



## Introduction

In January 2021 the Learning Disability Partnership Board gave a report to the Health and Wellbeing Board.



This report was about low life expectancy, making reasonable adjustments and digital inclusion.



- Life expectancy is the age that most people die.
- Reasonable adjustments is changing the way we usually do things to make sure people can use services.
- Digital inclusion means being able go online and use digital devices.



Members of the Health and Wellbeing Board were asked to report back on how they are improving access and outcomes for people with a learning disability.

This is what the different organisations said:



## Health and Social Care

The Sussex Learning Disability and Autism Health Strategy is a plan to improve people's healthcare. It covers 3 areas:

### 1. Physical health



Bringing hearing, sight and dental checks to specialist schools.

Making sure each child and young person has a named keyworker by 2024.



Working with GP surgeries so that more people with learning disabilities are getting Annual Health Checks.



Working with people with learning disabilities and/or autism to make bowel screening more accessible.



Making sure people have Hospital Passports and that staff know about communication needs and other important information.

Making sure if people need medication, they get the right medication, at the right time for the right reason.



Adding more information onto computer records at the doctors. This will help staff understand what kind of support each person needs.

## **2. Neurodevelopmental Pathway**

This will deal with problems getting an autism diagnosis and other conditions.

Making waiting times shorter.

Helping people get information and support once they have a diagnosis.



## **3. In-patient mental health admissions and length of stay.**

Making sure different teams work together so that mental health is a part of a young person's transition plan.



Making waiting times for mental health support shorter.

Teaching parents and families how to help with behaviour.



More people understanding autistic people's needs and behaviour.

The strategy also says that:

**All health and social care workers are trained.**

So that they understand autism and learning disabilities.

Training will be given by people with autism, learning disabilities or both.



Rolling-out the Oliver McGowan mandatory training. Mandatory means it must be done.

**People are offered information and letters in different formats.**

Services follow the Accessible Information Standard.



This means people with learning disabilities get:

- ✓ Extra time in appointments
- ✓ Easy read letters and information
- ✓ An annual health check
- ✓ A health action plan

**Age UK**



Age UK supports older people with a learning disability across all its services.

Some people with a learning disability volunteer for Age UK.



Age UK's digital inclusion techno team can support people with a learning disability.

When Age UK need help they work in partnership with learning disability specialist partners.



Age UK's database puts a flag on peoples record who need extra support.

Age UK have plans to put more information in an easy read format.

## **West Sussex County Council Communities**



The Communities team are writing a West Sussex digital inclusion strategy and involving its partners.

The strategy will lead to fairer and more equal digital access. This will help improve education, employment, and health. The strategy will cover safety online.



Funding from the Good Things Foundation led to 72 Tablets and Wi-Fi cards being delivered to people with a learning disability. This was called the Digital Lifeline Project organised by the Library service.



Both the Prevention and Assessment Team and Library service can help support prevention activities and campaigns. The Community safety teams can help with safety and training.



## Sussex Partnership NHS Foundation Trust



The Trust is always looking at quality and safety. To do this the Trust uses NHS England standards for learning disability and autism.



A standard is what has been agreed is good practice. For example, NICE Standards in Health services.

The Trust is inspected by CQC – Care Quality Commission.



The Trust uses the 'Green Light' audit tool. This helps them to make improvement plans.

An audit is where you look for evidence that something good or bad is happening.



The Trust collects data. They compare their data with other services for people with a learning disability to see if they are doing well.



The Trust will start flagging learning disability on caseloads to check what reasonable adjustments are being made.

They are using a new [resource](#) on how to support people with a learning disability using mental health services. The Trust will promote this to all staff.



People with a learning disability are included in all of the Trusts transformation work.

Transformation means a big change in services.



All the Trusts clinical pathways take account of the needs of people with a learning disability.

A clinical pathway is how patient care is organised.



All people with a learning disability who die have a Sussex LeDeR review and this feedback into clinical pathways.



The Trust has a physical health strategy that considers people with a learning disability. This is about keeping your body healthy.

The Trust wants to increase the number of people with a learning disability who help them develop their plans.



## Queen Victoria Hospital (QVH)

QVH is a hospital specialising in plastic surgery. They also have a community unit for small injuries.



Patients with a learning disability are supported by Queen Victoria hospital staff. Staff also have guidance from an Acute Learning Disability Nurse from Sussex Community.



There is a flag on persons health record, and this helps QVH staff make reasonable adjustments. Staff also use the person's 'Health Passport' and can give out easy read information.

For example, a young patient was very worried about coming for an ultrasound. The radiology team contacted their carer and organised for the patient to come



straight to the clinical room. Here there was a poster greeting them and their favourite music playing in the background. They were quickly in and out with no hanging around. This was a good experience for them.



QVH have safeguarding and patient experience meetings and guidance is changed if needed.



QVH are members of the Sussex LeDeR group so that the learning from LeDeR reviews can be shared.



Each year another hospital trust does a check called a 'Peer Review'. This will start up again after Covid.

QVH staff have learning disability and autism training.

## **Sussex Police**



The Police have internal and external Equality Networks that meet regularly. The Equality Network supports the Police to meet people's needs and improve.



Equality means everyone having the same chances to do what they can. Some people may need extra help to get the same chances.



For example, feedback on Custody Suites by autistic people and people with sensory differences. The design plan was changed to paint the walls soft green rather than bright white.

Help from external organisations also helps the Police improve. For example,



hearing loops have now been put in all front counters, meeting, and training rooms.



The police employ a lot of disabled people and carers, about 20% of staff. The police have a staff group called 'Enable'.

'Enable' deliver staff training and work with senior staff to improve the workplace. Enable give updates to the Police Equality, Diversity and Inclusion Board.



Sussex Police have reached the top level (level 3) of the Disability Confident Employers Scheme.



Sussex Police have a 'Wellbeing Team' to improve staff wellbeing and health.

There are 'Force Champions' for both disability and carers who work to improve the way the police work.

There is a new job called 'Force Champion for Digital accessibility' starting soon.



Disability Awareness Training is provided across all teams. This training is made relevant to the work of each team.

Sussex Police have the [Pegasus Card](#) scheme which is for people who have different communication needs.

## West Sussex Fire and Rescue



The Fire Service think that could do more to improving outcomes for people with a learning disability.

Things which have improved are:



- 'Safe and Well' visits - this is where you can ask for a free safety visit for advice on making your home safer.
- Employing staff who focus only on diversity and equality.
- A new 'Protection, Prevention and Response' group. This group meets monthly to look at how the Fire Service can improve its services to residents.
- Fire safety packages are now in short videos and on Apps.



To improve outcomes the Fire Service is going to:

- Check resources are in easy read language.
- Use a new database to check engagement with different groups including people with a learning disability.
- Community Fire Safety Officers, who do not get called out on emergencies, will do 'safe and well' visits.



The Fire Service is open to other ideas on how to do safety visits better.

## Healthwatch



We believe health and social care providers can best improve services by listening to people's experiences. We will continue to work in this way.



We are speaking to the Council's money people about what has changed and why people are being asked to pay so much more towards the cost of their Adult Social Care. Peoples' stories are helping point out what is wrong and what needs to change.



We plan to take part in a national campaign next year, to look at the Accessible Information Standard which supports health services to communicate in a better way with the people who use them.



Healthwatch will listen to what people need and empower them to influence our work.



Healthwatch will involve people with lived experience in our work and maintain relationships with local organisations / groups who work with them.

Healthwatch will look at opportunities to meet with people and talk to them about what is important to them.