

Trust Board

Report Cover Sheet

Agenda Item: 17

Date of Meeting:	Wednesday 30 th October 2019			
Report Title:	Healthcare for All Update and NHSI Learning Disability Standards Progress report			
Purpose of Report:	To update the Board about progress made to support people with learning disabilities who use our services			
	Decision: ☐	Discussion: ☐	Assurance: ☒	Information: ☐
Trust Goals that the report relates to: (Including reference to any specific risk)	Goal 2 All the services we deliver will be good or outstanding when assessed against being safe, effective, caring, responsive, and well-led. Goal 3 In all locations and settings of delivery, our patients will experience excellent, timely and seamless care that meets their individual needs.			
Recommendations: (Action required by Board of Directors)	To accept this report as assurance on compliance with CQC requirements.			
Financial Implications:	Currently there is no, CQUIN attached to this strand of patient care			
Risk Management Implications:	Yes, management of patients with a learning difficulty often carries more of a risk due to the complexity of the patient.			
Human Resource Implications:	Currently no human resource implications identified.			
Trust Diversity & Inclusion Objective that the report relates to: (including reference to any specific implications and actions)	Objective 1 All patients receive high quality care through streamlined accessible services with a focus on improving knowledge and capacity to support communication barriers.			
Author:	Denise McLaughlin, Learning Disability Lead Nurse			
Presented by:	Dr Hilary Lloyd, Director of Nursing, Midwifery & Quality			

Aim

The purpose of this report is to update the Board about progress made to support people with learning disabilities who use our services. It provides information about the actions undertaken in the Trust to support this work.

Background

The Trust Board receives an annual report summarising the ongoing work to meet the needs of patients with learning disabilities. This is a result of the publication of a number of important reviews. Each of these highlighted a range of recommendations or actions to improve healthcare for people with learning disabilities:

- 'Death by Indifference' (Mencap 2007)
- 'A Life Like No Other' (HCC 2007)
- 'Healthcare for All' (Sir Jonathan Michaels, July 2008)
- 'Six Lives', the Provision of Public Services to People with LD (2009)
- 'Six Lives' Progress Report (2010)
- 'Death by Indifference -74 deaths and counting'. A progress report 5 years on.- Mencap 2012
- 'Transforming Care: A National Response to Winterbourne View Hospital: Department of Health Review Final Report' (December 2012)
- 'Confidential Inquiry into Premature Deaths of People with Learning Disabilities' (CIPOLD) (University of Bristol, 2013)
- Independent review of deaths of people with a Learning Disability or Mental Health problem in contact with Southern Health NHS Foundation Trust April 2011 to March 2015
- People with a learning disability to receive the same level of investigations and treatment that are individually tailored;
- Adults with learning disability to be considered a high risk group for deaths relating to respiratory problems;
- Mental Capacity Act advice to be available 24 hours a day;
- Mental Capacity Act training and updates to be mandatory for all clinical staff.
- NHS Improvement Learning Disability Standards for NHS Trusts 2018.

There are six areas which are reviewed on a quarterly basis. The six areas are:

1. (a) Flag and identifying patients with LD;
(b) Protocols to ensure that pathways of care are 'reasonably adjusted';
2. Readily available and understandable information;
3. Protocols in place to provide suitable support for family carers;
4. Protocols in place to routinely include staff training on providing healthcare to LD patients;
5. Protocols in place to encourage representation of people with Learning Disabilities and carers;
6. All staff receive learning disability awareness training appropriate to their role.

NHS Improvement published the Learning Disability Improvement Standards for NHS Trusts in June 2018. The standards have been developed in response to unwarranted variations in care and poorer outcomes sometimes experienced by people with learning disabilities, autism or both. The standards provide a benchmark against which NHS Trusts can measure themselves in regard to delivering services to people with learning disabilities, autism or both.

The standards reflect the strategic objectives and priorities for people with learning disabilities, autism or both arising from the Learning Disabilities Mortality Review (LeDeR) programme and Transforming Care for People with Learning Disabilities – next steps reports.

The table below identifies the learning disability standards, the components of each demonstrating the Trusts compliance and current position and plans to address gaps to work towards full achievement.

NHS Improvement Standard	Improvement Measure	Trust Compliance	Actions	Lead	Timescales	Progress RAG		
						Red	Amber	Green
1. Respecting and Protecting Rights	Demonstrate reasonable adjustments to care for people with learning disabilities and/or autism.	Patients seen by the Learning Disability Lead Nurse have any recommended reasonable adjustments recorded in their clinical notes in the electronic patient record system.	Developing clinical notes within Medway, patient administration system, this will enable recording of reasonable adjustments made and recommended and reporting of reasonable adjustments. Work in progress to identify deterioration in patients with learning disabilities. Reviewing process to develop Easy Read leaflets with patient experience lead to meet Accessible Information Standard.	Denise McLaughlin Denise McLaughlin / Joanne Wilkinson (Sepsis Nurse Specialist) Denise McLaughlin Jane Douthwaite	Complete ECC rollout November 2019 October 2019	Amber New project being implemented jointly with the Specialist Sepsis Nurse to improve recognition of deterioration in patients with learning disabilities. Process developed and in initial implementation stage following agreement with Patient Experience Safe Care Lead.		
	Identify and flag patients with learning disabilities and/or autism.	All patients with known learning disability have alerts added electronically.	Work with local partner agencies e.g. Local Authority to develop best way of identifying and flagging individuals with autism.	Denise McLaughlin	Ongoing review			

						have autism without learning disability
	Investigate deaths of patients with learning disabilities and learn from any findings.	Process in place to jointly review patient deaths with CCG lead and report to LeDeR.	Reviewing LeDeR process across the CCG area, working with CCG lead and Newcastle hospitals lead.	Denise McLaughlin Mr Andy Beeby Carolyn Harper CCG Lead Rachel Lucas and Catherine Richardson	Ongoing	Regular meetings with CCG lead from August 2019 to review the LeDeR process locally and amend as appropriate. Learning Disability Lead Nurse attends Trust Mortality Council to review deaths of patients with learning disabilities as a member of the multidisciplinary team.
	Trust must monitor any restrictions of liberty associated with care delivery.	All DoLS applications are monitored and recorded by the safeguarding adults team in the hospital.		Safeguarding Adults Team Jill Lax Safeguarding Adults Strategic Lead	Ongoing monitoring via regular DoLS audits conducted by the Safeguarding Adults Team.	Green
	Trust must promote anti-discriminatory practice in relation to people with learning disabilities and/or autism	Patients with known learning disabilities are identified so that care can be adjusted to meet their needs.	Continue to review existing training provision in relation to people with learning disabilities.	Denise McLaughlin	Ongoing monitoring	Green

		Specialist Learning Disability Nurse available for support and advice. Learning disability education promotes anti-discriminatory practice and compliance with Equality Act 2010.	Bespoke training delivered to individual departments as requested. Short awareness session delivered during corporate induction to all staff. Awareness training delivered regularly to Care Certificate students and Trainee Nursing Associates.			
2. Inclusion and Engagement	Demonstrate Trust work and engage with people receiving care, their families and carers.	John's Campaign is embedded in the Trust and carers are offered reduced cost meals, free parking and open visiting. Within the Trust, this applies to a range of patients including those who have learning disabilities. Example of patient story - Patient admitted to day surgery unit with carer support, carer	Relatives and carers are involved in the planning of care and a flexible approach is adopted to visiting and supporting their relative. Planned work to increase active involvement of people with learning disabilities and their families to check the quality of the services we deliver.	Denise McLaughlin Chris Crone Matron	Ongoing Monitoring Recording in daily care records carer and patient involvement.	

		remained with the patient until the patient was under anaesthetic then returned to recovery. Staff team supported this to meet reasonable adjustments.				
	Demonstrate 'values-led' services e.g. in service design and improvement, handling complaints, investigations, training and recruitment.	Working with local authority Autism Steering group to develop a Gateshead wide strategy.	Developing patient experience reporting for patients with learning disabilities with the patient experience team lead. Learning Disability Lead Nurse to meet with Patient Experience Safe Care Lead to develop appropriate pathway for complaints or concerns relating to the care of patients with learning disabilities.	Denise McLaughlin Jane Douthwaite Judith Curry	October 2019	Amber
	Demonstrate co-design of relevant services with people with learning disabilities and/or autism.	Bedside cards for patients with learning disabilities who are admitted without their hospital passport, developed jointly with members of the	Continue to work in conjunction with local advocacy groups and the Partnership Board. Ongoing work with maternity services, North	Denise McLaughlin Corrine Blackburn (Midwife)	Ongoing December 2019	Amber

		Gateshead Partnership Board which includes people with learning disabilities, their carers and advocates as full members of the Partnership Board.	East and Cumbria network and patient self advocacy group to develop maternity care pathways and easy read information for the maternity electronic records into easy read.	Denise McLaughlin		
	Demonstrate learning from complaints, investigations and mortality reviews and engage with people with learning disabilities during the process.	Trust Lead Learning Disability Nurse involved with LeDeR reviews undertaking reviews of acute care episodes to feed into the LeDeR full review.	Work with patient experience team to develop process to learn from complaints particularly relating to patients with learning disabilities and/or autism. Learning Disability Lead Nurse takes part in mortality reviews within the Trusts multidisciplinary internal processes. CCG lead holds regular meetings in order to review the LeDeR process across the CCG area and develop mechanisms to implement and embed any learning from deaths.	Denise McLaughlin Jane Douthwaite Judith Curry	November 2019	Amber

	Trust need to demonstrate they empower people with learning disabilities and/or autism and their families and carers to exercise their rights.		Discuss with PALS manager regarding accessible information for people with learning disabilities. Ongoing work regarding Accessible Information Standard task and finish group.	Denise McLaughlin Jane Douthwaite Judith Curry Denise McLaughlin	December 2019 December 2019 for review of the process	Amber
3. Workforce	Trust must ensure staff have the specialist knowledge and skills to meet the unique needs of people with learning disabilities and/or autism who access our services.	All clinical areas have access to up to date learning disability information and care pathways. Learning disability intranet web page available and being further developed.	Learning disability training was removed from the regional core skills framework. This is now under review Trust training package available and delivered monthly to staff completing the Care Certificate and an annual study day for Trainee Nursing Associates. Regional e-learning package being developed by the A2A Network.	Denise McLaughlin Joan Kennedy Denise McLaughlin SCILS Team	November 2019 Ongoing	Amber Regional e-learning package under development.

				A2A Network	November 2019	
	Staff must be trained and then routinely updated in how to deliver care to people with learning disabilities and/or autism.	Staff receive awareness session at corporate induction. All staff undergoing care certificate training and trainee nursing associates receive training in learning disability care.	Training needs analysis required. Work underway with workforce team to identify needs and develop an appropriate training model. Trust training package available and delivered monthly to staff completing the Care Certificate and an annual study day for Trainee Nursing Associates. Regional e-learning package being developed by the A2A Network.	Denise McLaughlin Joan Kennedy Denise McLaughlin SCILS Team A2A Network	November 2019 Ongoing November 2019	Amber Regional e-learning package under development.
	Trust must have workforce plans which manage and mitigate the growing shortage of RNLD's		Regional workforce group in place. Plan to identify Learning Disability Champions in clinical areas across the Trust.	Dr Hilary Lloyd		Amber

	Trust must demonstrate clinical leadership and consideration of the need of people with learning disabilities and/or autism, within local strategies to ensure safe and sustainable staffing.	Member of North East and Cumbria learning disability network. Annual Report regarding care for patients with learning disabilities is provided to the Trust Board. Member of Gateshead Learning Disability Partnership Board. Actively participate with regional Access to Acute (A2A) network.	Development of Learning Disability Diamond Pathways in acute hospitals Increase uptake & quality of Annual Health Checks Implement maternity pathways for women with learning disability Work with people with learning disabilities, their advocates and other professionals to develop in partnership patient bedside cards for use in inpatient settings. Participate in peer review with RNLD's who work in acute hospital settings to ensure best practice for patients.	Denise McLaughlin A2A Gateshead Learning Disability Partnership Board North East and Cumbria Learning Disability Network	Ongoing partnership working.	Green
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		Member of the Gateshead Autism steering group.	Developing e-learning package. Reviewing Learning Disability Care Pathways. Currently on hold while local authority review.			
4. Specialist Learning Disability Services.	Specialist services in Gateshead are delivered by NTW NHS Foundation Trust.					Green

Healthcare for All Progress Report – October 2019

Over the last twelve months, the following progress has been made in response to both national recommendations and local actions:

- The Trust continues to be an active member of the Gateshead Learning Disability Partnership Board at the Local Authority, and links with local advocacy groups to ensure representation of people with learning disabilities.
- The Trust continues to support the development and implementation of the Gateshead Learning Disability Strategy and is actively engaged with consulting people with learning disabilities, partner agencies, carers and family carers for people with learning disabilities.
- The learning disability care pathways are available on the intranet and packs containing the pathways are available within every ward and department. Wards and departments are encouraged to contact the Learning Disability Lead Nurse for advice and support.
- The Learning Disability Liaison Nurse and Lead Nurse continue to receive weekly in-patient and outpatient data. The data is used to inform decisions about supporting the needs of patients with learning disabilities whilst in hospital.
- The Lead Learning Disability Nurse receives real time updates regarding admissions, Accident and Emergency Department attendances and outpatient appointments to enable appropriate support and follow up to be offered.
- The Lead Learning Disability Nurse receives real time appointment information for flagged patients, this supports planning of appointments to be able to make timely reasonable adjustments.
- The Disability Resource File continues to be maintained for each ward and department. The file contains information and useful documentation relating to: learning disability, supporting carers; and mental health in patients who have learning disabilities. Further information is currently being developed electronically to be stored via the Trust intranet for ease of access.

- Clinical notes for patients with learning disabilities are now in use within Medway to allow the Learning Disability Lead Nurse and Learning Disability Liaison Nurse to record any specific interventions and reasonable adjustments recommended for an individual's care. This ensures that clinicians are able to see recommendations at the time a patient is admitted but the Learning Disability Lead Nurse is unavailable.
- A process to ensure patient information leaflets are produced in an easy read format now forms part of the Patient Information Protocol (PP40). As part of the process, leaflets coming up for review are required to be reformatted by the leaflet author with advice from the Learning Disability Lead Nurse. This was agreed following discussion with the Patient Experience Safe care Lead.
- The Lead Learning Disability nurse attends the local self-advocacy group when invited to engage service users and build relationships with the hospital, this has included a visit to the Emergency Care Centre with the opportunity for the group to speak directly with key staff in the department.
- Work is on-going to ensure smooth transition for patient care from hospital to community by community Learning Disability Nurses remaining involved in the care of their patient during any stay in the hospital. This work ensures that patients with learning disabilities known to the community team continue to access this support whilst in hospital and confirming that professionals who know the patient well are available to hospital staff for advice and support alongside the Learning Disability Lead Nurse.
- Following the implementation of LeDeR reporting and review of all deaths of individuals who have a learning disability, the Learning Disability Lead Nurse works closely with the local area co-ordinator to ensure reviews are completed in a timely manner and any learning is shared across the CCG patch. The Learning Disability Lead Nurse is also involved as a member of the multidisciplinary team reviewing deaths of individuals with a learning disability via the Trust Mortality Council.
- Work is in progress with the Access to Acute (A2A) network of Learning Disability Nurses' working in acute hospital settings across the North East and Cumbria to develop and implement more streamlined care pathways.

- The Lead Learning Disability Nurse is involved with the A2A network to develop an e-learning module to support organisations achieving compliance with mandatory training identified within the NHS Improvement Learning Disability Standards.
- A Quality Improvement Project was commenced jointly with the Lead Nurse for Sepsis to improve recognition of deterioration in patients with learning disabilities. This work is ongoing and utilises the Stop and Watch early warning tool for people with learning disabilities.

NHS Improvement Learning Disability Standards Progress

In June 2018, NHSI published Learning Disability Standards for NHS Trusts. There are 4 overarching standards, 3 of which apply to all acute Trusts.

The standards which apply to this Trust are:

Respecting and Protecting Rights

1. Inclusion and Engagement
2. Workforce

The action development against the standards for the Trust is presented in the action plan embedded in this report.

Areas of good practice identified within the Trust:

- The Trust employs a full time Registered Learning Disability Nurse.
- All clinicians have access to the Learning Disability Nurse for support and advice.
- Patients with a known diagnosed learning disability are flagged in the electronic patient records to ensure appropriate care.

- Recommended reasonable adjustments are recorded in individual patient electronic clinical notes.
- Partnership working with local organisations including North East and Cumbria Learning Disability Network, local authority and self-advocacy groups.

Recommendations for future work:

- Identifying and contacting patients with learning disabilities on waiting lists.
- Monitoring and reporting waiting times for people with learning disabilities on waiting lists and report waiting list times and size to the board.
- Trust Governors and / or Trust Board sub-committees have a dedicated position for a person with a learning disability or their carers / families.
- Members of the Executive Team regularly meet with and take advice from people with learning disabilities who use our services.
- Actively involve people with learning disabilities and their families to check the quality of the services we deliver.

Conclusion

This report provides an update on the progress made in continuing to support people with a learning disability who access our services. In addition, it provides assurance that there is a process in place for monitoring and improvement. The Board has previously heard patient stories, presented by front line nursing staff, in relation to the care we provide. The Trust engages with local people and partner agencies to identify issues, provide feedback against progress, and improve health care services for patients with learning disabilities. This partnership working will continue to improve the outcomes and experience of people with learning disabilities whilst in our care.

The report also identifies current work being undertaken to benchmark current Trust practice against the NHSI learning disability standards. This work will continue to improve the experience of patients with learning disabilities in our care. A further assessment exercise with NHS

Improvement is due to commence in November 2019 in order to map progress against the original benchmarking exercise conducted in 2018.

Recommendations

The Trust Board is asked to receive this report for assurance purposes.

Denise McLaughlin RNLD

Learning Disability Lead Nurse

October 2019