

local healthwatch
working together

across North, Central
& East London



support & develop
SHARED TRAINING



Access for All

24th May 2016

#accessforall



Welcome



Cathy Turland

Chief Executive

Healthwatch Redbridge





Overview of Project

Ian Beever

Project Consultant



Project Overview



- Trailblazing Project with 13 Local Healthwatch
 - Redbridge, Barking and Dagenham, Barnet, Camden, City of London, Enfield, Hackney, Haringey, Havering, Islington, Newham, Tower Hamlets, Waltham Forest
- British Deaf Association (BDA) as a supporting partner
- Funded by NHS Health Education North, Central & East London (HENCEL)



Project Overview



- First year of the project involved engaging with only the deaf community
- Conducted 3 E&V visits to London Emergency Departments (ED): Queen's Hospital Romford, University College London, Newham Hospital
- Trained 17 deaf volunteers to be Authorised Representatives and Mystery Shoppers
- Led to increased awareness amongst NHS professionals on access issues and also trusts changing practice to increase access for deaf patients



Project Overview



- Due to the success of the first year, more hard to engage disability groups were included:
 - People who are Deaf or hard of hearing
 - People with visual impairments
 - People with learning disabilities
 - People who had a stroke or dysphasia
 - Carers of people with communication impairments



Project Overview



- The project aim was to identify, recruit and train volunteers with communication impairments across the 13 boroughs
- The training packages developed in the first year were used to train the volunteers
- The project recruited and trained 22 volunteers to be Authorised Representatives or Mystery Shoppers
- The volunteers were recruited across 9 boroughs



Project Overview



- E&V visits were conducted to four emergency departments:
 - Royal Free Hospital
 - Whipps Cross University Hospital
 - North Middlesex University Hospital
 - Homerton University Hospital
- One outpatient department
 - Newham Hospital (aborted)
- Eight 'mystery shoppers' reported on their experiences to different health and social care services across the 13 boroughs



Project Overview



- What we have done
 - Delivered E&V training to volunteers with communication impairments
 - Delivered Mystery Shopper training
 - Volunteers worked with LHW lead to devise questions to ask during the visits
 - Conducted 5 E&V visits
 - Completed the report including our findings and recommendations and sent it to individual hospitals
 - Organised this conference to share our learning

Project Overview



- In progress
 - Producing a 10 minute video from this conference highlighting the findings of the ED visits (with BSL and subtitles)
 - Exploring how the volunteers can remain involved across the boroughs





E&V Reports and Findings

Neil Adie

Enter & View Representative

Sarah Oyebanjo

Enter & View Coordinator





Aim of the visits

- To evaluate access for people with communication impairments
- Test staff impairment awareness
- Identify and share good practice with other Trusts





Method

- Announced visit
- Provided Trust with brief information about the visit
- Volunteers worked with local Healthwatch's to devise the questions to ask



Structure of the visit



- Assess patient pathway from reception through the department





Findings



Buzzer/ Pager System



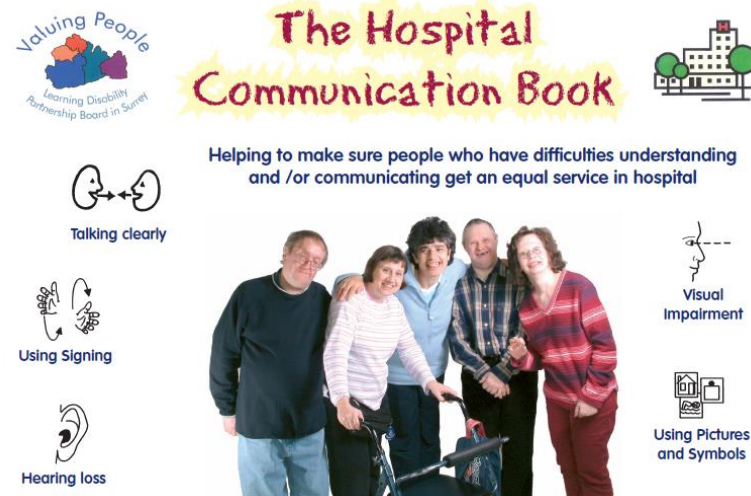
- No hospital had the buzzer/ pager system for alerting patients waiting in reception



Communication book in reception



- Whipps Cross hospital is the only one with the book in reception.

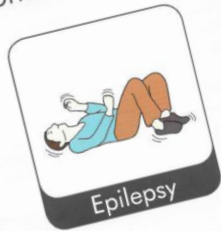


Impairments and conditions

Do you have an impairment?



Do you have any of these health conditions?

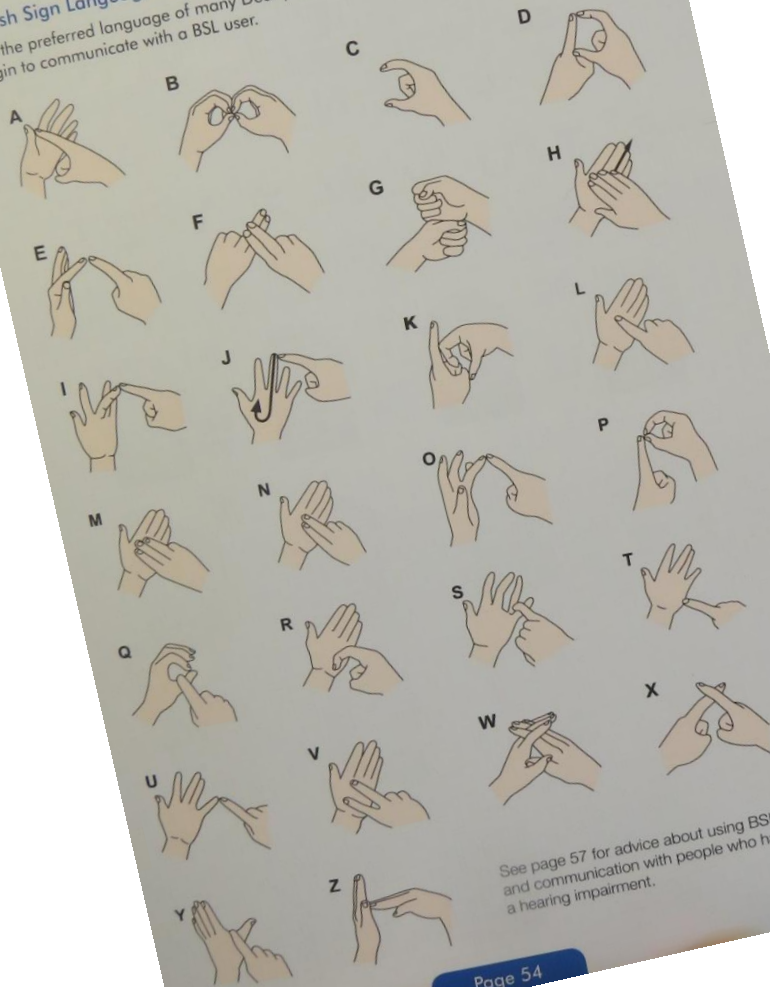


Many people will have a care passport that tells hospital staff about their needs. Most passports use the 'traffic light' colour code for essential, important and useful information. See page 4 for more information about passports.



British Sign Language

British Sign Language (BSL) is the sign language used in the United Kingdom. It is the preferred language of many Deaf people. Knowing the BSL alphabet will enable you begin to communicate with a BSL user.



See page 57 for advice about using BSL and communication with people who have a hearing impairment.



Communication tips

Some people use other communication methods instead of, or to support their speech.

These include using Makaton, British Sign Language, photos, symbols and electronic communicators. People may have a 'communication passport' - this is a booklet that explains how they communicate.



Things to remember:

- Use normal volume, intonation, grammar and gesture - don't shout.
- Use everyday words, speak slowly and clearly - keep eye contact.
- Notice the person's voice tone, gestures, facial expressions, body language and pointing.
- Use closed questions so people can give yes and no answers. Use the yes/no images.
- Give the person time to communicate - they may take a while to process information.
- Don't interrupt or finish sentences for people.
- Try saying things a different way if you are not understood - do not give up.
- A person may have a supporter who can help you to communicate with them.
- People are most likely to need to communicate about basic needs like food, drink, toilet etc.

People with learning disabilities

Some people with learning disabilities are very independent, others need a lot of day to day support.

Some people with learning disabilities can find it hard to communicate verbally, and may have difficulty understanding complex ideas.

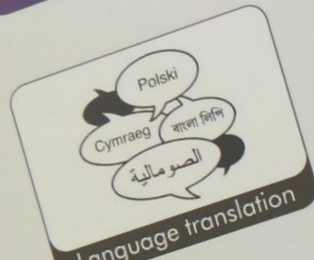


Things to remember:

- Talk directly to the person, their supporter will often help them understand you.
- Explain things in short 'one idea' sentences. Help the person stay calm by reassuring them.
- Avoid jargon - use everyday words.
- Check you have understood what the person is saying to you and that they understand you.
- Give the person time to understand what you are saying and to ask questions.
- Use the pictures in this book, and most of the points in the section above will be helpful too.



Communication



A person with an acquired injury or condition may revert to using their first language.



British Sign Language
See page 54



Electronic aid



In-house communications team



- None of the hospitals have an in-house communications team.
- Royal Free and Homerton Hospital have a contract with an interpreting agency.



Policies



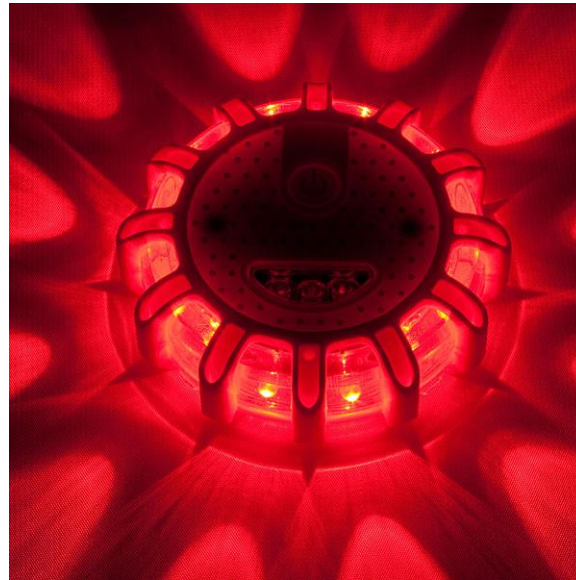
- Lack of written policies to support patients with sensory impairments



Fire emergency- flashing lights



- The only hospital with flashing lights was North Middlesex University Hospital.



Database



- Only North Middlesex University Hospital kept a record of the number of people with sensory impairments.
- This was also the only hospital with a flag-up system to alert staff that the patient requires communication support.



Impairment awareness training



- None of the hospitals provide any designated training for this.



Accessible Information



Reliance on family and carers



- In all the hospitals visited, it was obvious that staff relied on family members and carers for support.



Patient pathways to scan



- Staff in North Middlesex, Whipps Cross and Royal Free Hospital were unable to provide an action plan for supporting a patient undergoing a MRI or CT scan. However, Homerton Hospital staff provided the procedure that they would follow to support the patient.





Recommendations





Communication support

- All hospitals should have a contract with a BSL interpreter provider
- Communications book should be available in reception
- Pagers are rolled out
- Reduction in relying on family members and care workers



Accessible Information Standard (AIS) requirement: Ask people if they have any information or communication needs and find out how to meet their needs.

Database



- Patient data systems should record the number of patients with impairments
- The database should have a flag up system to alert staff of patient's needs



AIS requirement: Record patients needs in a set way. Highlight a person's file so it is clear that they have communication needs.

Training

- Staff members should receive deaf awareness, visual impairment and disability equality training



Policies and procedures



- Develop policies and procedures for supporting patients throughout their visit
- Develop a procedure for communicating during MRI/ CT scan



Procedure



Outcomes



Royal Free Hospital:

- Reviewing the use of pagers in the department and plan to introduce this in the future
- Purchased three BSL symbol books
- Committed to minimising the use of carers in translating
- Confirmed there is a central guidance within the trust on communicating with patients who are deaf/ deafblind



Outcomes



Whipps Cross Hospital:

- Increasing staff members knowledge on how to access the interpreting service and monitor its usage
- Plans to monitor number of patients with sensory impairments by summer 2016
- Set up a working group to look at signage across the hospital by the end of September 2016



Outcomes



North Middlesex University Hospital:

- Developing a policy for supporting those with communication impairments
- Considering alternative methods to ensure deaf patients have visual cues
- Reviewing the glass screen in reception



Outcomes



Homerton University Hospital:

- Work with with RNIB/ Action on Hearing Loss to provide a communications board by August 2016
- Involve service users in training programmes by 2016/ 2017
- Train staff on producing Accessible Information Standards complaint leaflets by July 2016





Supporting the Implementation of Accessible Information Standard with Service user-led Training

Elspeth Williams

Enter & View Representative





Questions and Discussion





Celebrating impact of Project- Improvements to Services

Victoria Wallen

Head of Patient Experience, BHRUT





Break

10 minutes






Accessible Information Standards - Overview

Ian Beever



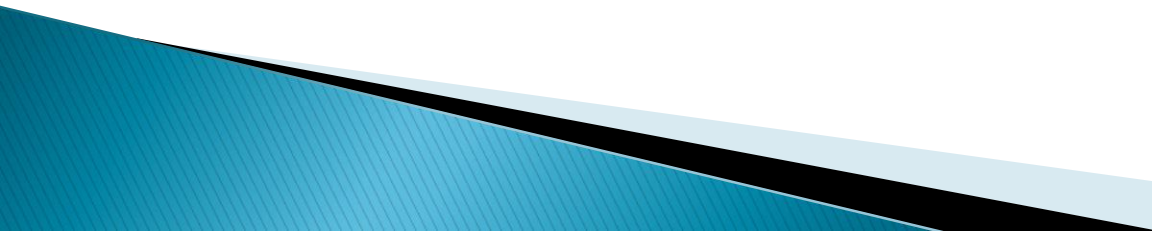
Accessible Information Standard

- ▶ Standard SCCI1605
 - ▶ Directs and defines a specific, consistent approach to identifying, recording, flagging, sharing and meeting the information and communication support needs of patients, service users, carers and parents, where those needs relate to a disability, impairment or sensory loss
 - ▶ Does not include foreign language support needs
- 


Need for Standards

- ▶ 1 million missed appointments last year through patients experiencing communication barriers: –
 - Not hearing name when called
 - Not being able to access or understand written or electronic appointment information
 - Failure of provider to meet patient's communication needs
- ▶ The final report of the Confidential Inquiry into premature deaths of people with learning disabilities (CIPOLD) published in March 2013 found that, “The lack of reasonable adjustments to facilitate healthcare of people with learning disabilities, particularly attendance at clinic appointments and investigations, was a contributory factor in a number of deaths


Need for Standards

- ▶ 28% of people with hearing loss had left their GP unclear about a diagnosis
 - ▶ 14% of people with hearing loss had missed an appointment due to not hearing their name being called in the waiting room
 - ▶ Sick of It report published in 2014, found that British Sign Language (BSL) users had worse health outcomes than the general population
 - ▶ Missed diagnosis and poor treatment for BSL users was costing the NHS £30 million per year
- 


Who Does It Apply To?

- ▶ NHS Trusts and contracted providers
 - ▶ CCGs, GPs and contracted providers
 - ▶ Local authority social care and contracted providers
 - ▶ Opticians
 - ▶ Dentists
 - ▶ NHS Community Services
- 


Aim & Impact

- ▶ Improved outcomes and experiences
 - ▶ Safer and more personalised care
 - ▶ Dramatic improvement in the ability of the NHS and adult social care system to meet the information and communication support needs of disabled people
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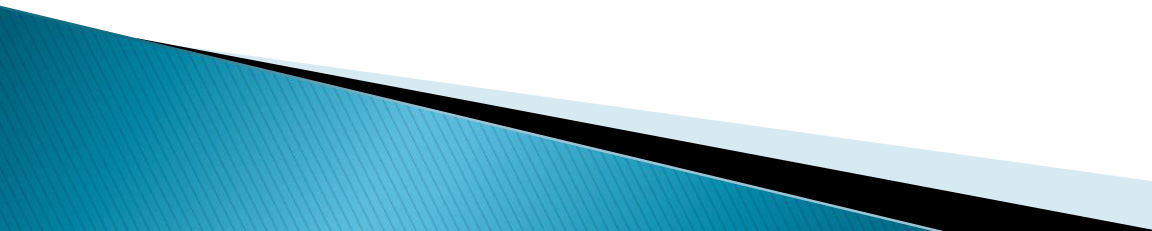
Legal & Policy Context

- ▶ The Equality Act became law in October 2010
 - ▶ The Act places a legal duty on all service providers to take steps or make “reasonable adjustments” in order to avoid putting a disabled person at a substantial disadvantage when compared to a person who is not disabled
 - ▶ The Act is explicit in including the provision of information in “an accessible format” as a ‘reasonable step’ to be taken.
- 


Legal & Policy Context

- ▶ The Care Act 2014 details specific duties for local authorities with regards to the provision of advice and information, this includes the requirement that, “Information and advice provided under this section must be accessible to, and proportionate to the needs of, those for whom it is being provided
 - ▶ NHS Constitution also states that, “You have the right to be involved in discussions and decisions about your health and care ... and to be given information to enable you to do this
- 


Legal & Policy Context

- ▶ Many professional bodies and regulators include support for communication and/or understanding as part of their codes of conduct for members
 - ▶ In addition, the Standard should be considered by NHS organisations as part of applying and implementing EDS2('Equality Delivery System 2')
 - ▶ The Accessible Information Standard is a statutory and mandatory requirement
 - ▶ Failure to comply leaves providers open to legal challenge
- 

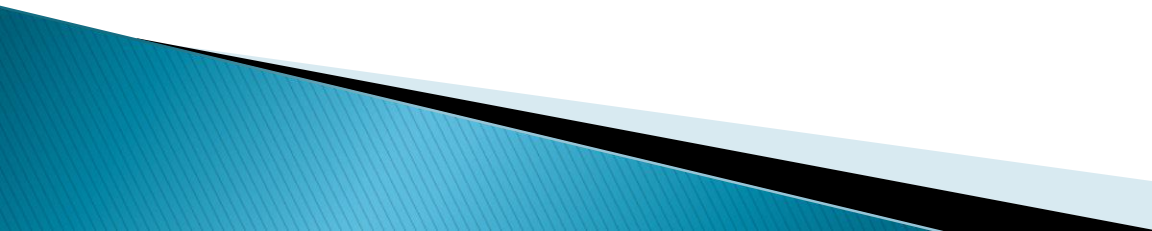
Scope of Standards

- ▶ Identify Needs
 - ▶ Record on client record systems
 - ▶ Flag
 - ▶ Share
 - ▶ Meet communication needs
- 

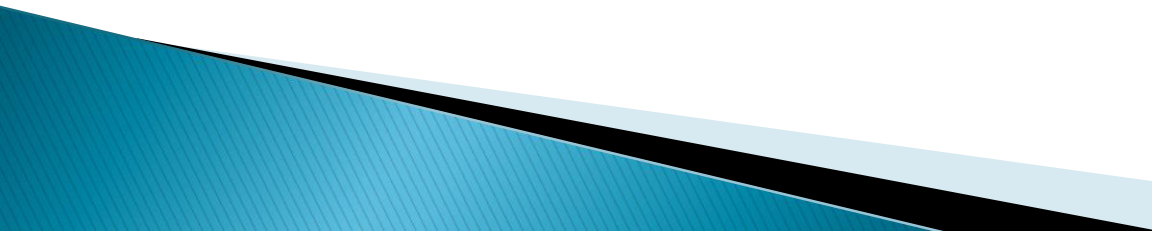
In Scope

- ▶ Publicly funded services
 - ▶ Carers communication needs
 - ▶ Information or communication support needs or requirements which are caused by or related to a disability, impairment or sensory loss
 - ▶ Correspondence in alternative formats including large print
 - ▶ Communication support
 - ▶ Tools and aids
 - ▶ Advocates to support communication
- 


Service User Groups

- ▶ Individuals with any form or type of disability (or impairment) which affects their ability to read or receive information, to understand information, and / or to communicate, are within the scope of this standard
 - ▶ d/Deaf
 - ▶ Deafblind
 - ▶ Blind
 - ▶ Learning disability
 - ▶ Also supports people who have other 'communication disabilities' such as aphasia, autism or a mental health condition that affects communication
- 

Implementation

- ▶ Policy
 - ▶ Procedure
 - ▶ Human behaviour
 - ▶ Electronic systems
 - ▶ Timescales
 - 1st April 2016 provide NHS England list of clients information and communication needs
 - 31st July 2016 full implementation and meetings needs
- 

Enforcement

- ▶ Is a statutory and mandated requirement under the Equalities Act. Failure to comply leaves them open to legal challenge
 - ▶ CQC interested in it as part of quality person centred care
 - ▶ As yet no formal process of enforcement has been identified
- 



How can Local Healthwatch assist in implementing the AIS?





Role of Honour – Volunteers and Project Team





Closing Remarks





Lunch



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support & develop
SHARED TRAINING



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