

Learning Disabilities Acute Peer Review – EasyRead Report



Introduction

My name is Julia Barton. I am the Associate Director of Nursing and Patient Experience at Southampton University Hospitals NHS Trust and the Peer Review Chair.

Thank you for reading this important document about the work that we have all been doing in NHS South Central to improve (make better) hospital care for people with learning disabilities.



Report

We know that people with learning disabilities do not always get the same care as other people when they go to an acute hospital. Some people have even died because they did not get the right health care.

People go to an acute hospital (These are often big hospitals, for example Royal Berkshire Hospital, Southampton General Hospital) when

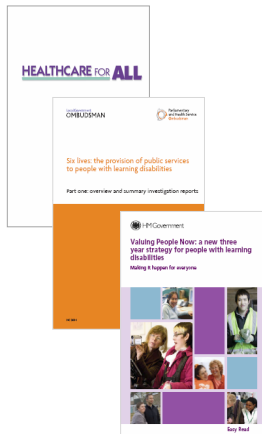
- Their illness comes on quickly
 - They are injured
 - They need to have an operation
 - Or to have an appointment with a doctor, nurse or physiotherapist.
- This is called an outpatient appointment.





People can go to acute hospitals for

- One day. This is called day treatment
- Overnight on a ward. This is called an inpatient stay.



The NHS has been working very hard to make sure that they get much better at supporting people who have a learning disability and that they provide safe care



NHS South Central looks after hospitals in Buckinghamshire, Oxfordshire, Berkshire, Hampshire and the Isle of Wight.



All of these acute hospitals in these areas want to make sure that they give good care and support to people with learning disabilities and their families.



To help them do this each hospital has held a 'peer review' to look at how good the current care and support is in acute hospitals.



A 'peer review' is where a team of people from one hospital, who understand the needs of people with a learning disability, visited a different hospital to look at the care and support they provide there.



They talked about what they thought was good at the hospital and what they thought needed to improve (get better).



This is the report that has been written to tell everybody what the results of the review were.



After each of the hospitals had been visited a big meeting was held for everybody who had been to one or more of the 'peer reviews' to talk about what they found out and plan what they need to do next to help each other to improve the care and support they provide in their hospital.



Some of the good things that we found out about during the 'peer review' that the hospitals want to share with each other are:



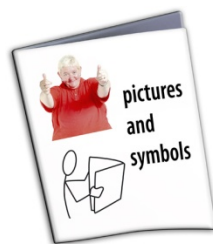
- Acute liaison nurses working in hospitals



- Use of hospital passports



- GPs, Community teams and acute hospitals working well together



- EasyRead information being available



- More help for new mums with learning disabilities



- More help for people with learning disabilities who are dying



- Making sure that carers are involved and supported



- Training for hospital staff about learning disabilities is being taught by people with learning disabilities



- People with learning disabilities are able to visit the hospital before they have an operation and meet the staff



- Picture menus to help people choose what to eat



- Extra help to support people move from children to adult services in hospital



- Hospitals are working with people with learning disabilities to improve hospital services



The hospitals are going to work together over the next few months to help each other improve by sharing things that are good and by developing some new things together. This is their plan:



Plan

Making going into Hospital and coming home again easier (This is called admission and discharge)

Jobs to do

1. Make sure that hospital passports are used in hospital
2. Helping everyone know when paid carers can support someone with a learning disability in hospital
3. Share the best ways of supporting a person with learning disabilities into hospital and home again with all the hospitals and ambulance service



Improve staff training and how staff are trained to do their job

Jobs to do

1. Work with the hospital and ambulance service training teams
2. Making sure staff go to learning disabilities awareness training
3. Make sure the hospitals and ambulance service know the people with learning disabilities and family carers who are able to help train staff

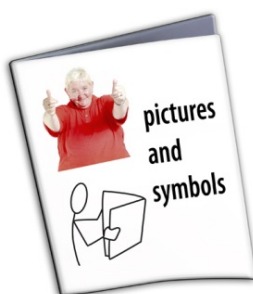


Make sure health care is better for people with learning disabilities in hospital

Jobs to do

1. Sharing of care pathways already developed within South Central
2. Find out the care pathways that are needed
3. To see if the adapted pathways can be shared nationally on the Improving Health and Lives website
4. Presentation to South Central Heads of Maternity about supporting new mums with learning disabilities.
5. Development of a learning disabilities web based pathway similar to the one for use for mental health

Care pathway = What should happen at each stage of a person's hospital treatment and how they move onto the next stage



Improving easy read and accessible information for people with a learning disability about

- Health
- Hospitals and the ambulance service

Jobs to do

1. Help Hospital's communication teams better understand the information needs of people with a learning disability

2. Find out the health information that people with learning disabilities need
3. All hospitals and the ambulance service will work together with advocacy services to write this health information
4. Make sure this information is shared so all hospitals and ambulance service use it



Knowing when a person with a learning disability comes into hospital or uses an ambulance

Jobs to do

1. Workshop with hospitals, GPs, family carers, people with learning disabilities and ambulance service.
2. Write guidance for the hospitals and ambulance service



Inclusive Peer review 2

Jobs to do

1. Write easy read peer review framework
2. Health checker training for people with a learning disability and family carers
3. Make sure the dates of the peer review are made
4. Make sure hospitals and the ambulance trust know who important people are to tell them about the peer review.





As you can see from the plan, all of the hospitals and the ambulance service would like to hold another 'peer review' in the spring and would like to include people with a learning disability, family carers and advocates as 'peer reviewers' to help decide what is good and what needs to be made better.



The team of people will all be given training to help them.



After the review, the hospitals will continue to work together to help each other to improve services. They will also continue to work with people with a learning disability, family carers and advocates.



If you need more information about the acute peer review or if you would like to be involved please contact

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