1. INDEX OF GOOD PRACTICE IN THE EAST OF ENGLAND

This QIPP project has revealed a range of good practice in the east of England in relation to acute hospital care for adults with a learning disability and adults with autism. This index collates the good practice which has been identified, and also some nationally available information.

It is important to note that good practice is not automatically transferrable from one acute hospital to another setting. These examples are given as a basis for each hospital to make them relevant and deliverable in their own setting. Neither does the good practice reported here represent the ‘final word’ in practice. Good practice will need to be constantly developed to reflect new developments and new knowledge. Neither will those delivering this best practice necessarily be satisfied with it. They are likely to be aware of short falls and how they need to be addressed. Most important is the organisations’ attitudes and values in seeking to constantly improve practice and outcomes for people.

This index gives the headline for each good practice example. Further detail is not given both for the sake of brevity in this document, and because over time the good practice may have moved on. The primary contact for each hospital is the learning disability liaison nurse, with contact details given at the end of this chapter. Where the contact is not the liaison nurse, those details are given in the text.

The good practice is outlined in relation to relevant chapters of the report.

Subscribing to the UK learning disability network will give access to a range of resources and on line discussion including the access to acute network the forum in which health and social care professionals share issues around access to acute services. This is hosted by the Foundation for People with Learning Disabilities: http://www.ldhealthnetwork.org.uk. The network is facilitated by Janet Cobb who can be contacted at: jcobb@fpld.org.uk

The Learning Disability Public Health Observatory ‘Improving Health and Lives’ is also a source of good practice nationally: http://www.improvinghealthandlives.org.uk/

An east of England Network of Learning Disability Liaison Nurses is convened by Shoenagh Mackay, Learning Disability Nurse Advisor at Basildon and Thurrock University Hospital as part of a Regional Innovation Fund project. Shoenagh’s e-mail is: shoenah.mackay@btuh.nhs.uk

1. Patient pathways for adults with a learning disability and adults with autism

1. Bedford ambulance service: employs ‘Emergency Practitioners” as first responders. These are highly skilled and excellent at face to face emergency work for people with a learning disability. Contact: Suzannah Lee, Trust Lead for Equality, Diversity and Human Rights, East of England Ambulance Service NHS Trust: suzannah.lee@eastamb.nhs.uk
2. Basildon and Thurrock Hospital: deliver specific training for Ambulance Service staff on working with people with a learning disability.

3. South Essex: have introduced an Emergency Card for people to use: the ‘999 Card’

4. Bedford Hospital: has developed a ‘Patient Safety Card’

5. Basildon and Thurrock Hospital: use Traffic Light Sheets to record key health needs and key risks for someone.

6. Luton and Dunstable Hospital: have developed
   - a ‘Grab Sheet’ for A&E reception staff
   - a Learning Disability Discharge Summary sheet
   - All About Me information for pre admission planning
   - a ‘Grab Sheet’ for A&E and ward staff
   - A discharge Sheet
   - A Learning Disabilities Intranet site
   - ‘Your Next Patient’ (has a learning disability) leaflet

7. Hertfordshire hospitals: use a Purple Dot and Purple Folder system. The folder accompanies the person and is used to hold all key documents:
   - Emergency ‘grab’ sheet
   - Health Action Plan
   - ‘About Me’ – a health overview
   - Discharge summaries
   - A checklist of the person’s involvement and mental capacity guidance
   A dvd is used to explain the system to acute staff, GPs, patients and family carers, paid support staff.

8. Hinchingbrooke Hospital: have developed
   - ‘This is Me’ incorporating both a patient passport and a traffic light overview of someone’s health needs

9. Several local films have been made to support people with a learning disability or autism coming into hospital
   - Ipswich Hospital: a DVD giving information about using their services.
   - Through Barry’s eyes - Hertfordshire PCT
   - Top ten tips for coming into hospital - Norfolk & Norwich University Hospital

10. Mid Essex Hospital have an agreed Protocol for Theatre and Recovery

11. Queen Elizabeth Hospital, Kings Lynn has a comprehensive Carer’s Policy which, without specifying particular patient groups, provides for the key issues for family carers of adults with a learning disability or autism

12. The Easy Health web site has a wide variety of easy read materials for people with a learning disability and for professionals in relation to better health and good healthcare: www.easyhealth.org
Particularly relevant are examples of:

- A hospital passport:

- A Traffic Light Assessment form:

2. **Guidance for effective alert and information systems to deliver and monitor improved quality and cost savings**

1. A Caldicott Agreement to exchange data:

   Hertfordshire PCT and West Hertfordshire Hospital Trusts have finalised such an agreement for a one off exchange of data. Given that the GP Learning Disability Registers apply to people with a learning disability aged 18+, a refresh of the data may be required annually.

   Contact: Sarah Damms, Joint Learning Disability / Mental Health Commissioner, Hertfordshire County Council [Sarah.Damms@hertscc.gov.uk](mailto:Sarah.Damms@hertscc.gov.uk)

2. Physical flagging system:

   - Hertfordshire hospitals use a Purple Dot and Folder system. Purple dots are placed on ward boards and also in bedside locations so that everyone working face to face with the person is alerted to the need for appropriate and reasonable adjustments. A purple coloured folder accompanies the person and is used to hold all key documents (see above)

   - Norfolk & Norwich University Hospital: use a specific wrist band

3. **A Quality Assurance Framework with a model for self assessment and an agreed improvement plan**

   Involvement of adults with a learning disability and adults with autism and family carers in reviewing hospital services:

   1. Luton and Dunstable Hospital:
      - A quarterly Learning Disability Patient Group (experience) meeting, which feeds back to PALS and to the Trust’s Equalities Committee
      - Bi Monthly Learning Disabilities Task Group – currently focussing on Mencap’s Getting it Right Charter, and Six Lives. The group consists of a variety of stakeholder’s inc parents, carers, pwld, providers, senior hosp managers (inc Trust Board Execs) and the LD Liaison Nurse.
2. NHS Luton: are developing a DVD with the family of a young man with Learning Disabilities who died in hospital that gives the family’s experiences of care in hospital. Copies will be available from Simon Pattison, NHS Luton: Simon.Pattison@luton-pct.nhs.uk

3. Norfolk & Norwich University Hospital:
   - The Learning Disability Development Group which provides reports to the NNUH Board and the Safeguarding Vulnerable Adults Committee
   - A group of people with a learning disability and family carers provide advice and feedback to various hospital initiatives e.g. policy development; new leaflets
   - The NNUH Family Carers group includes family carers of people with a learning disability.

4. Basildon and Thurrock University Hospital:
   - ‘Tell it to the team’ – a group of service users to give the hospital the views of people with a learning disability about its services
   - A family carers support group called ‘many disciplines one aim’

5. Cambridge University Hospitals:
   - The Learning Disability Working Group includes people with a learning disability and family carers alongside hospital staff and partner agencies to improve and deliver high quality services.

6. Hinchingbrooke Hospital: have drawn together patient/carer stories based on a satisfaction questionnaire which inform their plans for improvement

7. Hertfordshire Hospitals: people with a learning disability contribute to training in the hospital

4. A Staff Development Framework

   - *Safeguarding adults: If you don’t do something, who will?*: DVD produced by Nursing and Midwifery Council. [www.nmc-uk.org/safeguarding](http://www.nmc-uk.org/safeguarding)

   - *Learning Disability Awareness*. Power point Presentation: Queen Elizabeth Hospital Kings Lynn NHS Trust

   - *Learning Disability and Autism Awareness*: an E Learning Package in development: Norfolk and Norwich University Hospitals NHS Foundation Trust

   - *Accident and Emergency Grab Sheet* – Northamptonshire Health Care NHS Trust & Northamptonshire NHS Primary Care Trust;

   - *Health Action Plans* - Purple Folder used across health and social care services in East and North Herts NHS Trust and West Hertfordshire Hospitals NHS Trust.

• Communication Symbols for ambulance vehicle staff – East Midlands Ambulance Service NHS Trust. Contact as above

• Reducing anxiety and supporting admission to hospital. A DVD produced by Norfolk and Norwich University Hospitals NHS Foundation Trust.

• Describing learning disability. Introduction to Learning Disability Psychiatry. Cambridge & Peterborough NHS Foundation Trust: used for training medical students and GPs. Contact: Dr Asif Zia Consultant Psychiatrist Consultant Psychiatrist and Clinical Director: asif.zia@cpft.nhs.uk

• Understanding and recognising … Autistic Spectrum Disorder. Introduction to Learning Disability Psychiatry. Cambridge & Peterborough NHS Foundation Trust. Contact as above

• Identifying and understanding physical care needs. Power point presentation: Cambridge University Hospitals NHS Foundation Trust;

• Common health conditions in people with learning disabilities. Power point presentation: Mid Essex Hospital Services NHS Trust

• The Mental Capacity Act and Consent to Treatment. Power point presentation: Norfolk and Norwich University Hospitals NHS Trust;

• Patient Scenarios. Cambridge University Hospitals NHS Foundation Trust;

• Applying the Mental Capacity Act – MCA Best Practice Guidelines – Case Studies.

Patient experience:

• Role play “My journey” A person with learning disability shares his experiences of health care – Christian Raphael, Matthew Clark and team (contact is through Cambridge University Hospitals – see below)

• Experiences of using hospital services: Luton and Dunstable Hospital

• Behaviour as Communication: A Teaching Project for Nursing Care. Cambridge University Hospitals NHS Foundation Trust