Ashford and St. Peter's Hospitals NHS
NHS Trust

Trust Board
: 25th March

TITLE	**Learning Disabilities- Access to Acute Care**
SUMMARY	This paper is intended to update the Board on the progress made for patients with a Learning Disability who access ASPH and use our acute services.
ASSURANCE (Risk) / IMPLICATIONS	Recommendations made through the Sir Jonathan Michael Report 'Healthcare for All'(2008) and the Ombudsmen report 'Six Lives' (2009)state that progress should be reported to the Trust Board by the end of March 2010. Trusts will be assessed by the CQC on their responses based on the recommendations set out in 'Healthcare for All'.
STAKEHOLDER / PATIENT IMPACT AND VIEWS	Service Users are being sought to support this programme. Surrey Borders Learning Disability Team has been integral in supporting our programme for service users with a Learning Disability to access acute care.
EQUALITY AND DIVERSITY ISSUES	Adherence to the Human Rights Act 1998 and Disability Discrimination Act 1995 are central to ensuring equality of access and equity for all people with a learning disability.
LEGAL ISSUES	As above
The Trust Executive Committee is asked to:	Note the paper
Submitted by:	Vanessa Avlonitis Deputy Chief Nurse on behalf of the Chief Nurse Caroline Becher
Date:	16th March 2010
Decision:	Noting

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Learning Disabilities - Access to Acute Care

Introduction

Equality in accessing healthcare is the central principle in the delivery of care within the NHS. The 'Death by Indifference' (2007) report from MENCAP highlighted significant evidence that equality for patients with a learning disability who use NHS services was sadly lacking and identified patient stories of six deaths whilst in NHS care. Following this report Sir Jonathan Michael was commissioned to review the care delivered to these six patients and following on from this inquiry, several meaningful recommendations were identified and published in the report 'Healthcare for All'(2008). The Ombudsmen report 'Six Lives' (2009) supports the recommendations from Healthcare for All.

The Care Quality Commission (CQC)have developed an initial indicator set that seek to establish if the recommendations made in the inquiry report have been met by providers particularly around collecting data and information necessary to allow people with a learning disability to be identified. The CQC also want to ensure that Trusts can demonstrate the views and interests of people with a learning disability are included in the planning and development of services.

These indicators will not be included in the scored assessment of 2009/10 and therefore do not contribute to the quality of services score. However, Trusts will be expected to collect and report on the information. Trusts will be assessed on six questions based on the recommendations defined in Healthcare for All

Progress to date

The Trust has undertaken a review of how accessible our services are for patients that have a learning disability. In partnership with Surrey Borders Learning Disability Team, the Trust is developing our service for patients with a learning disability to access acute care to meet the recommendations from the inquiry.

An action plan has been developed which has led to :

- Setting up cross partnership Learning Disability Steering group with Surrey Borders Learning Disability Team and stakeholders across ASPH. This is now in place and the group has met twice.
- An IT Flag on PAS has been developed which will alert the Trust staff to patients with a Learning Disability who use our services.
- Development of a protocol for managing patients who have a Learning Disability. This is currently in draft and will be launched across the Trust in April 2010.
- Development of the Patient Passport which is currently in print and will be launched with the protocol. This passport is an individual patient assessment which reflects for example communication needs, physical needs, nutritional needs and supports health care professionals in managing these patients.
- Clear escalation to alert the Matrons of any patients with a Learning Disability
- Consideration of reasonable adjustments such as the first appointment in outpatients or prearranged visits for elective patients.
- Care pathways being developed to avoid areas such as MAU unless clinically justified
- Learning Disability Liaison Nurse being funded by the PCT for 0.5wte per week
- ASPH has been invited by Surrey Borders to host the Learning Disability launch across Surrey on June 2nd.

- Training and Education plan will be further developed when the Acute Liaison Nurse starts in April. This will involve training specific to patients with Learning Disabilities for all clinical staff including Doctors
- Deputy Chief Nurse to represent the Trust in liaising with patient representatives and Learning Disability users of the service
- Themes from complaints or incidents will be flagged and actioned by the Deputy Chief Nurse

CQC position of performance indicators at ASPH

Scoring guide for all questions
(1) Protocols/ mechanisms are not in place
(2) Protocols /mechanisms are in place but have not yet been implemented
(3) Protocols /mechanisms are in place but only partially implemented
(4) Protocols/ mechanisms are in place and are fully implemented

Indicators	Score	Evidence
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? (1-4)	3	• Flag on PAS • LD protocol • LD Passport • Acute liaison nurse to start April • LD Steering Group • Reasonable adjustments

2. In accordance with the Disability Equality Duty of the Disability Discrimination Act (2005), does the trust provide readily available and comprehensible information (jointly designed and agreed with people with learning disabilities, representative local bodies and/or local advocacy organisations) to patients with learning disabilities about the following criteria: • treatment options (including health promotion) • complaints procedures, and • appointments Scoring: 1. Accessible information not provided 2. Accessible information provided for one of the criteria 3. Accessible information provided for two of the criteria 4. Accessible information provided for all three of the criteria.	1	• Disabilities Action Group • LD Steering Group
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? (1-4)	2	• LD protocol • Patient passport • LD Steering Group • Acute Liaison Nurse
4. Does the trust have protocols in place to routinely include training on learning disability awareness, relevant legislation, human rights, communication techniques for working with people with learning disabilities and person centred approaches in their staff development and/or induction programmes for all staff? (1-4)	2	• Training on induction for safeguarding and communication • Acute Liaison Nurse • Acute Hospital Training pack
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 seek to incorporate their views and interests in the planning and development of health services? (1-4)	2	• Pride in Nursing representation by LD user • Plan to have a user on the LD Steering group • ASPH will launch LD across Surrey and be seen as the driving organisation

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? (1-4)	2	• Plan to develop a questionnaire for these patients that access our services

Conclusion

To conclude, the Trust recognises its responsibility to ensure equality for patients with a Learning Disability that use our service and has some mechanisms in place to provide some assurance to meet the special and complex needs of these patients. It is encouraging that we have developed a healthy partnership with the Community team and that we have been chosen to host the Surrey Launch for Learning Disabilities in June.

However there is still further work to be completed such as patient information and training and we shall need to work with the Learning Disability team to drive this aspect forward this spring.

Vanessa Avlonitis
Deputy Chief Nurse