						9 Trusts, 36%	
Funding of health facilitation						7 Trusts, 28%	

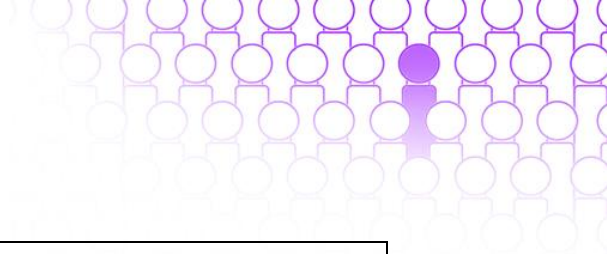


Appendix 5: Gathering monitoring and reporting information

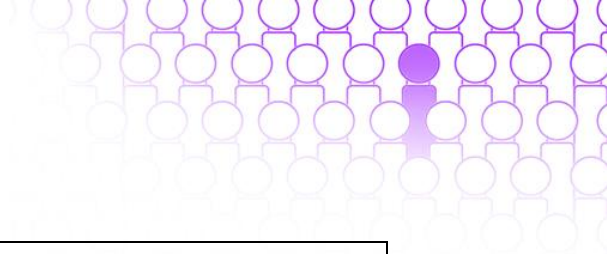
How does the Trust know whether a patient has a learning disability?	
Evidence provided by Trusts:	No of Trusts, % of responders
Example of flagging system	27 Trusts, 23%
Through GP referrals	17 Trusts, 14%
Patients are known to Learning Disability staff, teams or services.	15 Trusts, 13%
Some form of information or alert in medical records is used	12 Trusts, 10%
Through the use of the Quality Outcomes Framework or registers	10 PCTs, 31% of PCT responders
Through initial medical assessments or admission procedures	9 Trusts, 8%
Through carers or family	9 Trusts, 8%
From patients with learning disabilities themselves.	6 Trusts, 5%
Use of screening tools or expert advice,	6 Trusts, 5%
A system is under development to identify patients with a learning disability,	6 Trusts, 5%
Some form of specific assessment such as a pre-admission assessment	5 Trusts, 4%
Use of the Hospital passport,	5 Trusts, 4%
No system is in place.	4 Trusts, 3%
Use of Health Action Plan	3 Trusts, 3%



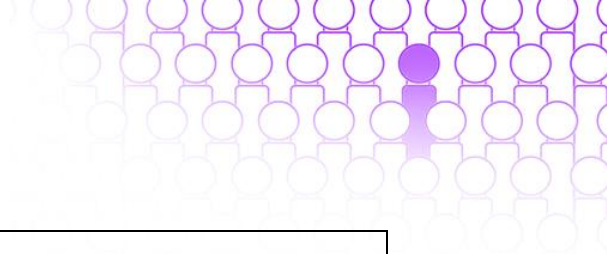
How many patients with a learning disability used Trust services in 2009/10?	
Evidence provided by provider Trusts:	No of Trusts, % of responders
Figure provided, ranging from 30 to 4456, averaging 891 patients	24 Trusts, 20%
Information is unknown	24 Trusts, 20%
Figure given but approximate/ covering part services/ not covering entire timescale	18 Trusts, 15%
Information is not recorded	12 Trusts, 10%



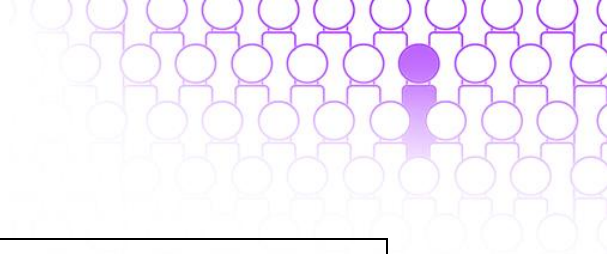
Does the Trust make use of 'flags' to indicate additional needs for people with learning disabilities?							
Trusts responding 'yes'							
Acute Trusts		Mental Health Trusts		PCTs		Total	
No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)
39	74% (23%)	13	57% (22%)	18	72% (12%)	70	69% (18%)
Evidence from provider Trusts:						No of Trusts, % of responders	
Use of electronic flagging system						13 Trusts, 13%	
Use of flags within the Patient Administration System						9 Trusts, 9%	
A flagging system is under development						9 Trusts, 9%	
No flagging system is in place						9 Trusts, 9%	
Flags within patient medical records						8 Trusts, 8%	
Flags in place in GP services						5 Trusts, 5%	
Flags used in Accident and Emergency departments						4 Trusts, 4%	
3 Learning Disability Trusts stated that this question was not relevant to their operations as all of their patients had learning disabilities						3 Trusts	



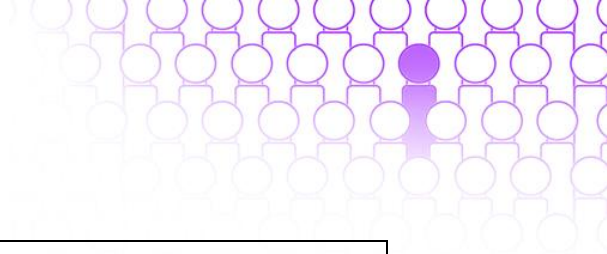
Have appropriate clinical codes for recording learning disability been agreed across local Trusts?							
Trusts responding 'yes'							
Acute Trusts		Mental Health Trusts		PCTs		Total	
No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)
18	40% (11%)	16	89% (27%)	19	86% (13%)	54	63% (14%)
Evidence from Trusts:						No of Trusts, % of responders	
Use of International Statistical Classification of Diseases and Related Health Problems (ICD 10) codes						16 Trusts, 19%	
No agreement in place						11 Trusts, 13%	
An appropriate agreement is under development						8 Trusts, 9%	
Codes within the Directed Enhanced Service (DES)						5 Trusts, 6%	
Use of Read codes						3 Trusts, 3%	
There is some agreement but this is not consistently applied						2 Trusts, 2%	



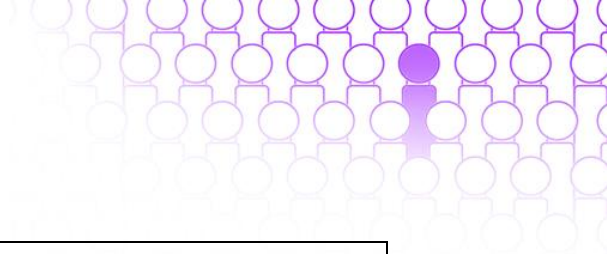
Is information about reasonable adjustments recorded on the electronic patient record?							
Trusts responding 'yes'							
Acute Trusts		Mental Health Trusts		PCTs		Total	
No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)
17	33% (10%)	16	73% (27%)	11	65% (7%)	45	49% (11%)
Evidence from provider Trusts:						No of Trusts, % of responders	
Information is kept on a paper or medical record						10 Trusts, 11%	
Information is recorded on care plans or care records						8 Trusts, 9%	
This is under development						7 Trusts, 8%	
An electronic record of reasonable adjustments is not kept						5 Trusts, 5%	
Information is not recorded consistently						3 Trusts, 3%	
Information is recorded in free text boxes on the electronic patient record						2 Trusts, 2%	
Information is recorded if agreed with the patient or in their best interests						2 Trusts, 2%	



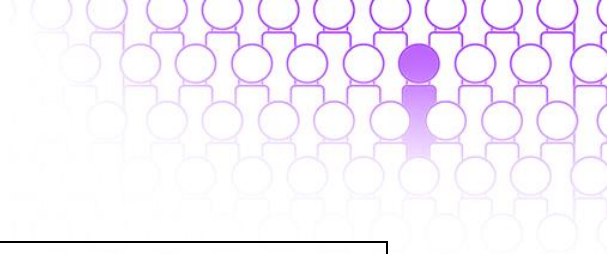
Does the Trust make use of Health Passports, Health Action Plans or anything similar?							
Trusts responding 'yes'							
Acute Trusts		Mental Health Trusts		PCTs		Total	
No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)
55	98% (33%)	24	96% (41%)	24	100% (16%)	104	98% (26%)
Evidence from provider Trusts:						No of Trusts, % of responders	
Use Health Action Plans						34 Trusts, 32%	
Use hospital passports						33 Trusts, 31%	
Use Traffic Light Assessment tool						14 Trusts, 13%	
Use of Health Passport/ Health Action Plans/ similar is under development						8 Trusts, 8%	
Use of 'My Health Record'						7 Trusts, 7%	
Use Hospital Communication Book						6 Trusts, 6%	



Do you accept and use Health Passports not developed by your Trust?							
Trusts responding 'yes'							
Acute Trusts		Mental Health Trusts		PCTs		Total	
No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)
54	98% (32%)	21	100% (36%)	21	95% (14%)	97	98% (24%)
Evidence from provider Trusts:						No of Trusts, % of responders	
Health Passports are accepted for out-of-area patients						4 Trusts, 4%	
Health Passports from other Trusts are accepted for new referrals						3 Trusts, 3%	
Health Action Plan/ Health Passport provided as evidence						3 Trusts, 3%	
Health Passports are accepted from neighbouring Trusts						2 Trusts, 2%	
Health Passports are accepted from community settings						2 Trusts, 2%	



Are data about people with learning disabilities used to contribute to service planning and development?							
Trusts responding 'yes'							
Acute Trusts		Mental Health Trusts		PCTs		Total	
No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)
44	85% (26%)	23	100% (39%)	28	100% (18%)	96	92% (24%)
Evidence from provider Trusts:						No of Trusts, % of responders	
Used surveys or service user feedback						15 Trusts, 14%	
Make use of audit data.						7 Trusts, 7%	
Through a Trust disability group/ forum						7 Trusts, 7%	
Through Learning Disability Partnership Boards						5 Trusts, 5%	
Through Health Action Groups or Health Task Groups,						4 Trusts, 4%	
Through patient equality and diversity groups.						4 Trusts, 4%	
Through Liaison staff or Liaison teams						4 Trusts, 4%	

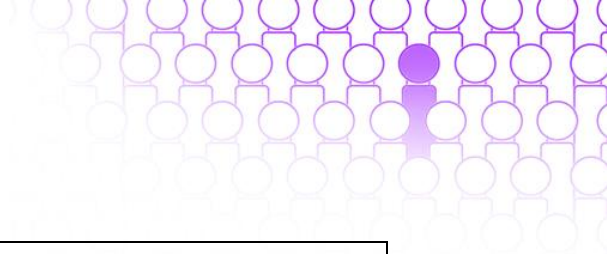


Does the Trust compare clinical processes and outcomes for patients with learning disabilities with other Trust patients?							
Trusts responding 'yes'							
Acute Trusts		Mental Health Trusts		PCTs		Total	
No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)
16	29% (9%)	10	48% (17%)	9	43% (6%)	35	35% (9%)
Evidence from provider Trusts:						No of Trusts, % of responders	
Under development/ aware of need to compare clinical outcomes						8 Trusts, 8%	
Through Learning Disability Self Assessment process						4 Trusts, 4%	
Through the Strategic Health Authority						3 Trusts, 3%	
Through Good Health groups						3 Trusts, 3%	
Through specific forums						3 Trusts, 3%	

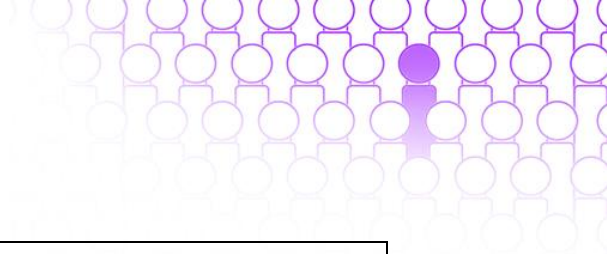


Appendix 6: Patient and public involvement

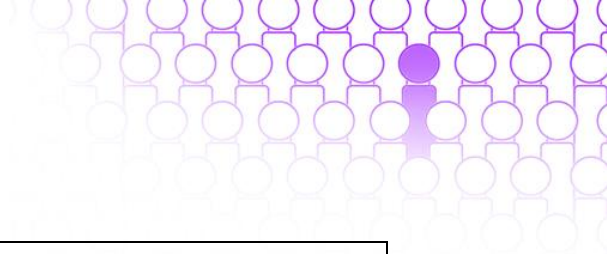
What reasonable adjustments are in place to ensure that service evaluations and service reviews specifically include the views of people with learning disabilities?	
Evidence provided by Trusts:	No of Trusts, % of responders
Use of groups, including Learning Disability groups, carers groups, forums and focus groups	24 Trusts, 20%
Patient surveys, questionnaires or interviews adapted for people with learning disabilities	14 Trusts, 12%
Input by a Learning Disability Partnership Board	11 Trusts, 9%
Organised events	10 Trusts, 8%
Use of Easy Read surveys or questionnaires	7 Trusts, 6%
Take measures to ensure that information on Trust operations is provided in an accessible format	7 Trusts, 6%
Involvement of advocacy groups or services,	7 Trusts, 6%
Through help of a Learning Disability Team, service, or an advocate	6 Trusts, 5%
Work is carried out with other partner organisations	6 Trusts, 5%



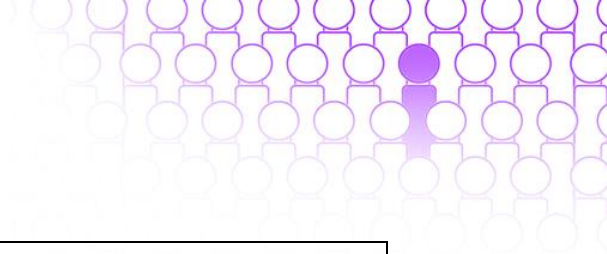
What reasonable adjustments are in place to allow access to the Trust complaints procedure for people with learning disabilities?	
Evidence provided by Trusts:	No of Trusts, % responders
Easy Read or accessible complaints leaflets	29 Trusts, 24%
Learning Disability specialist or Liaison nurses	16 Trusts, 13%
Patient Advice and Liaison Service (PALS)	12 Trusts, 10%
Independent Conciliation and Advocacy Service (ICAS)	12 Trusts, 10%
Easy Read PALS leaflet	9 Trusts, 8%
Easy Read leaflets about complaints are under development	9 Trusts, 8%
Provision of Easy Read information about complaints procedures	5 Trusts, 4%
Use of Learning Disability teams	3 Trusts, 3%
Information about complaints is available in different formats on request	3 Trusts, 3%
Easy Read leaflets are available on request	2 Trusts, 2%
Easy Read leaflets available on the Trust's intranet.	2 Trusts, 2%
Easy Read ICAS leaflet	2 Trusts, 2%
Use of complaints department staff	2 Trusts, 2%
Patient Experience Team	2 Trusts, 2%
LINK staff	2 Trusts, 2%
Health facilitation nurses	2 Trusts, 2%
Matron leads	2 Trusts, 2%
Local advocacy and support groups	2 Trusts, 2%



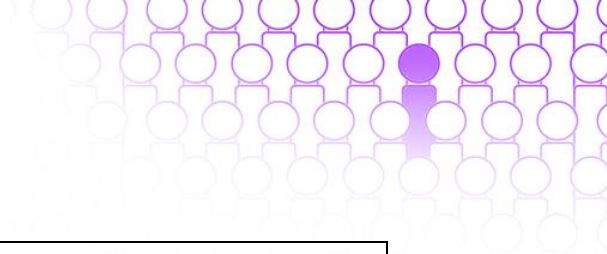
Are reasonable adjustments in place to ensure the views and interests of people with learning disabilities are represented at Trust Board level?							
Trusts responding 'yes'							
Acute Trusts		Mental Health Trusts		PCTs		Total	
No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)
41	85% (24%)	18	90% (31%)	18	82% (12%)	78	86% (20%)
Evidence from provider Trusts:						No of Trusts, % of responders	
Identification of a specific person at Trust Board level with a remit to consider the needs of people with learning disabilities						24 Trusts, 20%	
Regular reports from policy initiatives such as Closing the Gap are fed back to Boards						21 Trusts, 18%	
Information from Learning Disability Partnership Boards/Learning Disability Steering Groups is fed to Trust Boards						15 Trusts, 13%	
People with learning disabilities are included in the membership of a Patient Experience Group/ Service User forum that reports to the Board						13 Trusts, 11%	
There is service user representation at a sub-committee level						6 Trusts, 5%	
Patient stories or video diaries are presented to the Board						5 Trusts, 4%	
Easy Read information is produced at a sub-committee level						3 Trusts, 3%	
Trust has a governor with a learning disability						2 Trusts, 2%	



Are people with learning disabilities and/or their carers involved as trainers for Trust staff?							
Trusts responding 'yes'							
Acute Trusts		Mental Health Trusts		PCTs		Total	
No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)
35	63% (21%)	19	83% (32%)	16	64% (11%)	70	67% (18%)
Evidence from Trusts:						No of Trusts, % of responders	
People with learning disabilities or their carers are involved as trainers for Trust staff at specific training events						37 Trusts, 35%	
Involvement of outside organisations such as People First or theatre groups						11 Trusts, 10%	
People with learning disabilities and/or their carers are indirectly involved in training through use of DVDs, videos or stories						8 Trusts, 8%	
Involved at Learning Disability awareness sessions						6 Trusts, 6%	
Trusts directly employed people with learning disabilities to deliver training						3 Trusts, 3%	



Can you provide any specific examples where feedback from patients with learning disabilities and their carers has changed a service?	
Evidence provided by Trusts:	No of Trusts, % of responders
Change or development in a policy, strategy, guidelines or action plans	14 Trusts, 13%
Development of Easy Read documents such as leaflets, complaint forms, menus or appointment letters	12 Trusts, 11%
Development of resources used with patients, such as Hospital Communication Books and Passports, as a result of feedback	10 Trusts, 10%
Changes in aspects of care, such as admission/discharge procedures, appointment times	10 Trusts, 10%
Service users are involved in service changes, e.g. development of menus, activity planning, new facility design	9 Trusts, 9%
A complaint has led to developments or changes within the Trust	9 Trusts, 8%
Feedback has helped to develop staff training or recruitment procedures	4 Trusts, 4%



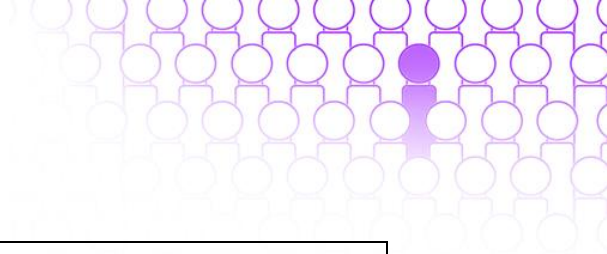
What reasonable adjustments do PALs make to support patients with learning disabilities and their families within the Trust?	
Evidence provided by Trusts:	No of Trusts, % of responders
Easy Read or accessible leaflets	36 Trusts, 30%
PALS refer to/ liaise with other hospital contacts, e.g. Learning Disability Liaison Nurses or language support services	25 Trusts, 21%
PALS provide individual or face to face support for patients with learning disabilities and their families	24 Trusts, 20%
Staff specially trained in Learning Disability or Learning Disability Champions	7 Trusts, 6%
PALS make use of the IMCA or ICAS service	7 Trusts, 6%
PALS engaged in partnership working with local organisations or attend local events	5 Trusts, 4%
PALS office is in an accessible location.	4 Trusts, 3%
PALS provide extra time for patients with learning disabilities	4 Trusts, 3%
PALS make home or telephone visits	4 Trusts, 3%
PALS staff can accompany a person with learning disabilities during their visit to hospital	3 Trusts, 3%



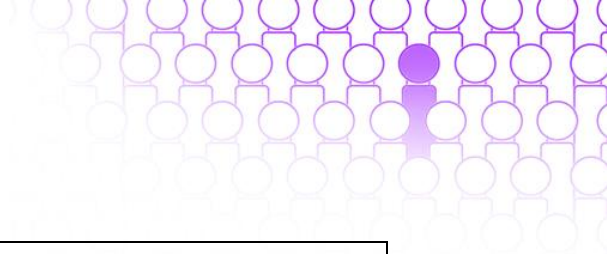
(For Foundation Trusts) How many members of the Foundation Trust are people with learning disabilities or their carers; What % is this of total members?	
Evidence provided by Trusts:	No of Trusts, % of responders
Information unknown or not collected	30 Trusts, 73%
Provided a number of members, responses ranging from 7 to 918 people, with an average of 361	5 Trusts, 12%
Provided a percentage of total members, ranging from 1.82% to 16%, averaging 8.1%	5 Trusts, 12%

Appendix 7: Employment

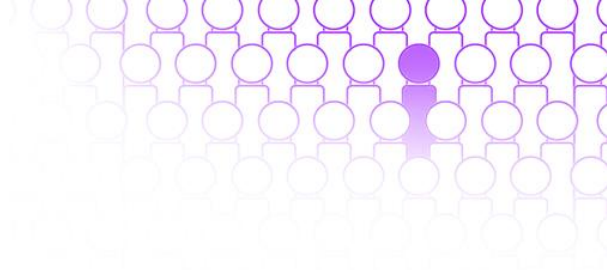
In what ways does the Trust recruit and support employees with learning disabilities, including volunteers?	
Evidence provided by Trusts:	No of Trusts, % of responders
Human Resources recruitment policy	26 Trusts, 22%
Part of the two ticks disability award scheme	18 Trusts, 15%
Use of some form of supported employment scheme,	18 Trusts, 15%
Examples of employment of volunteers with learning disabilities	16 Trusts, 13%
Examples of employment of staff with learning disabilities	14 Trusts, 12%
Trust does not employ anyone with learning disabilities	6 Trusts, 5%
Guaranteed interview scheme	3 Trusts, 3%



Does staff training address attitudes to other staff with learning disabilities?							
Trusts responding 'yes'							
Acute Trusts		Mental Health Trusts		PCTs		Total	
No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)
46	96% (27%)	19	90% (32%)	20	80% (13%)	86	91% (22%)
Evidence from Trusts:						No of Trusts, % of responders	
Staff attitudes addressed in general equality and diversity training						48 Trusts, 51%	
Provide specific Learning Disability Training that includes attitudes towards other staff with learning disabilities						15 Trusts, 16%	



Do appraisal and personal development plans ensure that people with learning disabilities are not treated unfairly in relation to retention and career development?							
Trusts responding 'yes'							
Acute Trusts		Mental Health Trusts		PCTs		Total	
No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)
40	95% (24%)	18	95% (31%)	16	84% (11%)	75	93% (19%)
Evidence from Trusts:						No of Trusts, % of responders	
Some form of reasonable adjustment is in place, including modified appraisals or personal development plans						14 Trusts, 17%	
There is a policy in place to ensure this						12 Trusts, 15%	
Appraisals are designed to be individual.						8 Trusts, 10%	
Information needed to answer this question is not available or not collected						7 Trusts	



Appendix 8: Mapping impact through Equality Impact Assessments

Are people with learning disabilities involved in planning and reviewing equality impact assessments?							
Trusts responding 'yes'							
Acute Trusts		Mental Health Trusts		PCTs		Total	
No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)
16	32% (9%)	10	43% (17%)	9	41% (6%)	36	38% (9%)
Evidence from Trusts:						No of Trusts, % of responders	
Identify role of internal or external groups, e.g. advocacy or focus groups						15 Trusts, 16%	
People with learning disabilities are not , or not always, involved in planning and reviewing EIAs						5 Trusts, 5%	
Acknowledge need to increase participation by people with learning disabilities/ this is planned for the future						4 Trusts, 4%	



Do Trust equality impact assessments consider people with learning disabilities who may experience multiple forms of discrimination, e.g. those from minority ethnic communities?							
Trusts responding 'yes'							
Acute Trusts		Mental Health Trusts		PCTs		Total	
No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)	No. of Trusts	% of Trust responders (% of all Trusts)
46	94% (27%)	21	91% (36%)	24	96% (16%)	92	94% (23%)
Evidence from Trusts:						No of Trusts, % of responders	
Equality Impact Assessments (EIAs) cover all groups, including people with learning disabilities						16 Trusts, 16%	
EIAs are used to ensure that multiple forms of discrimination can be highlighted						14 Trusts, 14%	
Provide guidelines/ policy as evidence						9 Trusts, 9%	

Appendix 9: Example of LDPB survey



LDPB Survey of NHS Reasonable Adjustments

Improving Health and Lives: Learning Disability Observatory (www.ihal.org.uk) is a new initiative that seeks to collect and improve data on healthcare services about and for people with learning disabilities. As part of this work, a new project is trying to measure the nature and extent of Reasonable Adjustments carried out by NHS agencies within England.

This initial survey aims to find out whether LDPBs are aware of Reasonable Adjustments currently being carried out by local NHS trusts and any examples of good practice. The results will help to inform a survey of NHS trusts which will be sent out in late September 2010.

As a result, we need your response by Friday 24th September.

- Do you have any information about Reasonable Adjustments for people with learning disabilities being made (or not made) by local NHS trusts in your LDPB area during the current calendar year (since January 2010)?

Possible types of NHS trust in your LDPB area include: PCTs, Acute/Hospital NHS Trusts (including specific A&E departments), Care Trusts, Mental Health Trusts and Ambulance Trusts.

Trust name (e.g. Devon Primary Care Trust)	Source(s) of information (e.g. report, policy document, personal communication)	Type(s) of Reasonable Adjustment/ Nature of lack of reasonable adjustment provision (e.g. easy-read leaflets, double appointments, 'Health Passports'/ Health Action Plans, access to advocacy)

Please continue on a separate sheet if you have further examples.



- Are you aware of any examples of good practice by your local NHS trusts in making Reasonable Adjustments for people with learning disabilities (that they would be happy to share publicly)?

- Do you have any other comments or feedback about the proposed Reasonable Adjustments project?

- As part of the next stage of the Reasonable Adjustments Project we intend to send a survey to all NHS Trusts within England and would like to collect contact details for appropriate local Trust personnel held by LDPB boards, if available. Each individual you name will be sent a brief survey that asks questions about the reasonable adjustments carried out by their NHS trust.

Name of Trust Contact	Local NHS Trust	Contact details (email address preferred, or if no email, phone no./postal address)

Please continue on a separate sheet if you have further local NHS Trust contacts. **Thank you** for taking the time to respond to this survey. If you are interested in contributing to an online discussion about the reasonable adjustments project you can do so at: <http://tinyurl.com/2em78f2>.

Please return this survey by **24th September** to Hazel Roberts, Senior Research Associate at Lancaster University. You can do so via email to: h.roberts@lancaster.ac.uk or via post to: **Hazel Roberts, Senior Research Associate, Improving Health and Lives, Centre for Disability Research, Lancaster University, Lancaster LA1 4YT.**

Thank you for taking the time to respond to this survey. If you are interested in contributing to an online discussion about the reasonable adjustments project you can do so at: <http://tinyurl.com/2em78f2>. Please return this survey by **24th September** to Hazel Roberts, Senior Research Associate at Lancaster University. You can do so via email to: h.roberts@lancaster.ac.uk or via post to: **Hazel Roberts, Senior Research Associate, Improving Health and Lives, Centre for Disability Research, Lancaster University, Lancaster LA1 4YT.**

Appendix 10: NHS Trust reasonable adjustments survey covering letter



www.improvinghealthandlives.org.uk

October 2010

Dear NHS Trust representative,

NHS Trust Reasonable Adjustments survey

The Learning Disabilities Observatory (part of IHaL: Improving Health and Lives) is a new initiative commissioned by the Department of Health in response to the Michael Inquiry into the treatment of people with learning disabilities by the NHS.

As part of IHaL's programme of work agreed with the Department of Health we are carrying out a mapping exercise of the reasonable adjustments for people with learning disabilities carried out by each NHS Trust in England.

This survey asks for evidence of the reasonable adjustments carried out in your Trust in a range of areas: Information for people with learning disabilities; Working in partnership with carers; Capacity, consent and advocacy; Service delivery; Gathering and monitoring information; Patient and public involvement; Employment; and Mapping impact through Equality Impact Assessments. Trusts are also asked to provide examples of relevant policies and protocols.

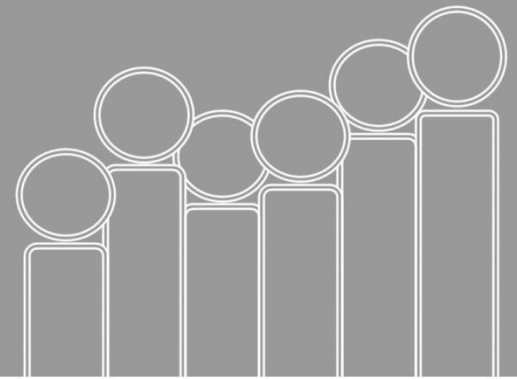
An important part of the survey is to gather and share examples of good practice, and the survey also asks which information you provide on reasonable adjustments can be shared and which information should remain confidential. Information that you indicate may be shared will be considered for inclusion in a searchable database of good practice in reasonable adjustments, hosted by the IHaL website.

You can find out more about the Learning Disabilities Observatory at the IHaL website www.ihal.org.uk and more about the project at the Reasonable Adjustments project page: <http://www.improvinghealthandlives.org.uk/projects/reasonableadjustments/>. The website will also provide an electronic version of the survey, if preferred, and up to date information on which Trusts have completed the survey.

Please complete and return the survey by Friday 12th November.

You can return the survey electronically (to h.roberts@lancaster.ac.uk) or via post or fax to the address and number given below. For further information about the survey, the reasonable adjustments project and the Learning Disabilities Observatory please contact Hazel Roberts, Senior Research Associate, via email: h.roberts@lancaster.ac.uk or phone: 01524 592808. Many thanks in advance for your help.

Appendix 11: NHS Trust reasonable adjustments survey (overleaf)



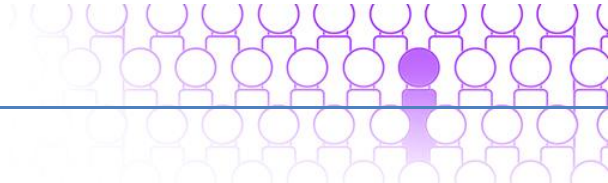
Mapping reasonable adjustments in the NHS:

NHS Trust survey

Name of Trust:

Name of completer of survey:

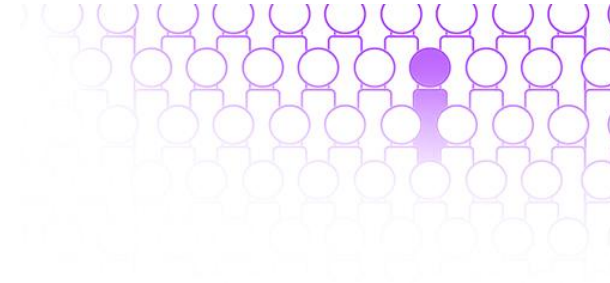
Contact details:



Information for people with learning disabilities

Please indicate how the Trust provides information for people with learning disabilities:

	Easy read	Audio	DVD/ film	Other format (please give details)	If yes, please provide evidence (or attach to this survey)	How is this information made available? (e.g. website, available at reception, sent to local advocacy groups)	If providing evidence, can this be shared or is it confidential?
Information about services	Yes/ no	Yes/ no	Yes/ no				Shared/ confidential
Information about health problems	Yes/ no	Yes/ no	Yes/ no				Shared/ confidential
Information about health promotion	Yes/ no	Yes/ no	Yes/ no				Shared/ confidential
Information about patients' rights	Yes/ no	Yes/ no	Yes/ no				Shared/ confidential
Information about complaints procedures	Yes/ no	Yes/ no	Yes/ no				Shared/ confidential
Any other type of information (please give details)	Yes/ no	Yes/ no	Yes/ no				Shared/ confidential
Is on-site information for patients with learning disabilities provided in an accessible format?				Yes/ no			Shared/ confidential
Is information for patients with learning disabilities to take away provided in an accessible format?				Yes/ no			Shared/ confidential



Working in partnership with carers

If providing evidence, can this be shared or is it confidential?

Please provide evidence (or attach to this survey)

What reasonable adjustments does the Trust carry out to support carers as partners in the provision of treatment and care to patients with learning disabilities?

Shared/
confidential

Is on-site information for the carers of patients with learning disabilities provided in an accessible format?

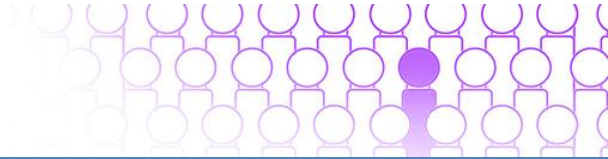
Yes/ no

Shared/
confidential

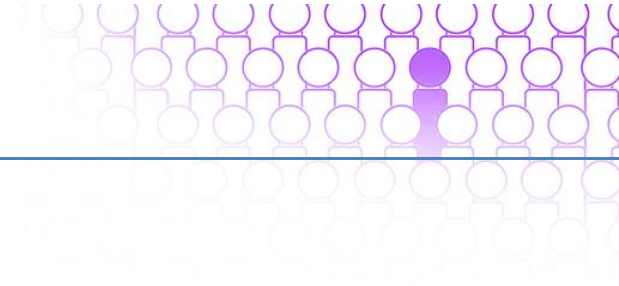
Is information for the carers of patients with learning disabilities to take away provided in an accessible format?

Yes/ no

Shared/
confidential



Capacity, consent and advocacy		Please provide evidence (or attach to this survey)	If providing evidence, can this be shared or is it confidential?
Does the Trust have a policy to ensure that staff understand their responsibilities in relation to capacity under the Mental Capacity Act (2005)?	Yes/ no		Shared/ confidential
Does the Trust provide staff training in how to alter communication to suit individuals with learning disabilities?	Yes/ no		Shared/ confidential
Is support provided for clinical staff when a patient is non-verbal?	Yes/ no		Shared/ confidential
How is advocacy supported by the Trust?			Shared/ confidential
During 2009/10, have any Trust patients with learning disabilities have made use of an Independent Mental Capacity Advocate?	Yes/ no	If yes, how many?	Shared/ confidential
During 2009/10, have any Trust patients with learning disabilities have made use of the Independent Complaints Advocacy Service?	Yes/ no	If yes, how many?	Shared/ confidential



Service delivery

If providing evidence, can this be shared or is it confidential?

Please provide evidence (or attach to this survey)

In this section please provide evidence of reasonable adjustments for patients with learning disabilities in:

Initial communications and first appointments

Shared/
confidential

Process of diagnosis/ identification of a health issue

Shared/
confidential

Clinical/ professional intervention

Shared/
confidential

Discharge and follow up

Shared/
confidential

Does the Trust make use of liaison staff with a specific role in providing health facilitation, e.g. Learning Disability Liaison Nurses? Yes/ no

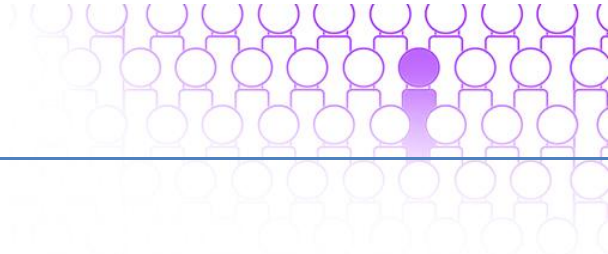
Shared/
confidential

(For ambulance trusts) What protocols are in place for the treatment of wheelchair users by emergency ambulances?

Shared/
confidential



Gathering, monitoring and reporting information	Please provide evidence (or attach to this survey)	If providing evidence, can this be shared or is it confidential?
How does the Trust know whether a patient has a learning disability?		Shared/ confidential
How many patients with a learning disability used Trust services in 2009/10?		Shared/ confidential
Does the Trust make use of 'flags' to indicate additional needs for people with learning disabilities?	Yes/ no	Shared/ confidential
Have appropriate clinical codes for recording learning disability been agreed across local trusts?	Yes/ no	Shared/ confidential
Is information about reasonable adjustments recorded on the electronic patient record?	Yes/ no	Shared/ confidential
Does the Trust make use of health passports, health action plans or anything similar?	Yes/ no	Shared/ confidential
Do you accept and use health passports not developed by your Trust?	Yes/ no	Shared/ confidential
Are data about people with learning disabilities used to contribute to service planning and development?	Yes/ no	Shared/ confidential
Does the Trust compare clinical processes and outcomes for patients with learning disabilities with other Trust patients?	Yes/ no	Shared/ confidential



Patient and public involvement

Please provide evidence (or attach to this survey)

If providing evidence, can this be shared or is it confidential?

What reasonable adjustments are in place to ensure that service evaluations and service reviews specifically include the views of people with learning disabilities?

Shared/
confidential

What reasonable adjustments are in place to allow access to the Trust complaints procedure for people with learning disabilities?

Shared/
confidential

Are reasonable adjustments in place to ensure the views and interests of people with learning disabilities are represented at Trust Board level? Yes/ no

Shared/
confidential

Are people with learning disabilities and/or their carers involved as trainers for Trust staff? Yes/ no

Shared/
confidential

Can you provide any specific examples where feedback from patients with learning disabilities and their carers has changed a service?

Shared/
confidential

What reasonable adjustments do PALs make to support patients with learning disabilities and their families within the Trust?

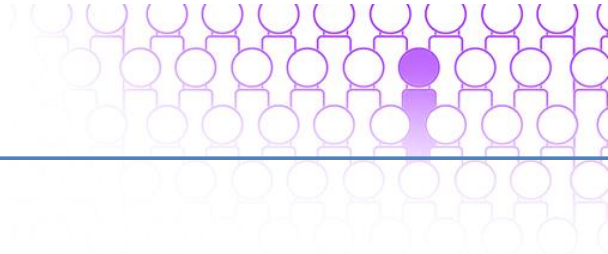
Shared/
confidential

(For PCTs) How are the needs of people with learning disabilities and their carers identified and assessed as part of the PCT Joint Strategic Needs Assessment?

Shared/
confidential

(For foundation trusts) How many members of the foundation trust are people with learning disabilities or their carers; What % is this of total members?

Shared/
confidential



Employment

Please provide evidence (or attach to this survey)

If providing evidence, can this be shared or is it confidential?

In what ways does the Trust recruit and support employees with learning disabilities, including volunteers?

Shared/ confidential

Does staff training address attitudes to other staff with learning disabilities? Yes/ no

Shared/ confidential

Do appraisal and personal development plans ensure that people with learning disabilities are not treated unfairly in relation to retention and career development? Yes/ no

Shared/ confidential

Mapping impact through equality impact assessments

Please provide evidence (or attach to this survey)

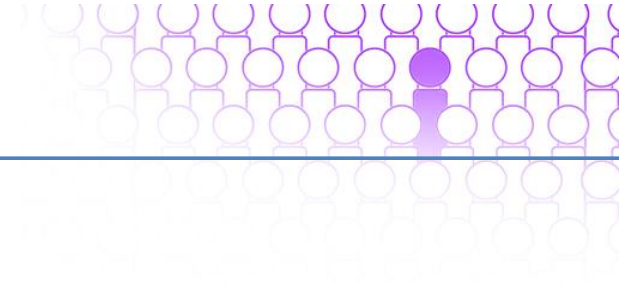
If providing evidence, can this be shared or is it confidential?

Are people with learning disabilities involved in planning and reviewing equality impact assessments? Yes/ no

Shared/ confidential

Do Trust equality impact assessments consider people with learning disabilities who may experience multiple forms of discrimination, e.g. those from minority ethnic communities? Yes/ no

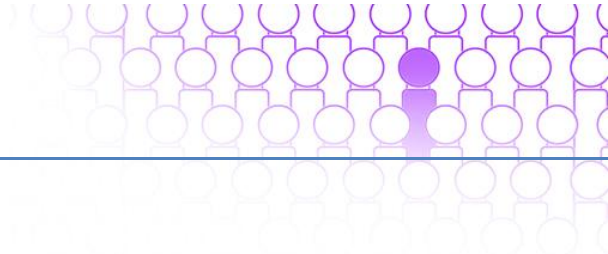
Shared/ confidential



Reasonable adjustments – examples of good practice

Are there any other examples of good practice in reasonable adjustments carried out by the Trust that you would like to share?

These will be published as part of a searchable database of good practice in reasonable adjustments.



Trust policies

With the return of this survey, please include specific examples of all Trust policies and/or protocols relating to reasonable adjustments for people with learning disabilities. These policies and/or protocols may include:

Policies for the collection of information about the requirements of patients with learning disabilities, and how this information is shared with others

Policies for establishing the best way to communicate with an individual patient with learning disabilities and/or their carers

Policies relating to the diagnosis and treatment of people with learning disabilities

Policies that are used to plan personal care for people with learning disabilities, including how to avoid unfair expectations on family carers/ social care staff

Specific policies that relate to ensuring dignity in care for people with learning disabilities

Specific policies that relate to the discharge and follow-up of patients with learning disabilities

Specific protocols for addressing challenging behaviour

Please use this section to provide any additional information/ comments:

Please return this survey by **Friday 12th November 2010** to:

**Hazel Roberts, Senior Research Associate, Improving Health and Lives (IHaL),
Centre for Disability Research, Division of Health Research, Lancaster University,
LA1 4YT.**

**Please remember to include examples of Trust policies with your response, as
outlined on page 9.**

**Further details about the Reasonable Adjustments project can be found here:
<http://www.improvinghealthandlives.org.uk/projects/reasonableadjustments/>**

