

Caring for Adults with a Learning Disability at St George's Hospital

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Healthwatch Assembly Event

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An Overview of the past present and future

- Exploring recent history in acute settings
- Discussing services at St George's today
- Highlighting Challenges and Successes
- Looking forward



Why focus on PLD in acute hospitals?

- 'Death by Indifference'
MENCAP (2007)
- Sir Jonathan Michaels
Independent Inquiry (2008)
- 'Death by Indifference: A
progress report 5 years on –
74 Lives and Counting'
(2012)
- 'CIPOLD' (2013)
- 'Treat Me Well' (2018)



Core Themes from Reports and Investigations

- Lack of appropriate admission planning
- Omissions in delivery of care
- Poor information sharing
- Failure to understand the law
- Inadequate discharge planning
- Premature death in hospital



St George's Hospital

- Over 1,000 beds
- Specialist service e.g. neuro, cardio, trauma, stroke
- Contact with over 50 departments and 30 wards
- No formal flagging system of patients with LD



Learning Disability Liaison Nursing Team

- Two learning disability nurses
- Under the umbrella of Safeguarding Service
- Covering adult wards and departments at SGH
- Monday to Friday 8am to 6pm



Core Elements of the LD Liaison Role

- To ensure safe pathways of care for PLD
- To coordinate reasonable care adjustments
- To facilitate best interest decision making
- To raise awareness of the needs of PLD in a hospital setting



Referrals to the LD Liaison Team

- Referrals accepted by telephone/email
- Accepted from any source
- Majority referrals are internal (ED, OPDs, wards)
- Other referrals from London and beyond (CLDTs, other hospitals)
- Occasional inappropriate referrals



Responding to Referrals

- Contact with the local CLDT
- Request for Hospital Passport/Care Plans
- Initial screening if patient is not known
- Planning with MDTs



Involving Families and Carers

- Facilitating Effective Communication
- Providing collateral to inform care plan
- Giving of emotional support
- Supporting the patient with choices
- Assisting clinicians in making BI decisions



Reasonable Adjustments

There is a legal entitlement for people with learning disabilities to have equal access to services

There is a legal duty to make reasonable adjustments when providing services to people with disabilities and to be anticipatory

In order for services to work equally well for people with a learning disability, efforts should be made to remove physical barriers and amendments should be made to procedures



Reasonable Adjustments made at St George's

- Providing Accessible Information
- Securing a Side Room
- Offering a First or double OPD appointment
- Coordinating multiple treatments
- Promoting flexible visiting hours
- Organising an overnight stay for carers
- Facilitating pre planned visit to ward/department



Hospital (Health) Passport

**This is my
Hospital Passport**

For people with learning disabilities coming into hospital

My name is:

If I have to go to hospital this book needs to go with me, it gives hospital staff important information about me.

It needs to hang on the end of my bed and a copy should be put in my notes.



This passport belongs to me. Please return it when I am discharged.

Nursing and medical staff please look at my passport before you do any interventions with me.



Things you must know about me

Things that are important to me

My likes and dislikes

Epsom and St Helier University Hospitals NHS Trust
Kingston Hospital NHS Trust
Mayday Healthcare NHS Trust
St George's Healthcare NHS Trust
Foundation of Nursing Studies

Croydon Community Learning Disability Team
Kingston Community Learning Disability Team
Merton Team for People with Learning Disabilities
Richmond Specialist Healthcare Team (Learning Disabilities)
Sutton Learning Disabilities Team
Wandsworth Community Learning Disability Team

Things you must know about me

Name:

Likes to be known as:

Date of Birth:

Address:

Tel No:

How I communicate/What language I speak:

Family contact person:

Relationship e.g. Mum, Dad:

Tel No:

Person that gives me most support:

Religion:

Religious needs:

Ethnicity:

My carer speaks:

Level of support (who needs to stay and how often):

Pros and Cons of the Hospital Passport

- Highlights Needs and Strengths
- Can give good baseline information
- Better understanding of patient profile
- No single agency overseeing its use
- May not be helpful unless reviewed regularly



Enablers to Improved Outcomes

- Early contact with those who know patient well
- Access to Behavioural Support Plans
- Risk Assessments e.g. harm, dysphagia, medication
- Maintaining Routine as much as possible
- Parity of Esteem – Mental v Physical Health

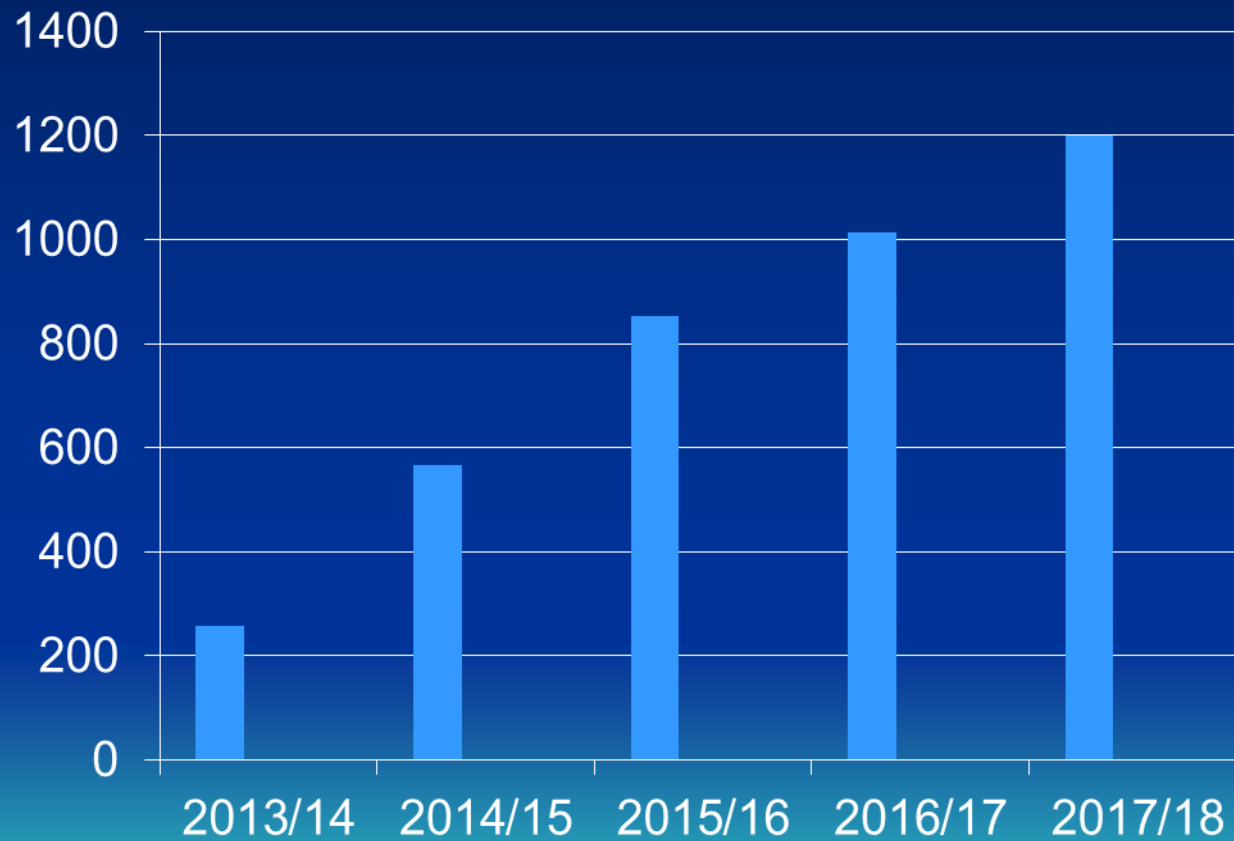


Keys to Success

- Face to Face contact in the ward/department
- Looking after families and carers too
- Ward Information Pack for staff
- Awareness Training – Planned and on Demand



Referral Rates



Current Partnerships

- Wandsworth Health Action Group
- The Learning Disability Forum
- SWL Cancer Screening Group for PLD
- Patient Access Committee



Potential Challenges Ahead

- Addressing increasing referral numbers
- Meeting Expectations eg RCN 24 hour cover
- PLD are living longer with complex needs
- Fewer LD Nurses on the NMC Register



Planning for the Future

- Launching the LD Patient Partnership
- Dissemination of Carer's Survey
- Developing EoLC partnership with local CLDT
- Adapting the Friends and Family Test
- Participation in Audit
- Conversations with commissioners



Patient Story

- 19 Year old female with autism and fracture
- Reviewed with parents by Orthopaedic Consultant
- Surgical intervention proposed
- Parents oppositional for many reasons
- Patient was not in any apparent distress
- Best Interest discussions and conservation agreed
- X Rays and orthopaedic reviews every 2 months
- Fast tracking through each department
- Full healing after 8 months without need for surgery



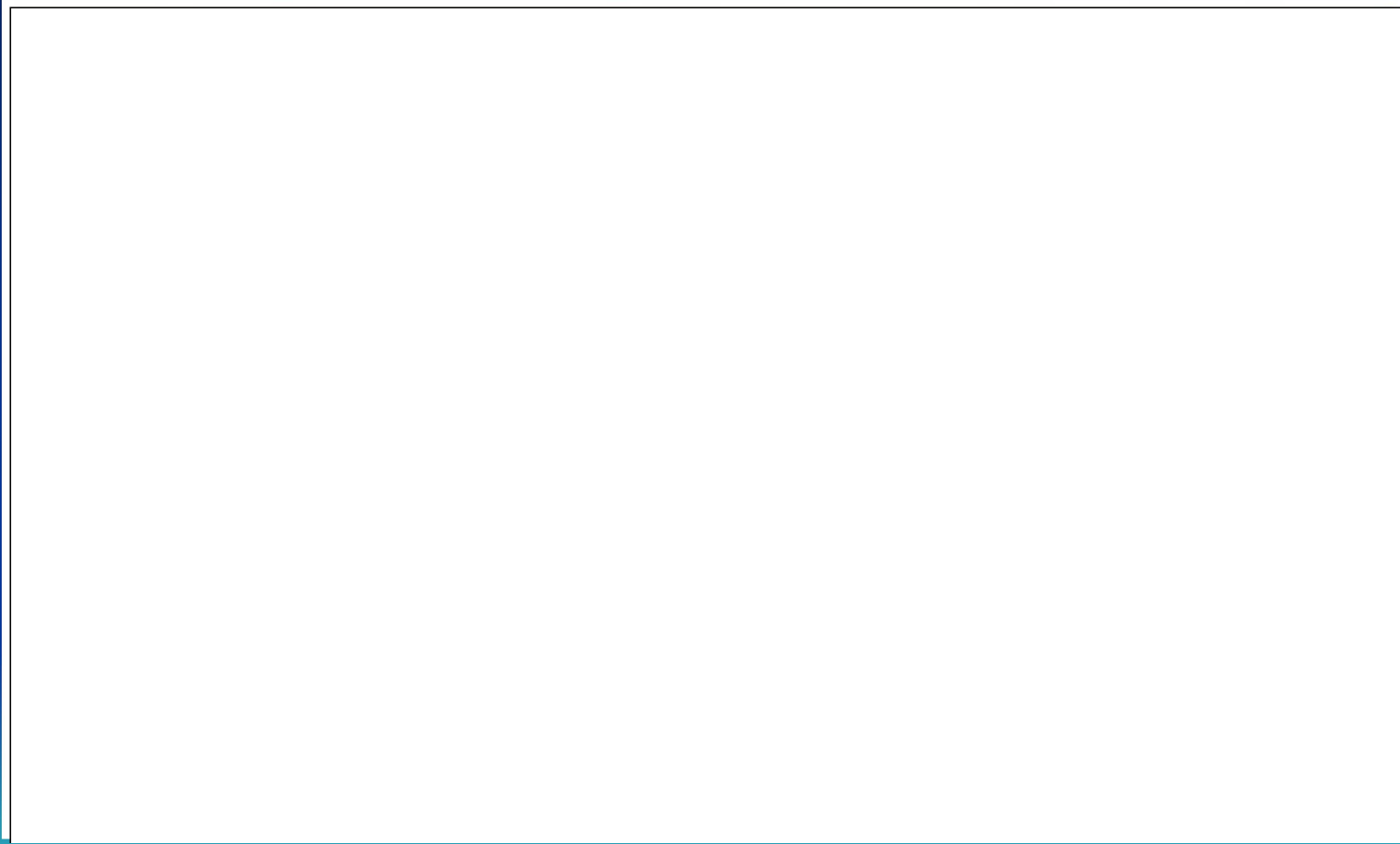
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Please feel free to ask a question





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