

**TRUST BOARD**

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| <b>Date of Meeting:</b><br>11/09/2012   | <b>Agenda Item No:</b> 8.4 | <b>Enclosure:</b> 11 |
| <b>Intended Outcome:</b>  |                            |                      |
| <b>For noting</b><br>√  | <b>For information</b>     | <b>For decision</b>  |
| <b>Title of Report:</b><br>Learning Disabilities Report   |                            |                      |
| <b>Aims:</b><br>To inform the Board regarding the progress made in reaching national and local priorities for patients with a Learning Disability.  |                            |                      |
| <b>Executive Summary:</b><br><br><p>The purpose of this report is to inform the Trust Board of the key areas of activity across the Trust for patients with a learning disability and the progress made in reaching national and local priorities. The report also includes NHS Cumbria's 2011 Self Assessment Framework for Learning Disability Services (Appendix 3) which was presented to the Trust's Governance Committee in July 2012.</p> <p>As part of the Monitor compliance framework the Trust has to complete a quarterly self certification against compliance with requirements regarding access to healthcare for people with a learning disability.</p> <p>This is based on meeting the needs of people with a learning disability as set out in the Care Quality Commission indicator on 'Access to Healthcare for people with a learning disability' based on the six criteria set out in 'Healthcare for all' (2008).</p> <p>The six criteria are;</p> <ol style="list-style-type: none"> <li>1. Does the trust have a mechanism in place to identify and flag patients with learning disabilities and protocols that ensure pathways of care are reasonably adjusted to meet the health needs of these patients?</li> <li>2. Does the Trust provide readily available and comprehensible information to patients with learning disabilities about the following criteria?</li> <li>3. Does the Trust have protocols in place to provide suitable support for family carers who support patients with learning disabilities?</li> <li>4. Does the Trust have protocols in place to routinely include training on providing healthcare to patients with learning disabilities for all staff?</li> <li>5. Does the Trust have protocols in place to encourage representation of people with learning disabilities and their family carers?</li> <li>6. Does the Trust have protocols in place to regularly audit its practices for patients with learning disabilities and to demonstrate its findings in public reports?</li> </ol> <p>The Trust is compliant on five of the six criteria as listed above and will be fully compliant at the end of September 2012 (Quarter 2) following completion of a case note audit.</p> |                            |                      |
| <b>Specific implications and links to the Trust's Strategic Aims:</b>   |                            |                      |

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| Ensure we provide high quality, safe and effective care for all our patients including meeting essential standards of safety and quality as set out by the CQC  | ✓  |
| Develop a viable integrated clinical strategy for secondary care services which is sustainable and affordable   |  |
| Develop a new healthcare facility in West Cumbria that is fit for the 21st century  |  |
| Achieve sustainable financial balance through the delivery of the Trust's internal Cost Improvement Programme, securing a viable contract income from our GP commissioners and contributing to the system wide cost reductions  |  |
| To develop and implement a successful merger or acquisition plan that enables the Trust to become part of an existing NHS Foundation Trust  |  |
| <b>Recommendations:</b> <ol style="list-style-type: none"> <li>1. The Board is asked to note the Trusts progress in reaching national and local priorities for patients with a learning disability and seek any further assurance on any of the items reported in relation to Learning Disabilities.</li> <li>2. The Board is asked to note NHS Cumbria 2011 self assessment framework report.</li> </ol> |  |
| <b>Prepared by:</b> Crea Simpson, Matron, Patient Experience, Chris Platton, Acting Director of Nursing & Quality   | <b>Presented by:</b> Chris Platton, Acting Director of Nursing & Quality |

## APPENDIX 1

### **DECLARATION TO THE BOARD OF DIRECTORS REGARDING PROGRESS MADE IN REACHING NATIONAL AND LOCAL PRIORITIES FOR PATIENTS WITH A LEARNING DISABILITY**

#### **1. Introduction**

The purpose of this report is to inform the Trust Board of the key areas of activity across the Trust for patients with a learning disability and the progress made in reaching national and local priorities. The report also includes NHS Cumbria's 2011 Self Assessment Framework for Learning Disability Services (Appendix 3) which was presented to the Trust's Governance Committee in July 2012.

#### **2. Background**

Valuing People (2001), Healthcare for All (2008), Valuing People Now (2009), alongside the ombudsmen report (2009) all made recommendations to NHS & Social Care organisations regarding service users with a Learning Disability.

The most recent report submitted in February 2012 Mencap Death by Indifference – 74 deaths and counting, looks at the progress made across since the publication of the original report. This report highlights the deaths of 74 people with a learning disability in NHS care over the last ten years which were documented as could have been avoidable.

#### **3. Progress on NHS Cumbria Health Assessment Framework Targets**

This report (Appendix 3) was presented to the Trust Governance Committee in July 2012 and externally to the Executive adults safeguarding board of which the Trust has executive director membership.

#### **4. Progress on Monitor Compliance**

As part of the Monitor compliance framework the Trust has to complete a quarterly self certification against compliance with requirements regarding access to healthcare for people with a learning disability.

This is based on meeting the needs of people with a learning disability as set out in the Care Quality Commission indicator on 'Access to Healthcare for people with a learning disability' based on the six criteria set out in 'Healthcare for all' (2008).

The Trust is compliant on five of the six criteria and will be fully compliant in Quarter two following completion of a case note audit.

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

- The Trust has a flagging system in situ to identify patients with a learning disability on the Patient administration System (PAS). This has also been considered and will be implemented as part of the Real Time Forward IT system.
- Extra time allowed for outpatient appointments.
- Learning disability passports, where patients are identified as not having a passport this is referred back to the Learning disabilities team and the GP.
- Trust protocol for Learning disability is due for review which has commenced. Protocol review has been sent to all sisters/charge nurses and heads of department.

**2. Does the Trust provide readily available and comprehensible information to patients with learning disabilities about the following criteria?**

Treatment options –

- There is access to a range of provision of information specifically tailored for patients. Patients are supported to discuss their health needs and options.
- The Trust has adopted the documentation available through the Cumbria wide Learning Disabilities group.
- Easy read information available in departments and on Trust Intranet site.

Complaints procedures –

- Complaints policy in line with National standards and CQC compliance.
- Patients have access to expert advice, including ICAS and PALS services.
- Patient stories and patient experience.

Appointments –

- Extra time allowed for outpatient appointments.
- Evidence of reasonable adjustments, timings of appointments.

**3. Does the Trust have protocols in place to provide suitable support for family carers who support patients with learning disabilities?**

- Learning Disabilities Policy
- Patient experience
- Patient stories

**4. Does the Trust have protocols in place to routinely include training on providing healthcare to patients with learning disabilities for all staff?**

- Learning disability training provided by Learning Disabilities team
- Safeguarding training
- Deprivation of liberty (DOLS)
- Mental capacity act

Currently reviewing e-learning package used in Northumbria.

**5. Does the Trust have protocols in place to encourage representation of people with learning disabilities and their family carers?**

- Structure in place for active contribution and assessment through surveys, attendance at health and wellbeing board, patient panel, equality and diversity group.
- Patient experience
- Patient stories

**6. Does the Trust have protocols in place to regularly audit its practices for patients with learning disabilities and to demonstrate its findings in public reports?**

- Patient experience
- Patient stories
- Reports submitted to Trust Board

This criteria is not fully met but will be met by the end of September 2012 following completion of a case note audit. A review of the audit process used in Northumbria is underway which includes a review of the audit cycle and audit tool.

**5. Additional Information**

The Matron for Patient experience is the lead for the Trust and has continued to maintain the good working relationship the Trust has with health and social care agencies. Through her role she represents the Trust at the Health and Well being Sub Group and Acute Access Group. Community Learning Disability Leads are notified when a learning disabilities patient is admitted to the Trust and they work in partnership with the Trust to ensure that the correct support is identified and made available to patients, relatives and staff.

**CHRIS PLATTON**  
**Acting Director of Nursing & Quality**

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**Matron, Patient Experience**