

## **Tower Hamlets Health Quality Checker Project**

### **Final Report – July 2018**

#### **Quality Checks**

##### **1. A&E Department, Royal London Hospital (RLH)**

1st Quality Check was led by the Team Leader and 2 Quality Checkers on 7th May and went smoothly; staff members had a welcoming approach and accommodated the needs of the Quality Checking Team comprehensively. Completion of the self-assessment of the service was facilitated by the Team Leader attending a clinical staff meeting prior to the visit.

A focus group to gather views and experience of patients with learning disabilities who visited the department within the last 9 months was held on the 20th June at RLH as part of Learning Disability Week. This is in cooperation with the LD Nurse from NHS Bart's Trust, Tricia Handley, who kindly offered support to the project. An easy read poster for the focus group has been developed to be shared with Tricia and key contacts within CLDS.

The Quality Check Report coupled with patients' views and feedback from the focus group has been completed and shared with the Service and CCG.

*"At my first day at work as a Quality Checker, I was nervous at first but later I settled down and I loved every moment of it all. I am so happy I have this job."*

- Quality Checker after their first Quality Check.

##### **2. Mental Health Lea Ward, Mile End Hospital**

Led by the Team Leader and 2 Quality Checkers on the 27<sup>th</sup> June and went smoothly. The self-assessment of the service has been completed comprehensively, the inpatients ward's clinical team held welcoming and friendly approach and the Team stayed at the ward for more than 3 hours speaking to various staff members. One of the Quality Checkers has experience of using mental health inpatient service and used his experience for assessing the service.

Expect The Best spoke to the Ward Manager and Activity Coordinator. A focus group was planned and held in cooperation with CLDS a week later unfortunately, no patients were able to come. The final Quality Checking Report was drafted and coupled with Service feedback and Action Plan and shared with CCG.

*"It was really brilliant having experts as it made us realise that some things we had that we thought were good enough were actually not. It has made us think more and also made us and our bosses do things to improve our service."*

- The Ward Manager's feedback on the Quality Check during the Quality Event

##### **3. GP Practice**

Expect The Best were in contact with the management of Bromley by Bow Health Practice and the self-assessment of the service had been sent to the service. The Quality Check date was agreed upon however, at later stage this had to be cancelled due unavailability of the GP Partner to facilitate the QC. Expect The Best attempted to carry out the check being facilitated with the Practice Manager however, this was not considered suitable without the Lead LD GP.

As per discussion with CCG, instead of BBB Health Practice the Quality Check was carried out in St Stephens Road GP service on the 12<sup>th</sup> of July as a joint Quality Check with the one focused on Cervical

Screening (4<sup>th</sup> Quality Check). The health service was approachable and welcoming towards the visit. Two Quality Checkers alongside of the Team Leader visited the surgery, and later in the week met with one patient registered with the practice to discuss her views on the service. Expect The Best established contact with 4 local housing providers and 3 local day opportunities providers to gather patients' experience with the service, however this was limited due to lack of time. The report had been sent to the Service for review and feedback on the 30<sup>th</sup> July.

#### **4. Cancer Screening Service**

Focus of the last QC has been identified as a Cancer Screening service. Expect the Best was put in contact with the Cancer Lead, Cathryn Maybin by CCG and further the discussion St Stephens Health centre has been identified as target of the remaining Quality Check. Expect The Best approached The Deputy Practice Manager and the date has been agreed on the 12<sup>th</sup> of July. Two Quality Checkers alongside of the Team Leader visited the surgery, and later in the week met with one patient registered with the practice to discuss her views on the service and her experience with cancer Screening. The service and its staff were approachable and welcoming towards the visit. The final Quality Checking Report was drafted and coupled with Service feedback and Action Plan and shared with CCG. Contact was made with 3 local supported living providers and 3 day services, of which one patient registered with the practice spoke to us about her experience. The report had been sent to the Service for review and feedback on the 16<sup>th</sup> July. The Service has informed us they would like to involve all relevant staff in the review and Action Plan development and therefore will provide their response at the end August 2018.

#### **NHSE Quality Checking Tools**

Expect The Best conducted 1 Quality Check with the first version of the Quality Checking Tools and 3 Quality Checks using the new revised Quality Checking Tools by NHSE. Quality Checkers were glad to find out the new tools are shorter and simplified and reported that their understanding of process of Quality Checking has improved.

Training was provided on use of the tools and the new approach, linking them more closely with the The Good Health for All standards, created by Skills for People and Sunderland People First and supported by the North East and Cumbria Learning Disability Network.

Those standards are as follows:

1. I am involved in my care at all times
2. My care, treatment and support is planned to meet my needs. Or in an emergency the hospital can access information about me.
3. I get good care and feel safe.
4. I get a good care from a service that has trained staff that know how to do their job well and are always looking to improve.

*"It is much simpler now, you just have to answer these questions at the back of the document"  
"I like it much better, it's shorter."*

-Quality Checkers

## Common Themes and Findings from the Quality Checks

Expect The Best identified the following areas for improvement for the Health Services that were quality checked:

### 1. Easy Read leaflets information, communication and visual aids

Having easy read information, communication and visual aids are crucial to help staff communicate with patients with a learning disability and who are non-verbal. They also help to break down the complex information for the patient. Expect The Best recommends Easy Read materials to be developed and accessible at the health Service.

### 2. Learning Disabilities and Autism training needs

Expect The Best recommend every staff member to receive at least basic training on Learning Disability / Autism awareness training as part of mandatory training package prior to commencement of employment and this is refreshed every year.

Expect The Best would like to see Peer Health Trainers co-delivering training. Such a model would offer valuable insight into practice and the impact this has is much stronger than completing online training for example.

### 3. Learning Disability Champions

Staff with an interest in Learning Disabilities could be offered training and support to become Learning Disability Champions. Staff can approach them for support should they need it relating to the needs of patients with Learning Disabilities. In settings where this works successfully, the Champions meet periodically to reflect on their practice and share experience, knowledge and resources.

### 4. Community Learning Disability Service's involvement

CLDS are expertly trained and experienced to support patients with Learning Disability and often know patients on more personal level. Therefore, helpful insights into understanding the unique needs of the patients can be gained if cooperation is close. Expect The Best recommends there is established link between the Service Staff and CLDS and this is strengthened by regular meetings.

### 5. Easy Read feedback and complaints procedure

Expect The Best recommend that feedback is collected from individual patients with a Learning Disability and from their families or Carers. Easy read feedback needs to be developed asking for information around the effectiveness of the service, what went well and what didn't go well. Expect

The Best recommend an Easy Read version of how to make a complaint to be developed and clearly displayed at the reception of the Health Service.

### Quality Event

The second Quality Event named “Expect the Best of Health Services in Tower Hamlets: Knowledge sharing event for local residents with Learning Disabilities” was held at Osmani Centre, Whitechapel on the 20<sup>th</sup> July. Invited and confirmed speakers were:

- Caroline Billington, Commissioner, Mental Health, CCG – The Adult Learning Disability Strategy 2017-2020
- Tayo David-Bambridge, Patient Leader/Parent Advocate, Social Action for Health – Communication barriers from parent/carer perspective
- Niah Gaynair, Lead Speech and Language Therapist, Tower Hamlets Community Learning Disability Service – Communication issues with health services
- Shabnam Boodhoo, Advanced Nurse Practitioner, Tower Hamlets CLDS – Health conditions leading to frequent hospital admissions
- Carole Shackleton, Complaints Manager, ELFT – Complaints Procedure  
Marion Reilly, Service Manager, CLDS – Complaints Procedure
- Victoria Wright, London Campaigns officer, Royal Mencap Society - Disability mortality review annual report findings / Treat me well campaign

Five main local providers came along with their service users; Apasen, New Dawn (Tower Project), Create Day, Poetry in Wood and CORE Project. In total, 65 people attended. Expect The Best and the audience thought the event went really well, a lot of useful information was discussed and insights into healthcare provision were shared between the professional speakers and the audience.

Expect The Best also presented findings and outcomes of Health Quality Checker Project, led by the Quality Checkers and The Team Leader in form of discussion with the audience. Expect The Best were pleased to hear recommendations made were along of the lines with audience’s expectations of the health services’ improvement. Staff member from A&E Department at The Royal London Hospital and Ward Manager from Lea Ward at Mile End Hospital attended the event and shared their feedback on the Quality Check with the audience.

To make sure all attendees are able to make use of the information shared during the day, all presentations and notes were sent to the audience in the follow up email where, seeking for the areas for improvement, Expect The Best also asked for additional feedback on the event.

Feedback from participants on the day focussed around Key Questions, as follows:

### What do you want health services to do better?

Four comments were around waiting times:

“don’t make us wait too long”, “see me quickly”, “it takes too long to get an appointment” and “waiting times are not in easy read”.

Other comments included: “give you the time to talk”, “you have to trust the Doctors” and “we need more Doctors”.

### **Would you speak up if you were not happy with a health service?**

There was a lot of interest in the final presentation about making a complaint and who to contact specifically. Leaflets with contact details were distributed.

“I would tell my family”.

### **Any Other Feedback**

“It was very interesting”, “it was very good seeing everyone I knew” and “We are all equal”



Opening of the Quality Event – Caroline Billington presenting the The Adult Learning Disability Strategy 2017-2020



The QC Team at the Quality event presenting their findings, Osmani centre, 20<sup>th</sup> July 2018

### Challenges faced

1. Delays in communicating with crucial contacts within services and awaiting their availability to book in the Quality Checks resulted in a shorter time period in which to complete the Quality Checks.
2. Short time period given to services for creation of Action Plan and Service response
3. A comprehensive search of patients seeking for their lived experience and views on given services proved challenging due to time constraints, data protection regulations and the need for support from other services to make contact and invite patients. The impression for St Stephen's GP practice was that 2 local services were largely to account for the high numbers of patients with Learning Disabilities registered, but it turned out not to be the case.
4. Unexpected changes to availability of GP at the identified Practice did not allow us to Quality Check separate GP practice

### Successes

1. Feedback and challenges faced during the first Quality Event were taken into consideration and eventuated into successfully carried out Event
2. Two Quality Check Reports coupled with Service feedback and Action Plan had been shared with CCG.
3. Two Quality Check Reports had been shared with the Provider currently awaiting for their review and feedback.
4. Further development of the Quality Checking Team's confidence, skills and experience through the Quality Checks, meetings and training on updated version of NHSE Quality Checking Tools.

### Next Steps

- Last Team Meeting was held on Monday, the 30<sup>th</sup> of July in the Kitchen Pizzeria, Mile End.
- Review of the Pilot Health Quality Checking Project with a view to future opportunities.



The QC Team at their last meeting at Kitchen Pizzeria, Mile End, 30<sup>th</sup> July 2018