

# Healthcare for people with learning disabilities - recommendations of Parliamentary & Health Services Ombudsman

## Background

Healthcare for people with learning disabilities was under scrutiny following a number of reports:

Sir Jonathans Michael's Independent inquiry *'Healthcare for All'* (2008)

Parliamentary & Health Services & Local Government Ombudsman *'Six Lives'* (2009) followed the Mencap report *'Death by Indifference'* (2007)

These reports included recommendations for both PCT & the Local Authority



# So what did these reports say

People with a learning disability have:-

- Significantly worse health than others
- Higher levels of unmet need & receive less effective treatment
- Parents and carers often had their options ignored
- Staff have limited knowledge about learning disabilities
- Partnership working between different agencies was poor

# What happen then



- Sir David Nicolson wrote to all NHS & SHA in June 2008 saying boards must satisfy themselves that services are making reasonable adjustments
- In March 2009, the ombudsmen recommended that all NHS & Social Care organisations should urgently review the effectiveness and capability of the services they provide. Reporting to those responsible for the governance of those organisations by March 2010

# How will this information be shared

A self assessment framework reporting structure was produced, this process would allow the NHS to assess progress against the ombudsman recommendations:

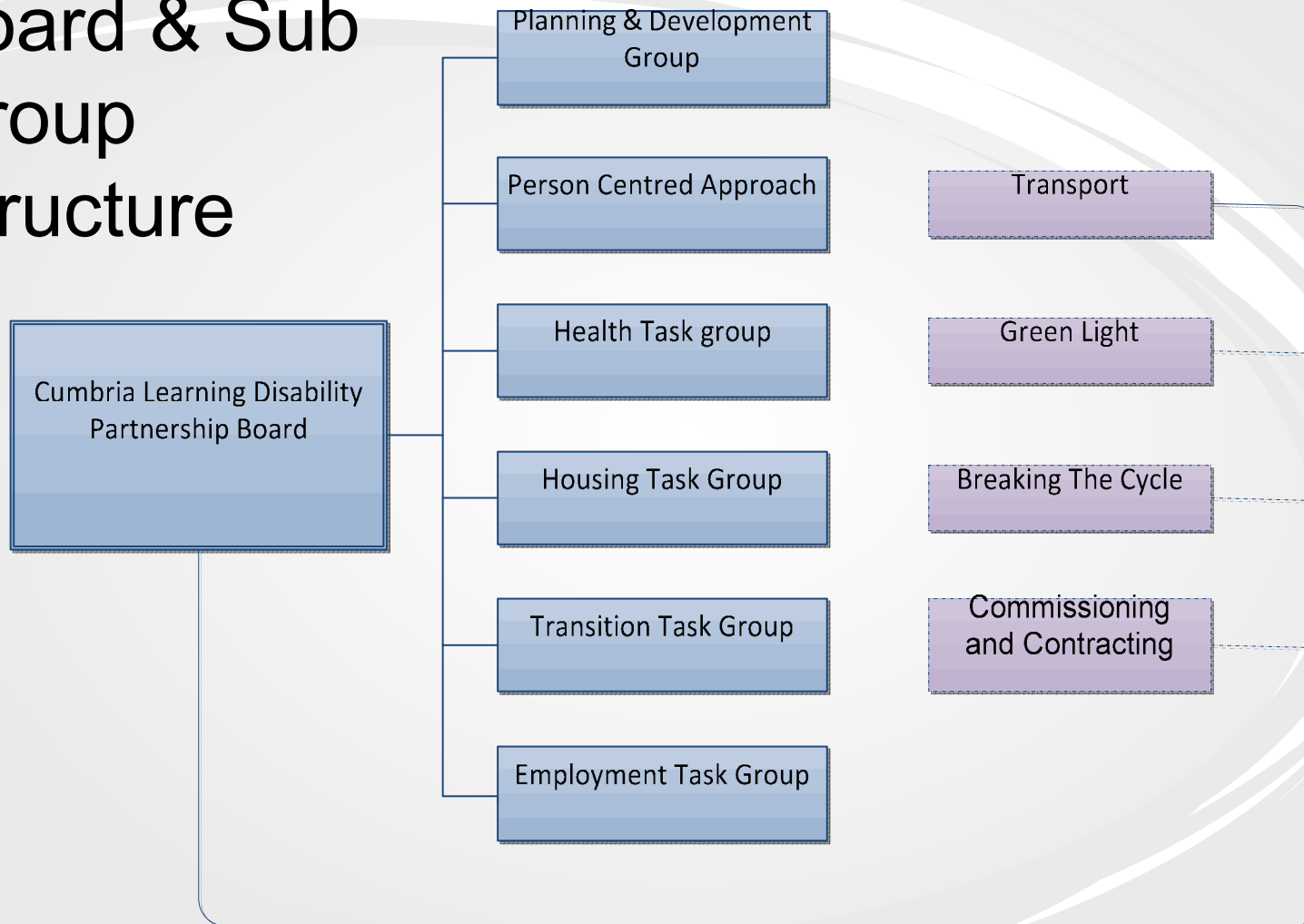
- Valuing People Now: Partnership Board annual self-assessment
- Learning Disability Performance and Health self-assessment framework
- Both of these processes when validated will be a useful benchmarking tool across the North West
- However these have not been fully validated and we are not at a stage where there is meaningful data or reports have been produced

# So what is Cumbria doing



- In Cumbria we have a Learning Disability Partnership Board. The Board checks the delivery of Valuing People objectives and Health Care for All
- In 2008 *KoZan* consultants carried out a comprehensive review of all services 'Cumbria Checks In'
- In 2009 Partnership Boards agreed to write a new Strategic Commissioning Intentions Strategy
- The Partnership Board structure will check the delivery of the Commissioning Intentions Strategy by the themed agendas and progress being made through the sub-groups

# Partnership Board & Sub Group Structure



# Health Sub Group



This group currently covers four main areas

- Acute access and hospital passport – supporting people with LD to have a better experience of healthcare services
- Annual health check and health action plans – supporting people with LD to identify health issues, manage these or change their own health with support
- Green-light- making sure people with a learning disability and mental health issues get the right support from mental health services
- Health self-assessment – Has been submitted to North West Joint Improvement Partnership. All Primary Care Trust's in the NW have complete a health self- assessment

# Acute Access



- There is a protocol in place in the North of the County and there is one being developed in the South
- There is a hospital passport which is designed to support people who have to go into hospital
- Training has been happening in the both the North and West acute services for staff to raise awareness of people with LD

## **What are the issues**

- Some people say they don't know about the passport
- We are going to target groups about the passport and protocol
- Make sure there are different places where people can get the passport






# Annual Health Checks

- People with a Learning Disability can have an annual health check if they want to and a health action plan
- The learning disability teams have been working with practices to identify people on the GP register
- Training sessions have happen to raise awareness of learning disabilities and health action plans

## **What are the issues**

- Not all GP's have signed up to annual health checks
- We need to make sure what we are doing works. So there will be a audit, working with PRIMIS to identify any areas of concern or gaps
- Develop a themed programme for Health and Well-being topics to support people improve their own health



# Green-Light

- The Health Sub Group to look at including mental health screening as part of the annual health check
- Mental Health and Learning Disability will work more closely together for people with a mental health problem including those placed out of area

## **What are the issues**

- Making sure those subject to 117 aftercare have the right mental health input
- Themed programme for Health and Well-being will include mental health issues



# Health self-assessment

- A letter went to the chief executive which asked PCT's to complete this process
- The health self-assessment looked at all Health services from out of area health provision to primary care services

## **What are the issues**

- The Health Self Assessment feedback session is taking place at the end of November and we will be benchmarked against other Health families



# Recommendations

- To note the contents of this report and partnership work in meeting the recommendations set out in “Healthcare for All”
- To note the structure for continued improvement for better healthcare and outcomes for people with learning disabilities
- Ask for your comments on what you would like to see strengthened or actioned

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