

Learning Disability Action Plan 2017 - 2019

Hertfordshire Community NHS Trust believes that community health services must be accessible and equitable for all people, including those with learning disabilities. The Trust is committed to delivering care to patients that meets their individual needs and recognises that some patients may be disadvantaged in accessing care and treatment due to disability or other health inequalities.

A Learning Disability includes the presence of:

- A significantly reduced ability to understand new or complex information, to 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.

Valuing People (DH 2001)

It is estimated that in the UK there are approximately 1.5 million people diagnosed with learning disabilities. This figure is set to increase, largely due to better neo-natal care for premature babies of those that historically would have failed to thrive. Also people with learning disabilities are living longer. Although it is estimated that they are still likely to die twenty years before the general population (FPLD 2001; Mencap 2004; Hislop et al. 2013).

There has been a great deal of evidence to support the fact that people who have a learning disability do not receive equal health care treatment or a good health service. There are significant unmet health needs that often go unrecognised, and this has an impact upon the quality of life and life expectancy of people with a learning disability.

The Mencap report, Death by Indifference, was published in 2007 in response to the deaths of six people with a learning disability whilst in the care of the NHS between 2003 and 2005. Its findings provided the impetus to establish the Independent Inquiry into Access to Healthcare for People with Learning Disabilities by Sir Jonathan Michael; and the Inquiry's report, 'Healthcare for All', followed in 2008. It revealed startling inequalities in the provision of care to patients with learning disabilities. In response to various complaints raised by Mencap on behalf of the families of the deceased patients, The Parliamentary and Health Service Ombudsman Six Lives: the provision of public services to people with learning disabilities report was issued in 2009; and in October 2010 the Department of Health published the Six Lives Progress Report.

16/4/18 PSEG MEETING

Hertfordshire Community NHS Trust has developed a series of objectives aimed at ensuring the experience of patients with learning disabilities that access the trust for any reason meets their specific needs and is as positive as possible.

Our model of care is intended to promote the key objectives of Putting People First (DH 2007) and High Quality Care for All (DH 2008); encouraging choice and control, personalisation, health and well-being, prevention, early intervention, enablement, and delivering services as locally as possible.

In order to ensure adherence to these principles the main areas of focus for 2017/19 will be:

- Systems for flagging patients with a Learning disability and availability of information on their needs
- Reasonable adjustments made by the organisation to accommodate patients with a Learning disability/autism. (Disability Discrimination Act 2005, Equality Act 2010)
- Use of the specialist Community Learning Disability Nurses
- Awareness of the need to establish the extent of a person’s mental capacity as soon as there is any doubt as to whether the person has the mental capacity to make decisions
- Availability of accessible Easy Read patient information
- Training and education to support all staff working with people with a learning disability
- Awareness and service-level commitment to the needs of patients with a learning disability
- Implementation of Purple Star

No	Element	Actions Planned	Outcome	Lead	Progress update	RAG	Target Completion Date
1.	Flag /highlight patients with LD needs electronically and/or on notes	Communicate across services systems for flagging patients with a LD and information on their needs	Patients with LD flagged electronically and/or on notes	MK/CK	LD policy updated and published with message on Noticeboard. Extended piece on LD for Clinical Matters planned for December 2017 to mark International Day for People with Disabilities. This will include instructions on flagging LD on SystemOne.		Quarterly commencing 06/17

No	Element	Actions Planned	Outcome	Lead	Progress update	RAG	Target Completion Date
					LD ppt shared with Nurses forum.		
		Review LD data captured on flagging systems	All LD patients flagged on S1	BW	LD data on SystemOne submitted in Quality Reports Q1 Number of LD patients (on the LD register) attending all HCT services (Face to Face contacts in Q1 on LD Register) 339 Q2 Number of patients with Learning Disabilities flagged on SystemOne (Open referrals on SystemOne with Learning Disability Read Codes) 1925 Q3 Number of LD patients attending HCT services 737 Number of LD patients flagged on S1 (on the caseloads in the period) 1284 Q4 Number of LD patients attending HCT services 800 Number of LD patients flagged on S1 (on the caseloads in the period) 1391		12/17

No	Element	Actions Planned	Outcome	Lead	Progress update	RAG	Target Completion Date
		Identify key actions to determine achieving compliance	All LD patients flagged on S1	BW/ MK	Raise staff awareness of facility to record LD status.		12/17
2.	Ensure better understanding of people with a learning disability and equip staff to deal more effectively with the particular needs of each individual	Finalise communications plan and start Trust-wide communication via Noticeboard (HCT's staff newsletter) and direct to service managers for sharing with staff the updated LD policy, systems for flagging and 'My Purple Folder'	Reasonable adjustments made by services to accommodate patients with a learning disability	MK /CK	<p>LD policy published.</p> <p>Access to the photosymbols library purchased by HCT to produce more accessible and engaging materials. It should be noted access is via Quality administrator only.</p> <p>Self-assessment tool for services across HCT being developed to be launched in December.</p> <p>April 2018 Self-assessment drafted to be shared with services</p>		08/17
		Identify further service area to implement 'My Purple Folder' (patient held record) that accompanies the patient throughout their journey		SL/T M	2 services identified for roll of Purple Star - Langley House Midway Unit, led by Nicky Batchelor, Ward Manager and Oakmere Ward, Potters Bar Community Hospital led by Afzal Ramjhan, Ward Manager		09/17

No	Element	Actions Planned	Outcome	Lead	Progress update	RAG	Target Completion Date
3.	Close collaborative working with Community Learning Disability Nurses to ensure services are responsive	Inform staff via Noticeboard, ward managers and service managers to contact the Community Learning Disability Nurses (CLDN) at the point of admission to any HCT community hospital	Patients with LD receive enhanced support by the CLDN when accessing the services at HCT	MK	Cascade briefing to bed based units planned for 11/17.	Yellow	10/17 & 6 monthly thereafter
		Raise awareness of CLDN to all services via Noticeboard and service managers		MK/ NB	Comms piece drafted for Noticeboard.	Green	10/17
		Develop a section of the Trust's intranet specific to learning disabilities for all staff to access. Content will include: o Information on Learning Disabilities and Autism o Factsheet o Protocols/Pathways/Flowcharts o Easy read leaflets o Top tips o Reasonable Adjustment information o Guidance on mental capacity, consent, safeguarding, Deprivation of Liberty		MK/ NB			

No	Element	Actions Planned	Outcome	Lead	Progress update	RAG	Target Completion Date
		Safeguards o Frequently Asked Questions o Relevant Policies o Useful resources/documents/links					
4.	Process regarding Mental Capacity Act & Best Interest	Learning disability training already in place for Safeguarding Adult Champions to continue	Staff understating of mental capacity laws	NB			03/18
		Learning disability training to be rolled out to all doctors, nurses and therapists working in HCT community hospitals, to include routine use of the My Purple Folder, awareness to complete Mental Capacity Assessments where required and where to seek advice and support		NB	Roll out of LD training commenced		
5.	Adult Learning Disability and or Autism policy	Audit of policy including in community hospital	Audit will demonstrate compliance with policy to show improved awareness in the care of	AP			02/18 Audit to be repeated in 2/19

No	Element	Actions Planned	Outcome	Lead	Progress update	RAG	Target Completion Date
			learning disability patients				
6.	Patient & community feedback on health services	Produce plan for stakeholder engagement and action	Involvement of patients and their families and carers via Equality & Community Engagement Forum	TW/ MK/ CK	Presentation on carer involvement planned for December Equality forum meeting. MK to meet with CK and Ruth Bradford to build on existing work with Carers. April 2018 Worked with Carers in Herts to deliver an interactive session on being a carer of an individual with Dementia and the role of the carer in health. We are working to identify local health champions from the community who can deliver key messages on managing lifestyles and access to healthcare.	Green	09/17
			Friends and family test will be used to gain feedback	MK/S L/TM			10/17
7.	Availability of accessible Easy Read patient information	Produce end point communications guide, visuals, flow-charts, to assist in the development of easy read information to promote understanding of the proposed care and	People receive/access information that this accessible	SL/T M/C K	Tips for effective verbal and written comms drafted by MK. Consultation with Equality Forum required. April 2018 Further work required on tips, revise and communicate to staff by June 2018.	Yellow	09/17

No	Element	Actions Planned	Outcome	Lead	Progress update	RAG	Target Completion Date
		treatment pathway and to enable patients with LD to make informed choices about their care and treatment					
		Each service to have an easy read version of core service leaflet available		MG			01/19
.8.	Implementation of Purple Star Strategy	Identify further services to work towards gaining Purple Star kite mark for delivering good quality service to service users with a Learning Disability	Services will be recognised as delivering high quality care to service users with a learning disability Purple Kite Mark will be awarded	SL/T W/M K	2 bed based units identified for roll out of Purple Star; Langley House Inpatient Unit, Midway Unit, led by Nicky Batchelor, Ward Manager and the Oakmere Ward, Potters Bar Community Hospital Afzal Ramjhan, Ward Manager.		07/17
			HCT to have 4 services that have commenced working towards attaining purple star award				07/18
		Timetable to be developed identifying services and completion dates for achieving purple star award	HCT to have 2 services that have commenced working towards attaining purple star award	SL/T W/M K	Application for LD to be submitted by 11/17.		07/17

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		Roll out of Purple Star	4 services/teams to have received purple star award	SL			01/19

Key

AP - Alpana Patel, Clinical Effectiveness Manager
 BW - Barry Walker, Head of Performance and Information
 MG – Mark Graver, Head of Communications and Engagement
 CL – Caroline Leith, Podiatry Team Leader
 CLDN – Community Learning Disability Nurse
 HG – Hilary Gardner, Strategic Liaison Nurse – Health Liaison Team
 JT - Jane Trundle, Head of Learning and Development
 MK - Monika Kalyan, Equality & Diversity Manager
 MP - Monika Parul, Policy Lead
 NB - Naomi Bignell, Safeguarding Adults Specialist Nurse
 PS - Podiatry service
 SL - Service Lead
 TW – Tricia Wren, Deputy Director Quality & Governance /Deputy Chief Nurse
 TM - Team Manager

RAG rating

Green	Completed
Amber	In Progress
Red	Overdue