AWP and The MENCAP
Getting it Right Charter

Successes and Lessons Learned from a Mainstreaming Project.
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Identifying the Need

- Local third sector groups highlighted a need for improved access to mainstream mental health inpatient facilities.
- Increased numbers of admissions of people with learning disabilities, (diagnosed and undiagnosed).
- AWP staff seeking increased awareness of the mental health needs of people with learning disabilities – including access to services.
Identifying the Need

• CQUIN agreement with AWP commissioners to –
  Implement the MENCAP Charter in all Inpatient Wards

• This includes the challenge of implementing this in all Strategic Business Units – Adult, Liaison and Later Life, Specialised and Secure, Specialist Drug and Alcohol Services
Background

- Unequal access to healthcare
- Poorer health outcomes
- Untimely deaths – Death by Indifference
Aim of the Charter

‘Getting it right' campaign aims to support local campaigners, health professionals, GP surgeries, hospitals and healthcare authorities to work together to make improvements.
The Charter

• All people with a learning disability have an equal right to healthcare.

• All healthcare professionals have a duty to make reasonable adjustments to the treatment they provide to people with a learning disability.

• All healthcare professionals should provide a high standard of care and treatment and value the lives of people with a learning disability.
By signing the charter, we pledge:

- make sure that hospital passports are available and used
- make sure that all our staff understand and apply the principles of mental capacity laws
- appoint a learning disability liaison nurse in our hospitals
- make sure every eligible person with a learning disability can have an annual health check
- provide ongoing learning disability awareness training for all staff
- listen to, respect and involve families and carers
- provide practical support and information to families and carers
- provide information that is accessible for people with a learning disability
- display the *Getting it right* principles for everyone to see.
Our First Steps

- Engaging with local stakeholders:
  - Arranging to visit local CLDT’s – North Somerset, Bristol, South Gloucestershire, Bath, Wiltshire, Swindon
  - Contacting Carers Groups - included The Carers’ Support Centre Bristol and South Gloucestershire, The Carers Centre BANES, and The Care Forum across the South West
Our First Steps

• Engaging with local stakeholders:
  – Contacting Service User Involvement and Support Groups – including Wiltshire and Swindon Users’ Network, Wiltshire People First and KeyRing Supported Living Networks
Our First Steps

• Challenges to engagement with service users and carers –
  – Identifying those who have experience of using AWP services
  – Groups may not prioritise this area for discussion
• Developing a network of service users and their carers with learning disability who want to be involved
• Foundation Trust Governor
Our First Steps

• Engaging with our inpatient staff
• Focus groups
  – Solutions focused approach
  – What has worked well – and how can we share this
  – What know how do you need to provide the service you want
Focus Groups – What they told us

- Felt unconfident and unsure if they had the skills to meet the needs of this service user group
- Didn’t always understand what a learning disability was
- Staff felt that service users could get stuck in the inpatient wards
- Unsure of the role of specialist learning disability teams
- Felt confident in the implementation of the mental capacity act
- Lacked resources to aid communication
Staff Knowledge and Skills

Initial staff survey

1. How well do you think that your place of work meets the needs of people with mental health problems and a learning disability?

2. Is information available in easily accessible formats for people with learning disabilities within your working environment?

3. How confident do you feel working with people with mental health problems and learning disabilities?

4. Do you know how to contact your local Community Learning Disability Team, (sometimes known as Community Team for People with Learning Disabilities)?
Staff Knowledge and Skills

5. Do you know when it would be appropriate to contact the local Community Learning Disability Team?

6. To what extent do you feel that you can meet the communication needs of a person with mental health problems and a learning disability?

7. To what extent do you feel that you can adjust your practice to support a person with mental health problems and a learning disability?

8. How would you rate your knowledge base of the health needs of people with learning disabilities?

9. How confident do you feel in applying the principles of the Mental Capacity Act in relation to people with mental health problems and a learning disability?
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Is information available in easily accessible formats for people with learning disabilities within your working environment?

How confident do you feel working with people with mental health problems and learning disabilities?

Do you know how to contact your local Community Learning Disability Team, (sometimes known as Community Department)?

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How would you rate your knowledge base of the health needs of people with learning disabilities?

How confident do you feel in applying the principles of the Mental Capacity Act in relation to people with mental health problems and a learning disability?
How Did We Use the Information?

• Raised awareness of the charter and the project across AWP – forums and launch event
• Created a network of interested and enthusiastic nursing staff as Link Practitioners for Learning Disability on each ward
• Developed training based on the level of knowledge reported through the staff survey and focus groups
How Did We Use the Information?

- Formulated Essence of Care style Benchmarking Packs based on feedback, recommendations and guidance from documents such as –
  - Healthcare for All
  - The Green Light Toolkit
  - Valuing People Now
  - MENCAP – Getting it Right and Death by Indifference
  - The Triangle of Care

- Launched Hospital Passports across the trust – including with Crisis Resolution and Home Treatment Teams
How Did We Use the Information?

• Created an intranet resource specifically for learning disabilities
  • This includes –
    1. Best practice guidance – RCN, etc
    2. Brief screening tool
    3. Benchmarking Packs
    4. Training Resources
    5. Local Services
    6. Accessible Information
    7. Information for Service Users
    8. Information for Families and Carers
Learning Disability Intranet Pages

Average Number of Users of Learning Disability Ourspace Pages Per Day

Month

Nov-11  Dec-11  Jan-12  Feb-12  Mar-12
Learning Disability Intranet Pages

Number of Distinct Users of Learning Disability Ourspace Pages Per Month

Month
- Nov-11
- Dec-11
- Jan-12
- Feb-12
- Mar-12

Number of Distinct Users
- 0
- 50
- 100
- 150
- 200
- 250
- 300
- 350
- 400
- 450
- 500
Learning Disability Awareness Training

- Formulated an Internal Training Publication which addressed specifically the issues and problems raised through the focus groups – you said/we did approach
- 100% of AWP staff have accessed this resource
Learning Disability Awareness Training

• 1 day training course – Working with People with Mental Health Problem and Learning Disabilities
• Formulated and Delivered with support from Learning Disability Practitioners, (nursing, psychology, psychiatry and OT)
• Areas covered:
  1. Background to mainstreaming and evidence to support this agenda
  2. Legislation – Equalities Act, Disability Discrimination Act and The Mental Capacity Act
  3. What is a learning disability, (and what it is not!)
  4. Mental Health and Learning Disability – issues of communication, assessment and intervention
  5. Making reasonable adjustments
  6. Hospital Passports
Learning Disability Awareness Training

- Link Practitioners from each ward attended 1 day training events
- Returned to clinical environments and cascaded brief 30 minute awareness session with all ward staff
- Resource booklet also produced to support this
Learning Disability Benchmarking

- Covered 7 factors –
  - Factor 1: Joint Working
  - Factor 2: Families and Carers
  - Factor 3: Physical Healthcare
  - Factor 4: Accessible Information
  - Factor 5: Service User Involvement
  - Factor 6: Learning Disability Awareness
  - Factor 7: Mental Capacity Laws
Learning Disability Benchmarking

- Benchmarking is a process of comparing, sharing and developing practice in order to achieve and sustain best practice. Changes and improvements focus on the indicators, since these are the items that patients, carers and professionals believe are important in achieving the benchmarks of best practice.
- The procedure for undertaking benchmarking within AWP is highlighted below:

  **Stage One:** Setting up the benchmarking group
  **Stage Two:** Use the audit tool to measure clinical area against best practice
  **Stage Three:** Reconvene benchmarking group agree E-A scores and submit data to the contact below
  **Stage Four:** Action planning/areas of best practice
  **Stage Five:** Review of Actions and Progress
Learning Disability Benchmarking

- Initial benchmarking process was completed in December 2011
- 100% of ward teams participated
- Review of actions was completed in February 2012
- Results for 1 Strategic Business Unit
Learning Disability Benchmarking - Results

December 2011
- **Factor 1**: 43%
- **Factor 2**: 76%
- **Factor 3**: 58%
- **Factor 4**: 46%
- **Factor 5**: 69%
- **Factor 6**: 67%
- **Factor 7**: 63%

February 2012
- **Factor 2**: 53%
- **Factor 2**: 80%
- **Factor 3**: 86%
- **Factor 4**: 70%
- **Factor 5**: 77%
- **Factor 6**: 75%
- **Factor 7**: 75%
Staff Knowledge and Skills – Improvements

- Hospital Passports –
  - Began measuring in January 2012, found 1 Hospital Passport in RIO
  - February 2012 – 22 Hospital Passports
  - March 2012 – 36 Hospital Passports

- Feedback from staff –
  - Elizabeth Cason House worked with an undiagnosed service user with frequent admissions to the BRI. Following introduction of hospital passports reported that admissions to BRI much less distressing and improved communication

- Repeat of Staff Survey – same questions
Staff Knowledge and Skills – Improvements

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How confident do you feel working with people with mental health problems and learning disabilities?

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To what extent do you feel that you can adjust your practice to support a person with mental health problems and a learning disability?

How would you rate your knowledge base of the health needs of people with learning disabilities?

How confident do you feel in applying the principles of the Mental Capacity Act in relation to people with mental health problems and a learning disability?
Moving Forward

- Building on the links with CLDT’s – continued network of link practitioners
- Appointment of an LD Community Service Manager
- Lead Nurse continues MENCAP Charter Lead role
- Ongoing MENCAP Charter workshops – May 2012
- Continued Learning Disability Awareness Training
- Repeating Benchmarking – 2013
- ? Role out Benchmarking in community
- Ideas? – What is still needed