

Reference Number: FOI/LHCH/2017053
From: Other
Date: 17 February 2017
Subject: Learning disability

- Q1 Re. Your trust
- a. How many acute hospitals do you have in your trust?
 - b. How many inpatient beds do you have within each of the acute hospitals in your trust?
- A1
- a. Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'. This information is available on our website: <http://www.lhch.nhs.uk/about-lhch/>
 - b. 216
- Q2 Re. Training on learning disability:
- a. Do you have content on learning disability in your acute hospital inductions, for;
 - i. clinical staff
 - ii. non-clinical staff
 - iii. Where the programme is self-directed, what length of time are participants expected to spend on learning disability related content?
 - iv. Where the programme is taught, what is the teaching time for each group?
 - b. Have you provided specialist learning disability training to acute hospital staff within the last 3 years?
If so;
 - i. How many staff attended such training?
 - ii. Was this training mandatory or optional?
 - iii. For each different programme delivered, Please give the name of the programme(s), course duration (in hours), number of sessions and how many staff attended?
- A2
- a. No, learning disability training is done after Induction see b. below
 - i. - iii. Information not held – not applicable
 - b. Yes - learning disability training is done as eLearning with assessment at the end of the eLearning. The training is completed by all staff (clinical and non-clinical). The eLearning was piloted in October 2016 and went live in November 2016. The eLearning can be accessed from anywhere in the Trust.
 - i. As of 31st Jan 2017 833 staff have completed the eLearning Disabilities
 - ii. Mandatory
Length of training is 1-hour
Frequency of training is every 3-years.
One session
- Q3
- a. Do you have a 'flagging' system in place to notify hospital staff when a patient

has a learning disability?

If so, what is it?

- b. How many patient information leaflets do you have currently available across your trust, and how many of these are available in easy read format?
- c. Do you routinely offer personalised easy read format appointment letters/other correspondence to patients with a learning disability?
- d. Do you routinely offer the option of longer out-patient appointments to patients with a learning disability?
- e. Do you routinely offer 'hospital passports' to patients with a learning disability during pre-admission appointments?
If so, are your ward staff trained to use them?
- f. What is your process for recognising support needs in a referral to services in your trust, identifying reasonable adjustments that are known to be helpful to the patient, and putting them in place?
- g. Do you have a policy or written guidance on reasonable adjustments in place for patients with a learning disability?
 - i. If so;
 - ii. What is it?
 - iii. How is it provided to staff?
- h. Did you carry out an audit showing compliance with NHS Contract requirement on appropriate assistance/reasonable adjustments in 2015/16? (Please refer to NHS Standard Contract 2015/16 Service Conditions: 13.2) If so, please share.

A3

- a. Our Patient Administration System (PAS) and Electronic Patient Record system (EPR) have flags
- b. We have 95 patient information booklets produced by the Trust. The complaints leaflet is available in easy read. All other information is available in large print. The most commonly requested booklets are available in audio format and in all other formats upon request
- c. Yes – The Trust has a number of policies which support different format requirements for correspondence with patients:
 - Patient and Family Information Policy
 - Learning Disability and Complex Care Needs Policy
- d. No we do not routinely offer this. However, please note the below to help support this requirement.
 - i. If we are informed of this requirement ahead of the appointment we would look to facilitate this.
 - ii. As in other Trusts our clinic slots are structured. However, if a Patient requires a longer consultation with a Clinician/Other Profession, disregarding of their disability this would be accommodated as the Patients wellbeing is our priority.
- e. Yes all patients with LD are offered a passport. This information is on the training for all staff
- f. All LD patients are referred to The Lead Nurse for LD who then plans support with the patient
- g. Yes
 - i. Learning Disability and Complex Care Needs
 - ii. Available on intranet
- h. No, the policy is only recently been put in place and so therefore did not have an audit as was after the time, one is due in Q4 this year. See attached document 'learning-disability-and-complex-care-needs-v10'.

Q4

Re. Caring for patients with a learning disability:

- a. Do you have a policy or written guidance on supporting family carers of patients with a learning disability?
If so;
 - i. What is it?
 - ii. How is it provided to staff?
- b. Do you have a procedure in place for unplanned admission of patients with a learning disability? If so, what is it?
- c. How many specialist learning disability staff do you have in post and what are their job titles? If so, how many full-time equivalent posts do you have?
- d. Please will you share the name and contact details of your learning disability lead, if you have one?
- e. How many patients with a learning disability were treated by your trust in 2015/16, 2014/15, 2013/14?
- f. How many patients with a learning disability died within you trust in 2015/16, 2014/15 and 2013/2014?
- g. How many of these deaths were investigated by the trust?

A4

- a. No specific policy but guidance is provided within the Learning Disability and Complex Care Needs policy.
 - i. Section '2.2 Care Partner' on page 10 of Learning Disability and Complex Care Needs
 - ii. Available on the Trust's intranet
- b. All emergency patients are referred by the Hospital Coordinators to the Learning Disability lead
- c. One - Joanne Shaw, Lead Nurse for PFCC safeguarding and LD
- d. Joanne Shaw, Lead Nurse for Patient and Family Centred Care and Safeguarding
- e. 2013/14 – 52
2014/15 – 58
2015/16 – 21
- f. Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'
This information is available on our website, it can be found in our 2017 Disclosure Log, please see FOI Request Ref: 027:
<http://www.lhch.nhs.uk/about-lhch/information-governance/freedom-of-information/disclosure-logs/>
Enter 2017 into the Category field and 027 into the Title field then click Search. Select Download to open.
- g. Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.
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