

Daily Summary from Workshop 2 – Day 1 (Monday 28 January 2019)

Hampshire's Learning Disability Health Services

Context:

NHS leaders in Hampshire are working together to review the county's learning disability services.

Their aim is to design a sustainable community service, reducing health inequalities for people with a learning disability.

The project is being run by Southern Health, supported by Hampshire commissioners (NHS West Hampshire CCG and NHS Southampton City CCG).

The project has three stages...

1. Firstly, look at what services are available at the moment.
2. Secondly, host two week-long workshops to gather ideas for future services - open to service users, carers, staff and anyone with an interest in learning disability services. At the end of each week, on Friday, these ideas will be presented to NHS leaders.
3. And thirdly, an 'implementation stage' - which will take place later this spring. This final stage will look at the ideas generated in the workshops, alongside the current provision of learning disability health services. From this, a plan will be created to transform these services in Hampshire.

To gather feedback, we will be sharing daily summaries on Southern Health's and the CCGs' websites, Facebook and Twitter feeds, as well as with our wider email focus groups of patients, carers and staff. This feedback will then be incorporated by the workshop group the following day.

www.southernhealth.nhs.uk/get-involved/transformation-programme/a-review-of-community-learning-disability-health-services/

Today's Outputs:

We began by welcoming a fantastic number of attendees (29) to the second week-long workshop and thanking them for their time. Attendees included three service users, three parent carers, three service user supporter, carer, an advocacy representative from Speakeasy, several commissioners plus a wide range of learning disability health staff – from team managers to physios, to occupational therapists and speech and language therapists, to nurses and psychologists and also our administrative staff.

We all introduced ourselves to each other and then Nicky MacDonald, Head of Learning Disability Services at Southern Health, explained the aims of the week and shared how positively the first week of workshops had gone, with some great idea for discussion in phase three.

Four attendees, who also attended last week's workshop, then presented a summary of some of the key ideas from last week. These included:

- Ideas to improve 'over processing'. They'd looked at ways to simplify what we do to reduce admin time and speed things up for service users. Currently too much time is taken up with reporting tasks and not enough contact time with the people we care for. Simplifying our systems will give us a 'quick win'. They showed us how we could separate out every team member's role to avoid duplication of effort and to speed up visits, which could potentially cut our referral times down from 28 days to something more like 7 days – which would be great news for our service users and carers!
- Health promotion (and prevention) is quite a new concept for learning disability services and is not consistent across all areas at the moment in terms of delivery or commissioning. Last week's workshop participants came up with an idea for a 'health liaison team' (renamed 'learning disabilities health team'), where nurses would work with GP surgeries, knowing who each surgeries' patients with a learning disability are, and offering three levels of support, with no referral required. Annual health checks would be the first level of support. From these, health action plans would be developed (which could be a live document eventually even replacing a care plan perhaps). These plans would identify any specific needs for each patient and the nurse would then help manage those needs (liaising with other teams for physio, social care, MH Act capacity assistance etc). Essentially it would be like a health coordination role, providing one main contact point for service users and their families. This level two support could include such things as healthy eating groups (to reduce obesity), lung health groups (to avoid lung infections in winter) and so on. Level three would be more intensive support for such things as challenging behaviours. GPs currently feel that the learning disability service is too distant from them and so this idea would help tackle this and was really well received by the GPs who attended last week. The transition for 14-17 year olds into adult learning disability services was also discussed as part of this idea - could we lend assistance with their health checks too, to help facilitate a smoother transition for concerned families?
- Under the heading 'information flow', last week's attendees also discussed the creation of a 'cloud' database called 'All About Me' which would be owned by service users, with password permissions. It would be one single online place for health care, social care, education, personal life information and care provision information to all sit for easy viewing and access.

We then outlined the [format of the week](#), very similar to last week's format.

- Today is focused on explaining and then practising the Quality Improvement (QI) tools that we will be using this week to improve services (read week one's first daily summary for more detail

on these QI tools). Towards the end of the day, we also talked a little about current services to set the scene for tomorrow.

- Tuesday will start by defining the issues and problems with current services, before identifying and theming the problems and issues raised, plus any ideas that are generated. It will also be the start of developing solutions to these issues.
- Wednesday we will test some potential solutions and refine them further.
- Thursday we will do our final testing and begin to plan how we can implement these solutions/improvements.
- And finally, on Friday, we will gather these together and present them to health care leaders for inclusion in phase three of this project, the implementation stage.

Tomorrow will start with the group defining what is 'good' and what is 'bad' about the current service – and the areas they want to focus on in the coming week. Tell us what YOU think is good and bad about the current learning disability service. Your thoughts will then also be fed into the themes for discussion the next day...

The workshop then concluded for the day, to reconvene tomorrow (Tuesday 29 January 2019).

Hear from two service users about why they wanted to get involved in this week's workshop:



Service user, Silas Pink explained why he's involved:

"I want to learn stuff about the service and help with ideas. Everyone needs to take turns to speak and share ideas to make things better."



Rosie Tayleure, a service user from the Southampton area, explains why she wanted to come along and contribute to the workshops:

"I wanted to learn more about learning disability services and what is provided - and work out if this could this be improved. I really want to help improve the learning disability services for Hampshire."