

## **Sheffield Teaching Hospital Response to Healthwatch Sheffield Learning Disability Report 2017**

### **“My Health, My Say: the experiences of people with a learning disability using local health and social care services”**

Issues were raised with Healthwatch Sheffield concerning the possibility that with changes in service delivery, the needs of this relatively small but vulnerable group and their access to health and social care services may be overlooked, and highlighting their continued poor health outcomes.

Healthwatch Sheffield therefore chose Learning Disability as a priority area, and sought to explore the experience of those with learning disability as they accessed doctors, opticians, chemists, hospital, and social care services. This was also contrasted with the ‘Your Health, Your Say’ survey of the general population, completed by Healthwatch in 2014.

With the help of Sheffield Mencap & Gateway, the original survey was adapted to make it suitable for people with learning disabilities. 143 responses were received.

The findings of our survey indicate that, in Sheffield, people with a learning disability are generally more satisfied with the availability of appointments and the help or treatment they receive than the general population surveyed in 2014. However, this report recommends that a number of areas are addressed to improve the help and care that people with learning disability receive from health and social care services.

The experience of adults with learning disability within Sheffield Teaching Hospital is taken very seriously and the actions we have undertaken or are working on are listed below-

- Annual report to the Trust Board on the care of adults with learning disability
- Compliance with the Learning Disability Mortality Review
- Carer involvement in response to Sheffield Carers Strategy
- Until March 2016, the Trust reported against the Monitor Compliance Framework, which identified six criteria for meeting the needs of people with learning disability
- Members of the Sheffield mental Health & learning Disability Delivery Board

The Trust welcomes the report from Healthwatch and we have developed an action plan/comments in response to its key recommendations.

Recommendations	STH Action/comments
<p><b>1. Improve understanding of learning disability:</b></p>	
<p>1.1 Training in learning disability awareness for all health and social care staff who are likely to encounter those with a learning disability should be reviewed, and if necessary improved</p>	<p>The Trust has e-learning that can be accessed by all members of staff including topics such as;</p> <ul style="list-style-type: none"> <li>• Hidden impairments</li> <li>• Equality and diversity</li> <li>• Learning disability awareness and MCA</li> <li>• General Medical Council learning disability course which can be accessed via the learning disability intranet page.</li> </ul>
<p>1.2 Health and social care professionals who work with adults and children with learning disabilities should be aware of the advice on looking after and communicating with those with a learning disability in the Mencap leaflet 'Advice for hospitals and health professionals'</p>	<p>This leaflet has been shared with the learning disability link network within the Trust. They have been asked to share with their teams.</p> <p>This leaflet is included on the LD intranet site within STH.</p>
<p><b>2. Appropriate and accessible information and communication:</b></p>	
<p>2.1 Health and social care organisations and the professionals within them should use appropriate written and verbal communication and should follow the Accessible Information Standard – with the five basic steps of 'Ask, Record, Highlight, Share and Act' (For further information see Appendix 2). All NHS and publicly funded adult social care providers have been legally required to follow the Accessible Information Standard since August 2016, and its implementation is monitored by the Care Quality Commission (CQC).</p>	<p>Continue embedding of five AIS principles across the Trust in particular:</p> <ul style="list-style-type: none"> <li>• 'Ask' - ensure staff are aware of their responsibility to ask patients about communication support needs <ul style="list-style-type: none"> <li>○ Ongoing training (eLearning &amp; Face to Face)</li> <li>○ Internal communication</li> </ul> </li> <li>• 'Record' - IT systems such as Lorenzo to be developed to ensure easier recording of patients communication needs <ul style="list-style-type: none"> <li>○ IT development &amp; testing</li> <li>○ Staff training</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Patient materials redeveloped in-line with changes to IT system</li> <li>● 'Highlight' – Lorenzo flags to be used consistently to highlight patients' communication needs <ul style="list-style-type: none"> <li>○ IT development &amp; testing</li> <li>○ Staff training</li> </ul> </li> <li>● 'Share' – ensure administrative systems (automated and manual) allow easy and clear sharing of patients' needs <ul style="list-style-type: none"> <li>○ IT development &amp; testing</li> <li>○ Staff training</li> </ul> </li> <li>● 'Act' – ensure staff are aware of and understand how to provide relevant support to patients <ul style="list-style-type: none"> <li>○ Promotion of support materials</li> <li>○ Staff training</li> </ul> </li> </ul> <p>Three key areas:</p> <ul style="list-style-type: none"> <li>● Further IT development</li> <li>● Staff training</li> <li>● Communication / awareness raising across the organisation and with patients</li> </ul>
<p>2.2 Easy Read versions of leaflets and documents should be provided to those with learning disabilities.</p>	<p>The Trust has a number of excellent easy read resources available to patients. These are based on best practice guidelines from national LD organisations such as CHANGE and MENCAP. Templates for these resources are now used as standard to ensure they are as accessible as possible.</p> <p>Further areas for development:</p> <ul style="list-style-type: none"> <li>● Promotion of existing 'Easy Read' resources</li> <li>● Work with local LD groups and patient information leads to identify priority areas for development of further Easy</li> </ul>

	<p>Read resources</p> <ul style="list-style-type: none"> <li>• Develop Easy Read letter template for use across the Trust</li> </ul>
<p>2.3 Healthcare organisations should review training and awareness for those staff working in a hospital setting to build skills, techniques and confidence in dealing with patients with learning disabilities and their carers, in line with the 'The Hospital Communication Book'</p>	<p>The Hospital Communication Book has been available for staff to use across the Trust since 2013. Each ward has their own copy of the book which is used to support communication with a range of patients including those with a learning disability.</p> <ul style="list-style-type: none"> <li>• Review use and availability of existing Hospital Communication Book</li> <li>• Re-issue guidance to staff on how/when to use it</li> </ul>
<p><b>3 Access to services (availability and process):</b></p>	
<p>3.1 All health and social care organisations and professionals should promote the use of Hospital Passports for those with learning disabilities (see Appendix 3 for further information).</p>	<p>The 'Hospital passport' is promoted through the nursing care guidelines. This guideline recommends that staff ask patients for their passport on admission</p> <p>Staff can access a copy of the 'Hospital passport' via the learning disability intranet page.</p> <p>Further development</p> <ul style="list-style-type: none"> <li>• To develop a bespoke section on the electronic care plan (electronic care planning is currently being implemented) which will prompt staff to ask for the passport and include the relevant aspects of care within the care plan.</li> </ul>

