

Southampton City
Learning Disability Partnership
Board

Health



Questions from the Partnership Board

January 2008



Staying Healthy



Who helps people with learning disabilities to think about healthy eating?

- It is everyone's job in the NHS to help people understand about staying healthy. The three major things to think about are eating healthily, taking regular exercise, and stopping smoking.
- The Primary Care Trust has specific service called Health Promotion to provide information and advice to help people make good choices about their lifestyle.
- Individuals with a learning disability may need help to make these choices and this is the role of carers.
- In addition for individuals who have complex issues about their diet there are specialist advice available from the dieticians. If you think you need this service speak to your Doctor.



What is happening to promote Health Action Planning and who checks to see it is happening?

- Southampton has linked Person Centred Planning and Health Action Planning together.
- This is because we think this because your health is so much linked to how you want to live your life.
- The Person Centred Planning Coordinator and the Specialist Health Team work together to help train facilitators to think about health and complete Health Action Plans.

- Health Action Plans (HAP) also need to identify what health problems you have and what support you need to manage them.
- The Primary Care Trust is funding all Doctors in the City to set up a Register to record if people with a Learning disability have a Health Action Plan. They will also be able to record what additional help you will need with your health. The Primary Care Trust will be able to tell how many people have plans and if they are being reviewed.
- The Register will also provide information to the Primary Care Trust on how healthy everyone is and help focus on where we need to improve our services.
- Where appropriate members of the community team can be involved in developing Health Action Plans with people, but are only able to do this for a small number of people.
- The Primary Care Trust and the Community Team are aware that we need to increase the numbers of people who have a Health Action Plan.
- All young people in JIGSAW have a single assessment and intervention plan which covers health, social and educational needs. This is reviewed regularly by all involved in the network and a keyworker/lead professional has a duty to ensure that the plan is on target and that tasks are carried out as agreed.



Seeing Your Doctor



- **How can you make sure that drug regimes are seriously considered and patients checked for signs of side effects at reviews, and not rubber-stamped?**
- You need to ask your doctor. Or you can speak to your Pharmacist (Chemist). Doctors and nurses can ask a community Pharmacist to help them to review medication.
- If your medication is prescribed by a psychiatrist then this medication is reviewed regularly.
- The reasons for taking a drug, the desired outcomes and possible side effects to look out for should be discussed with a service user and /or carers prior to prescribing. Attempts are being made to make information about prescribed drugs more accessible, however this is not a straight forward task given the varieties of medication available and needs to be phrased in a way that is meaningful to individuals where possible.





Seeing Your Doctor

- **Can you book a longer appointment at the Doctors and at a time that is better so they do not have to wait?**
- You need to tell the receptionist when you book your appointment that you need a longer or a first appointment or last appointment. They should be able to help you.
- The Primary Care Trust is employing someone to train doctors, nurses and other staff about the needs of people with a learning disability.
- The Register will also identify if you need this so receptionist will know what you need.
- You can also ask for times to meet your needs for hospital appointments





Carers Health

- **What can Doctors do to make sure carers can be seen without the person they support?**
- If a carer wishes to talk about the person they support a separate appointment can be made but permission should be sought from the person.
- Practises also have Carers Registers so Doctors know they undertake a caring role.
- If the carer wants to talk about their health alone you need to discuss this with the GP practise or hospital department. If you have problems make contact with the Patient Advice and Liasion Service service. They will try to find a solution.



Are we included?

- **Are people with learning disabilities included in the general health checks that everyone has?**
- The Primary Care Trust does not think that everyone is included as they should be. Once we have set up Registers with Doctor's practises then we will know more.
- Everyone who has a relevant health condition has a right to be included and the NHS has a responsibility to make every effort to help them be included.
- From a children's services point of view they are included and also can have even more health checks attached to reviews etc.



Why do I wait so long to see an NHS chiropodist



- Last year there was a waiting lists of up to 52 weeks for some appointments.
- Since then the service has:
 - ✓ Provided drop in clinics
 - ✓ Provided information and advise sessions
 - ✓ Improved they way it sees and helps people
 - ✓ Introduced a system of getting the care to the people that need it most.
- This has reduced the waiting times to between 6–18 weeks for any appointment
- If any group is interested in discussing how they use the service they are very happy to come to a meeting.



Children's Health

- **The health of children who have learning difficulties is looked after by a paediatrician and a specialist team based at the Mulberry Centre (Jigsaw) until the year they leave school. Is the Doctor then responsible? Is there a hand over to an adult 'Disability Health Team'?**
- There should be no transfer if the young person does not change Doctor's.
- There is an issue that some children receive a lot of their care from community paediatricians, or specialist staff.
- This causes problems for some Doctor's as they do not know the person well and have not had to manage their health.
- Most doctors do not receive any training on how to support someone with a learning disability. That is why the Primary Care Trust is going to provide them training and support.
- There are also problems for young people with conditions which need to be cared for by hospital doctors as when they are adults there no longer one person managing their care, as they may need to see different doctors for different health problems.
- There is a transition process which we are currently updating and hope will become more effective and consistent over the next year.
- Southampton University Hospital Trust have started to look at how they as a hospital support people with a learning disability. This needs to be one of the things they look at.

Health in Schools

- **What support is there for children to go to mainstream school if they have critical health conditions?**
- Support is increasing we have recently completed a draft procedure for the effective management of complex health needs in mainstream schools.
- Most children have an Education Statement, but not all, so the policy hopes to ensure that all children are supported once they are in a mainstream school.
- Ultimately mainstream schools and the education department have a duty, wherever possible, to support children who wish to attend a mainstream school however this takes planning.
- One of the biggest issues we have is transport to schools particularly for young people where there is a risk of a medical emergency during the transportation.
- **Do health workers go into Springwell and Great Oaks to see children with learning disabilities?**
- Yes and as of last year we have seconded an Learning Disability nurse out of JIGSAW for half a week into a role as school nurse to both Great oaks and Springwell. Most health employed workers that go into schools do not belong to the school but are allocated to individual children.



Going to Hospital



- **If someone with a learning disability lives on their own, who would help them if they had to go to casualty?**
- Ideally a relative, friend or neighbour could accompany the patient, staff in Accident and Emergency can support people. You should be able to get help from the Patient Advice and Liaison Service's team if it is in office hours.
- **If someone had to go to hospital for an operation who would help them to understand what is going to happen to them?**
- SUHT offer a service where anyone who is coming into hospital can contact the Patient Advice and Liaison Service's Team.
- The Patient Advice and Liaison Service's Team will put the patient /relative/carer in touch with the matron for the area, the matron will make contact and see what if any special needs the patient has and try and plan for this in advance.
- The medical staff with support (other professionals who know the young person, carers etc) should ensure that the person has as much understanding of the situation as possible.
- If the Learning Disability Community Team know someone is going into hospital then they will offer support to help the person understand the process.

- **How will hospitals change to help someone with a learning disability when they are admitted?**

- Southampton University Hospital Trust has a working group that is looking at

- ☑ Grab sheets
- ☑ Passport of information,
- ☑ The role of the Patient Advice and Liaison Service's service
- ☑ Training and education of staff
- ☑ local Learning Disabilities Resource Folder in every ward.



- **Who monitors whether help is available?**

- Southampton University Hospital Trust tend to monitor through complaints/feedback if there is a problem.

- The Primary Care Trust is also responsible for monitoring the service that is provided.



- In addition the Healthcare Commission inspect all hospitals regularly

- **What is being done to help find your way around hospital?**

- Southampton University Hospital Trust are putting in new signposting and way finding.





Finding Information

- **How do we find information that is easy to understand about what is wrong?**
- Southampton University Hospital Trust have some information which is accessible specifically for individuals with a learning disability. People can also access to communication service or make a referral to the Community Learning Disability Team.
- More work needs to be done by services to improve the information they offer.
- Although still fairly limited, there is a growing amount of health information from various sources that is being reproduced in a more accessible format. Of course, accessibility is a very individual thing and needs to be considered in the context of the person and so might require to be bespoke or tailored to meet the needs of a particular service user and/ or their carers.



If you are not happy about how you were treated

How does someone complain about a decision not to provide a specific health service?

- If you have a concern or issue you should first speak or write to the staff or manager of the service you are using.
- There is a Patient Advice and Liaison Service's Service in every NHS service. They are there to help you get what you need and want from services. They will help in speaking to the services on your behalf and get things fixed.
- If after this you are still unhappy you can make a formal written complaint. The Patient Advice and Liaison Service's service will help you write the letter.
- If you are not satisfied then you can complain to the Health Care Commission. If they think you have a case will appoint a case manager to review what has happened.



Mental Health Services

- **What help is there if people with a learning disability are depressed or have other mental health issues?**
- If you think you have a mental health issue then you should first of all speak to your Doctor. They may be able to help you or refer you onto either the Mental Health Services or the Community Learning Disability Team.
- The Mental Health Services in Southampton are starting to support more people with a learning disability. They work very closely with the Learning Disability Team. You may not know they are working together, as they do support each other to provide better services.
- Southampton City has just reviewed by if provides mental health services to people with a learning disability. This work is called the Greenlight Toolkit. Staff from both services and a Learning Disability mental health users group came together a few months ago to agree and identify things we need to improve in Southampton. The 4 things they identified were.
 - ☑ Primary Care Services
 - ☑ Crisis Support
 - ☑ Virtual Teams
 - ☑ Local Agreements
- The users also launched accessible leaflets they have developed about mental health and the help you can get.





Children's Mental Health

- Children with mental health issues are a priority for Children and Adolescent Mental Health services this year.
- We have, in the last year, developed a shared post between JIGSAW and Children and Adolescent Mental Health services this year.
- Tier 2 services, we have recruited a specialist Learning Disability/Mental Health nurse to work across Children and Adolescent Mental Health services and Learning Disability specialist services.
- We are currently attempting to recruit a Consultant Psychiatrist with specialist learning disability knowledge.
- We have developed learning disability awareness training for Children and Adolescent Mental Health staff which we will roll out over this year.
- We have started the process of developing a care pathway for children with a learning disability and mental health needs.

Psychiatrists



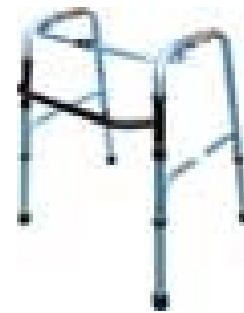
- **What is the role and responsibilities of psychiatrists, and what backup is available in their absence or illness?**
- Their role is to help people with a mental health problem.
- They will talk to you and people that know you well to find out what help you might need. They can listen and talk to you to help about how you are feeling. They may help you by asking you to take medication.
- They also help some people who have epilepsy.
- They work very closely with other members of the Community Team
- There is always a psychiatrist available in the City to help see people in a crisis (24 hours per day). This may not be the usual doctor you see.
- In Southampton General Hospital (Southampton University Hospital Trust) there is also access to a specialist mental health team.

People with Autism

- **There seem to be more people who are diagnosed with autistic spectrum disorder how is the health service changing to support these people?**
- In children's services we are looking at a radical change in the way we assess and consequently support people who have an Autistic Spectrum Disorder. We are at the point where we have written a draft proposal and options appraisal which we hope to develop over the coming year.
- The Learning Disability Health team has always worked with individuals who have either been diagnosed with autism or demonstrate traits similar to those seen in people with autism. There is currently not a designated service and members of the team have developed skills and experience as part of their work.
- Children's and Adult Services are working together to develop a single strategy for the City. Ena Conway is leading this work.



Therapy



- **How do health people decide who can see a therapist? Are there criteria for this and are they published?**
- Any health intervention is determined by a clinical assessment of need.
- Sometimes this clearly indicates a particular therapeutic approach at other times a multi-disciplinary discussion will agree a therapist or practitioner best equipped to provide an intervention.
- Clinical specialists will also assess the suitability of a particular approach to meet the needs of an individual.
- Individual therapists do produce information regarding the aims of their particular treatments.
- This would be part of a multi-agency plan which is regularly reviewed.
- In Southampton University Hospital Trust all therapies have criteria for referrals
- It would be good to hear if there have been specific problems that we can discuss.



People living in NHS Care

- The Primary Care Trust and City Council has been working together to help 34 people move out of Locally Based Hospital Units.
- We have found houses for everyone to live in and found care providers to support people in their new lives.
- All of these people are being helped to move in the coming months, everyone will be in their new homes by the end of June 08.
- We applied for money to help buy houses for people from the government. We got the money.
- We have a small number of people who are still living in NHS accommodation (3 people) or recently moved into residential care (4 people) when we did not have enough money.
- We want to help them start a new life and apply for some more money to help buy houses for them.





We are going to ask the government money to help



- 2 people who moved out of Locally Based Hospital Unit's into residential care but want to have their own place.
- 3 people who are living in assessment & treatment services
- 2 people who move out of Tatchbury Mount Hospital into residential care, but want to live in their own home.
- The Primary Care Trust will be finding some of the money and we will be asking Housing Associations to find some of the money.
- We will be asking the Government for £730,000 (23%)
- The PCT will be putting up £365,000 (23%)
- We will be asking Housing Associations to find £315,000 (25%)
- We need your support. Can you vote?
- We All agreed this was a good idea



Southampton City 
Primary Care Trust





Changes

- **Is the trust applying to be an independent trust?**
- SUHT (Southampton General Hospital) is applying to be a foundation trust.



- Hampshire Partnership Trust has also applied.



- They are being assessed by Monitor to make sure they have everything in place.
- What difference would that make to their funding?
- Foundation Trusts have greater financial independence - more flexibility to use funding as they want (such as developing services to meet local needs) and to borrow money for projects. There is more local accountability and standards of care will continue to be monitored closely.

How would it change how they work with primary care?

- Foundation Trust Status requires organisations to work jointly with other local providers to offer services that are focused on the local community and respond to local needs.
- Hampshire Partnership Trust is working to develop stronger working relationships with Doctor's and other Primary Care providers to improve the health of people with learning disabilities in Southampton (identification of people with Learning Disabilities on Doctor's caseloads; raising awareness of health issues; access to service; development of health action plans).

The PCT and Primary Care

- The Primary Care Trust has decided not to become a foundation trust.
- The Primary Care Trust will continue to be responsible for planning & funding all the health services for everyone who has a City Doctor.
- The Primary Care Trust will also continue to run some community services.
- There are constant changes in the NHS and the Primary Care Trust is focused on delivering 4 Aims.
 - ✓ Improve the health of the population & reduce health inequalities by 10%
 - ✓ Ensure services are good and safe
 - ✓ For 80% of people to think that the services are good or excellent
 - ✓ Have financial stability to invest in things that will improve the health of everyone in the City.

- The Primary Care Trust priorities are:

- Vascular services
- About your heart



- Mental Health
- And accidents



- Respiratory Diseases
- About your breathing



Cancer services



Alcohol Harm and Accidents



Infectious Diseases
Like cold's and flu

