

The 13th January 2014 saw the Ministerial Launch at the Senedd of the All Wales Care Bundle for improving hospital care for people with learning disabilities.

General hospital care of patients who have a learning disability



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provides an overview.

All Wales Care Bundle

The Care Bundle has been developed jointly between Abertawe Bro Morgannwg University (ABMU), Health Board Public Health Wales 1000 Lives Improvement Service and the Welsh Government. It sets out key steps at various stages of a patient's stay which if carried out consistently for all patients will reduce the vulnerability of people with a learning disability in hospital settings.

Early work

Early work on the Care Bundle started within Abertawe Bro Morgannwg University Health Board as part of a Hospital Pathway for adults with a learning disability requiring hospital care. This Pathway was developed in response to the Ombudsman report into the death of Paul Ridd in one of ABMU HB's hospitals. The Ombudsman's report made a number of recommendations to the Health Board to improve the care and treatment of people with learning disabilities in its hospitals and in response ABMU HB set up a Learning Disabilities Steering group to oversee and drive the changes needed. The Steering group set up an implementation group to make the change happen and appointed an assistant Director of Nursing to chair the group.

Implementation group

The membership of the implementation group is made up from personnel from across the Health Board and key stakeholders from across the locality. This includes representatives from People First Self advocacy, provider organisations, carer groups, Mencap and importantly Paul Ridd's brother and sister, Jonathan and Jane, who see the

service improvements within ABMU and across Wales as a legacy to Paul. It is through Jonathan and Jane and their contact with the Minister for Health and Social services that the Welsh Government became aware of the work within ABMU Health Board and asked Public Health Wales 1000 Lives Improvement Service to work with ABMU Health Board to develop a Care Bundle that could be implemented in all hospitals across Wales.

Key steps

This Care Bundle sets out the steps that must be taken to ensure the safety of all patients of all ages who have a Learning Disability who are being cared for as an in-patient, a day case or in an Emergency Department within a general hospital.

The key steps are:

- Early recognition of patients who have learning disabilities
- Effective communication with patients, family members, carers and hospital staff
- Patient-centred care planning
- Effective review and discharges planning through multi-agency joint working

'How To' guide

The Care Bundle is aimed at general hospital staff although joint working with patients, families, care providers and specialist learning disability services are vital to its success. A

All Wales Care Bundle

'How To' guide has been produced alongside the Care Bundle to help staff understand the nature of learning disability, the general health needs of people with a learning disability and why people with learning disabilities find it harder to access effective healthcare services. It discusses the inequalities and disparities that people with learning disabilities face within healthcare services and the reasonable adjustments that are necessary to ensure equality of access. The guide lists the drivers and interventions that should occur during a patient's admission (see diagram). These interventions occur during the first 4 hours, 24 hours and 7 days and the guide provides a rationale for staff in order that they understand why these interventions are necessary.

Benefits

It is perceived that a number of benefits will be achieved as a result of introducing the Care Bundle across general hospital sites.

These include:

- Health services being more responsive to the individual needs of patients with learning disabilities.
- Improved clinical outcomes and experiences for patients and their carers.
- Length of admission more appropriate to the patient's clinical needs and more effective timely discharge.
- Improved joint working between statutory and third sector providers.
- Better communication and information sharing between stakeholders.

Challenges

Implementation of the Bundle across Wales is not without its challenges. In relation to learning disabilities there is a need for a cultural shift within many of the hospitals across Wales. The introduction of the Care Bundle is one of many steps necessary to see overall service improvement. The need for staff education, training and development in working with people with learning disabilities is essential if staff are to fully embrace the principles within the Care Bundle.

Identifying people with a learning disability when they enter hospital systems is also a challenge. Aspects of the care Bundle will help with this, particularly if the individual patient is known to specialist services or have a hospital passport, but for others whose learning disabilities are not so apparent this will present a real challenge for general healthcare staff.

It is some 2 years since the Pathway and Care Bundle for Adults with a Learning Disability Requiring Hospital Care was



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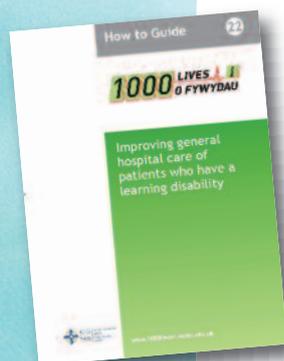
introduced across the general hospitals within ABMU Health Board. This Pathway has been supported with a comprehensive awareness programme and staff training events. The Learning Disabilities Steering Group and Pathway Implementation Group has been crucial to its successful implementation and the challenge for other Health Boards across Wales will be in how they introduce the change in their general hospitals.

The Care Bundle may take some time to embed itself into organisational culture and general hospital services need to consider how they will introduce and support its implementation. The key aspects of the Bundle are clear and effective communication between all concerned in the patient's care and collaborative working between professionals. These aspects also apply at a service level and it is imperative that health services, social services and their partner agencies work together to ensure that the care and support of people with a learning disability whilst they are in hospital is at its optimal level.

For more information on the How to guide – improving general hospital care of patients who have a learning disability is available on the 1000 lives improvement website,

www.1000livesi.wales.nhs.uk

Given the chequered history of hospital care for people with learning disabilities it can be reasonably anticipated that any change is likely to be incremental and should be seen as a long term objective.



General hospital care of patients who have a learning disability: Driver Diagram

| Content Area | Drivers | Interventions |
|--|---|---|
| To improve general hospital experience and outcomes for patients with learning disabilities, and their carers. | Effective communication with patient's carers, family members and clinicians. | <p>Within four hours of administration or attendance at A&E:</p> <ul style="list-style-type: none"> Notify patient advocate/care co-ordinator/Care manager/Acute Liaison Nurse/specialist learning disability services to help liaison with investigating departments. Notify next of kin and /or primary carer of admission. Request hospital passport, e.g traffic light assessment for the person. |
| | Provide dignified person-centred care and treatments. | <p>Daily, regardless of length of stay:</p> <ul style="list-style-type: none"> A person-centred care plan developed with the patient, primary carers and or/family, reviewed and updated. Care plan communicated and shared with ward team members. Named nurse identified to patient/family and other staff throughout the duration of stay. |
| | Effective review and discharge planning. | <p>Within 7 days of admission:</p> <ul style="list-style-type: none"> Full multi-agency/family/carers discussion held, with the aim of reviewing progress and/or planning discharge, depending on the independence of the patient and how able they are. |