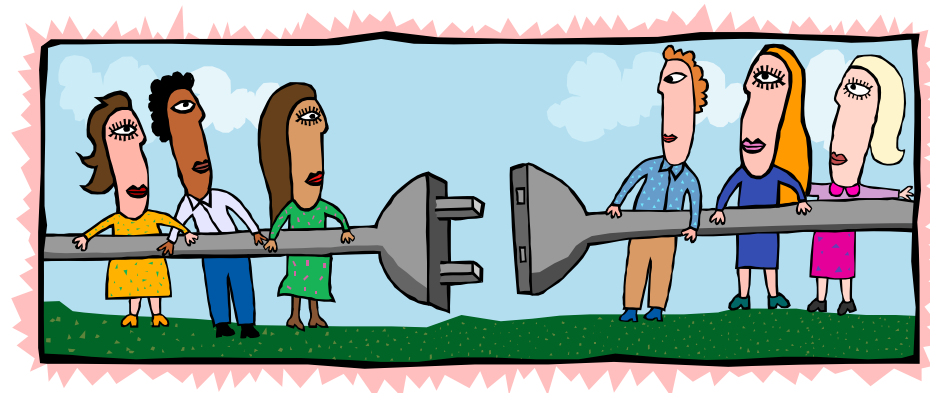




Improving access, care and treatment in hospital for people with learning disabilities

Carmel Hale – Assistant Director Nursing
Aintree University Hospitals NHS Foundation Trust

- Acute Trust meets Mersey Care and Knowsley PCT
- Opportunities to work together
- Learning what is out there



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- The Aintree Way
- Patient, Policy,
Presentation and Practice
- How to really make a
difference when caring for
patients with learning
disabilities



Understanding Patients with a learning disability

- Listening Day and Action plans

Photo of Listening Day

Improving Communication: Aintree's Response Eg:



The Hospital Communication Book

Helping to make sure people who have difficulties understanding and / or communicating get an equal service in hospital

The book contains useful information about why people may have difficulties understanding or communicating. It has useful tips you can use to improve communication, and pages of pictures you can use to help you communicate.

Using Pictures

Visual Impairment

Gesture and Signing

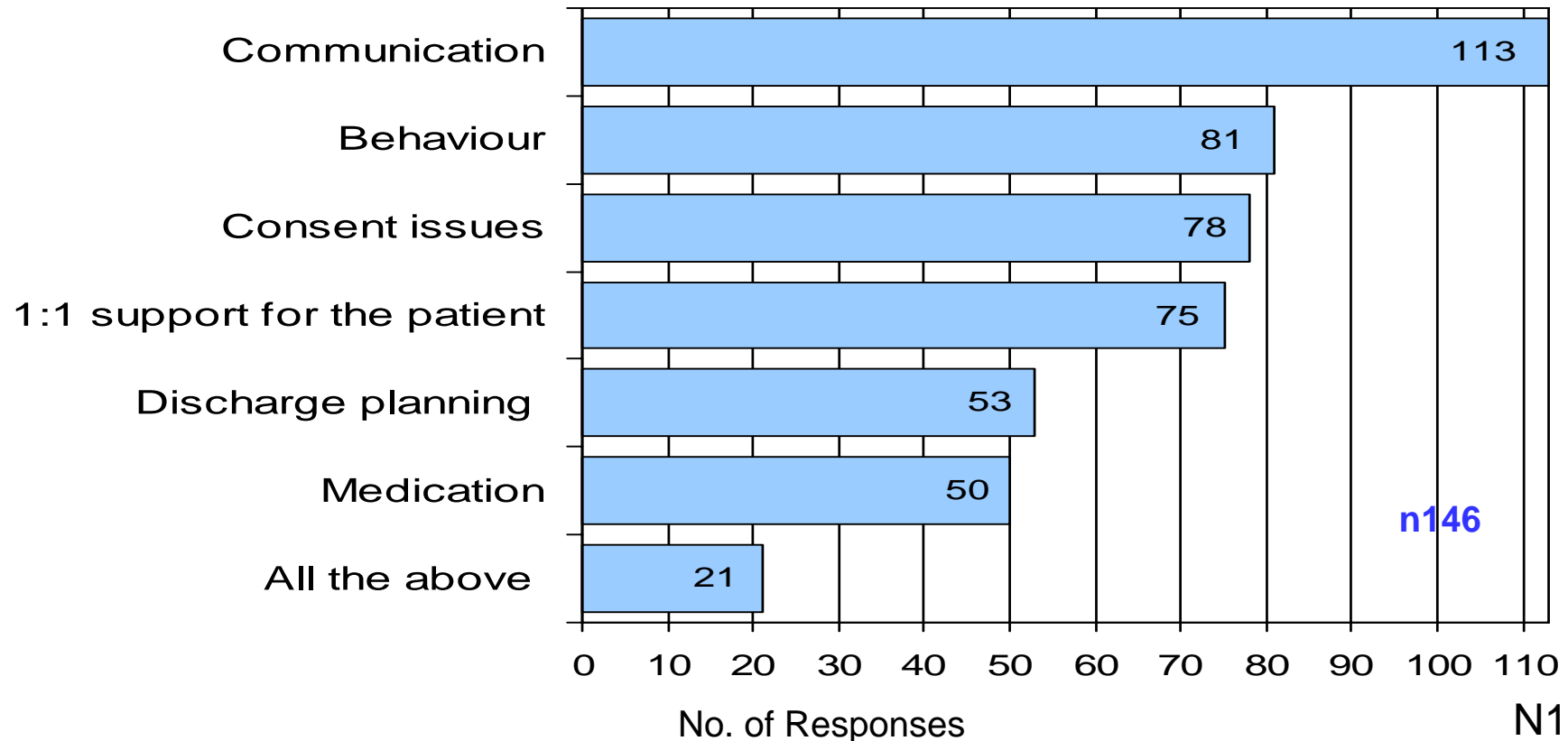
Hearing Impairment

Version 2 - Designed by The Clear Communication People Ltd
The Hospital Communication Book was originally developed on behalf of The Learning Disability Partnership Board in Surrey

Understanding staff training and resource needs

Have You Cared for a Patient with Learning Disabilities?

**90% (146/ 162) of the responses had cared for a patient with learning disabilities.
Of which, the following problems were experienced**

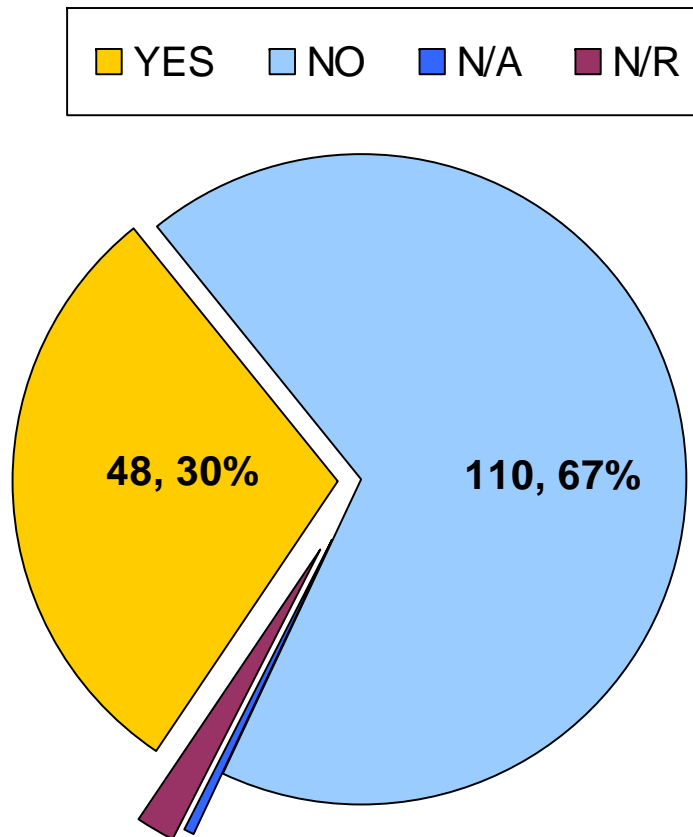


- Training

Photo of Joe with Jill byrne

Director of Nursing Jill Byrne thanking Carer Joe Steen for support with training

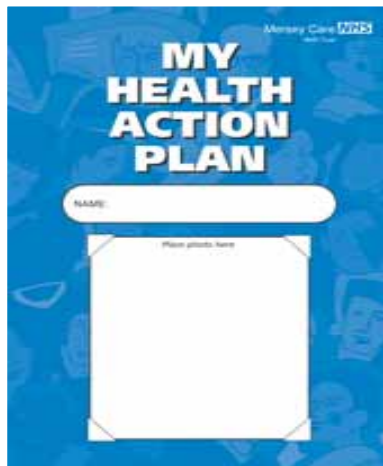
Do You Know What a Health Action Plan is?



If yes, are you aware that patient With learning disabilities have a Health Action Plan (HAP) n48:

Yes = 58% 28
No = 16
N/R = 2
N/A = 2

Hospital staff recognising health action plans and hospital support plans



A+E agreed to scan health action plans onto the system

What have we done so far?

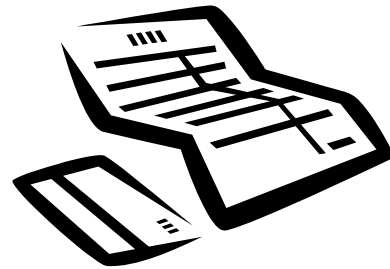
- Policy for the care and treatment of people with LD
- Action Plan: Regularly updated and including CQC indicators
- Training
- Communication Aids
- Hospital support pack on each ward
- Listening Day
- Identified leads in specific areas
- Audit
- Questionnaire for People with Learning disabilities and carers

What we need to do next....

- Update the Action Plan
- Review training – add information on complex behaviour and mental health
- Include more service users and carers in training
- Develop a training DVD
- Patient experience forms
- Outcomes

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- Case Study Patients



Case Study Patients

- 31 year old man with complex health and social needs has learning disabilities is autistic and blind. He had never had an acute illness or been in hospital before.
- He was admitted with acute/chronic renal failure required renal dialysis.
- Steep learning curve for everyone
- Ward staff dealing with challenging behaviours
- Carer staff understanding health needs
- Multi professional and family planning discharge



Thank you

Any questions?