

Quality Matters

Welcome to the 3rd edition of Quality Matters - a regular newsletter that aims to inform you of quality and safety issues across your trust.

This edition will focus on the reasonable adjustments & accessible information standards. First a couple of definitions:

What does quality and safety mean?

Quality - the standard of something as measured against other things of a similar kind; the degree of excellence of something.

In WUTH, Quality Improvement means to continuously look at what we are doing, seeing if we could do it better and bringing people together to redesign the way care is provided.

Safety - state of being protected from danger or harm: Our patients, visitors and staff have a right to be protected against anything that can affect their safety.

REASONABLE ADJUSTMENTS & ACCESSIBLE INFORMATION STANDARDS

What do we mean by 'Reasonable Adjustments' & 'Accessible Information Standards'?

- The Trust needs to ensure its services are accessible to everybody including people with disabilities ([Equality Act 2010](#)). These include: Physical Disabilities, Impairments, Sensory loss such as being deaf and/or blind, Learning disabilities, Autism, Dementia, Stroke, Mental health conditions that affects ability to communicate and so on.
- Remembering that not all disabilities are visible and obvious, staff should ensure patients are not being excluded from accessing services, are able to participate in their care, and have reasonable adjustments in place where necessary.
- To do this, we need to make Reasonable Adjustments; these may include a variety of improvements that can be explored and identified by doing a Risk Assessment, available on the Intranet by searching for 'Caring for Patients with Learning Disabilities and Other Vulnerable Adults' as part of their Care Plan. Solutions can include ensuring that the patient has a quiet waiting area, arrangements are made for the patient's family/carer to stay with them, providing easy read materials to patients such as braille or communicating via the patient's carer.
- Staff should check with the patient and their carers if they have a health passport as this will help staff to support the patient and to make any reasonable adjustments required. If no health passport is available, staff can complete a reasonable adjustment risk assessment with patient where possible, and/or consult with carer.
- The Trust has a 'Risk Assessment & Reasonable Adjustment Care Plan' to help care for people with learning disabilities and other vulnerable adults for Inpatients and Outpatients on our Intranet. [Learning Disabilities | Wirral University Hospital NHS Foundation Trust \(wuth.nhs.uk\)](#).
- The Accessible Information Standards (AIS) 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. More information is available:
 - [Meeting the Accessible Information Standard - Care Quality Commission \(cqc.org.uk\)](#)
 - AIS resources: [NHS England » Resources](#).
- Staff Training is important - to ensure services work equally well for all patients, and staff can 'anticipate' patients' needs as part of their duty. The Trust offers mandatory safeguarding training to support this.
- Staff need to manage Consent in line with the [Mental Capacity Act](#) for patients 16 years and over. Staff should provide all practical support to help patients make the decision and if the patient is still unable to do this as they lack capacity, then a Best Interest process should be followed. This will ensure the decision is the least restrictive of the patient's basic rights of freedom. For patients under the age of 16, staff should follow the Consent Policy (available on the Intranet).

More Useful Information:

Learning Disability and Complex Care Specialist can be contacted for advice in relation to reasonable adjustments on Ext: 6976.

More info: [Mental Capacity & Deprivation of Liberty | Wirral University Hospital NHS Foundation Trust \(wuth.nhs.uk\)](#)

[The Accessible Information Standard | Wirral University Hospital NHS Foundation Trust \(wuth.nhs.uk\)](#)