

Making our hospitals better for adults with learning disabilities or autism



June 2012



Easy Read

This is an Easy Read version of:
West Hertfordshire Hospitals NHS Trust's Acute Hospital Learning
Disability/ Autism Self Assessment Framework Action Plan 2011 - 2012



Looking after people properly with learning disabilities or autism is important to us.

We have a plan of how we can make the care we give patients with learning disabilities or autism better.

The original self-assessment in September 2011 told us that we were:

Red		in 1 area
Red	Amber	in 4 areas
Amber		in 9 areas
Amber	Green	in 6 areas
Green		in 3 areas

The following shows the progress we have made to date:

Amber		in 12 areas
Amber	Green	in 8 areas
Green		in 3 areas

The Trust is working through the first of the seven actions that were prioritised in the self assessment.

The actions below have been achieved since the last report.

Actions for 1.1



The Director of Nursing is regularly reporting to the Trust Board on this important work.



We now have a senior doctor who leads on safeguarding, including learning disabilities and autism.



All the members of the Health Liaison Team will soon have honorary contracts. They will be able to access the Trust's information systems to ensure we know about all patients with learning disabilities and autism and the details of their carers.

Actions for 2.2



We have a new Equality and Diversity Manager and equality delivery system in place.

Our three equality and diversity objectives are:

1. Eliminate discrimination, harassment and victimisation
2. Advance equality of opportunity between people who share a characteristic and those who do not.
3. Foster good relationships between people who share a characteristic and those who do not.



We are asking our patients what went well and what we can improve on.

Actions for 2.6

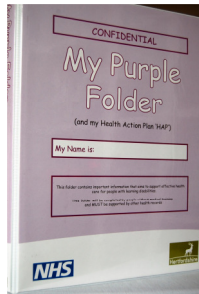


We have set up an alert system and are working with our information department to make it better.



We continue to train our staff and are accessing courses at the University of Hertfordshire.

Actions for 2.7



We are continuing to make sure that staff know about the purple folders and what they are used for.



We have a working group looking at patient information and will make sure that we have copies in Easy Read format.



We are using the e-learning programme. The Health Liaison Team are helping us to iron out any teething problems.

Actions for 3.4



We have a system that identifies women with learning disabilities and autism who are having a baby. After initial assessment and patient consent we refer these patients to the most appropriate advocates. This might be the Health Liaison Team.



In the last 6 months, we have treated 10 mothers with a learning disability. Only one baby was taken into care.



We are developing an Easy Read leaflet for new mums – funded by learning disability commissioners. This will be used across Hertfordshire.

Actions for 4.1

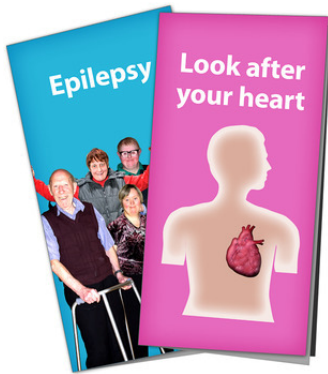


We attend the local learning disabilities forums in west Hertfordshire and other community meetings.



As part of our CQUIN target this year, we have to ask carers of inpatients about their experience. We are doing this using questionnaires and focus groups. We are working closely with Carers in Hertfordshire to meet this target.

Actions for 5.1



We have a new group looking at patient information. We are currently reviewing all our information and will ensure that there is Easy Read material available.



The Health Liaison Team have social stories and use them to help people with autism to understand what to expect if they come to hospital.



We are looking at our hospital signs to see if we can make them clearer

Going forward

Once we have completed some of the initial objectives, we plan to focus on the following Actions:

- **Action 5.3 - Patient complaints**
- **Action 6.2 - Learning from mistakes**
- **Action 6.3 - Listening to patient and carers and making a difference**