

# Equal Access to Healthcare for people with Learning Disabilities

The Care Quality Commission Indicators

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## The Role of the Learning Disability Liaison Nurse

- Facilitate equal access to healthcare for people with a learning disability
- Assess people's needs with regards to their admission to hospital to identify and reasonable adjustments that need to be implemented
- Patient Profile to identify needs to ward staff
- Facilitate hospital visits prior to admission
- Liaise with both medical and nursing professions regarding needs re: capacity and consent
- Training to mainstream health staff about learning disability issues
- Provide accessible information, communication aids, other assessments if needed

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## Care Quality Commission

- The Care Quality Commission is the independent regulator of health and social care in England.
- They regulate care provided by the NHS, local authorities, private companies and voluntary organisations. The aim is to make sure better care is provided for everyone - in hospitals, care homes and people's own homes.
- 'Access to Healthcare for People with a learning disability' is within the national priorities for acute and specialist trusts 2009/2010.

*'This indicator will seek to respond to the recommendations made in the [Sir Jonathan Michael Healthcare For All ] Inquiry report for providers, specifically around the collection of data and information necessary to allow people with a learning disability to be identified and the arrangements trusts have in place to ensure the views and interests of people with learning disabilities and their carers are included in the planning and development of services' (CQC Performance Assessment 09/10 April 2010)*

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## Access to Healthcare for People with a learning disability – CQC National Indicator

- 'Trusts will be assessed on their responses to the following six questions, based on the recommendations set out in 'Healthcare for all' (2008) – the Independent Inquiry into Access to Healthcare for People with Learning Disabilities. For each question, a response of 1 to 4 is required depending upon the extent to which plans and protocols are in place and are fully implemented for all aspects of each question.
- The scoring guide for all questions (except question 2) is as follows:
- (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 are only partially implemented.
- (4) = Protocols/mechanisms are in place and are fully implemented'

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### 1. Does the trust have a mechanism in place to identify and flag patients with a learning disability and protocols that ensure that pathways of care are reasonably adjusted to meet the health needs of these patients

- We have a risk assessment in place to identify risk and plan reasonable adjustments which will go live across the trust on 1<sup>st</sup> July 2010. The risk assessment has been PDSA (Plan, Do, Study, Act) trialled and is currently in its 5<sup>th</sup> cycle.
- All wards in the trust will need to complete this risk assessment for every learning disability patient admitted to the ward and incorporate this with the other ward risk assessments in the nursing folder
- The risk assessment will be case-note audited on a monthly basis
- The trust is currently exploring how to flag and identify learning disability patients on the Patient Administration System (PAS)
- The learning disability hospital liaison nurses have a clinical email alert set up to identify anyone with a Learning Disability who has previously worked with the nurses and are admitted to hospital

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### 2. In accordance with the Disability Equality Duty of the Disability Discrimination Act (2005) does the trust provide readily available and comprehensible information?

- Learning disability liaison nurses can provide bespoke accessible information for patients around their health needs
- Each ward should have a 'hospital communication book' to aid communication with patients
- There will be an accessible version of the website and downloadable information on the Trust website (links to websites such as easyhealth.org) and any information we make will be available to download in due course
- It is the law that everyone should have information in a way they understand in order to be able to make decisions regarding their health and to assess capacity

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**3. Does the trust have protocols in place to provide suitable support for family carers who support patients with learning disabilities, relevant registration, and carers rights**

- Learning disability nurses support carers when a person with a learning disability is admitted to hospital. Ensure that carers are kept up to date with regards to the patient and their treatment.
- Risk assessment highlights the need for reasonable adjustments for carers
- A carers policy is being developed by the trust

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**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 a learning disability and person centered approaches in their staff development and induction programmes for all staff**

- Learning disability nurses provide training on a needs basis
- Working with staff development to incorporate learning disability information within induction and mandatory training – basic understanding of LD and how to contact the Liaison Nurses
- HCA Induction, NVQ and Level 4 training also has learning disability sessions within it – more in depth training session
- We also have DVDs and resources to use and hopefully these will be available online
- When you have a patient with a learning disability on your ward we are happy to undertake on-the-ward training on a needs-led, person-centered approach
- Learning disability nurses can update knowledge of legislation such as Disability Discrimination Act 2005, Human Rights Act 1998, and Mental Capacity Act 2005 (best interests)

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**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**

- Learning disability nurses are setting up a hospital group for learning disabilities. This is to focus on the work we need to do around CQC, Death by Indifference and Healthcare for All, as well as allowing the members to discuss their health experiences and highlight any problems.
- We now have identified Directorate Leads in the trust to support the CQC work and they will also attend this meeting and work with the members to enhance patient care
- Hopefully from this group we can identify how we can get Learning Disability representation on other Patient Groups and boards within the Trust
- Learning Disability Liaison Nurses have links with People First Advocacy Group, LiNKs, and Health Sub Groups which feed in to the Learning Disability Partnerships Boards for Bristol and South Glos

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**6. Does the trust have protocols in place to regularly audit its practices for patients with learning disability and to demonstrate the findings in routine public reports**

- Learning disability nurses are involved with auditing case notes regarding Learning Disability Risk Assessment implementation across the trust on a monthly basis
- Learning Disability will also be included within random audits such as 50 consecutive deaths and GTT
- Any identified harm or death of a patient with Learning Disability to be the subject of a Root Cause Analysis
- Learning Disability Nurses will also write an annual report for the trust board
- Learning Disability Nurses can also undertake random ward audits using the 'Quality Improvement Scotland Audit Tool' to highlight issues within practice

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## Current Actions

- Implement Learning Disability Risk Assessment Across the Trust
- Set up Hospital Working Group
- Highlight and promote Patient Profile within community and hospital settings
- Create better links with primary care services
- Start work on creating accessible versions of main trust leaflets

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## Thank you

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