

PHA REPORT



Hospital Passport Evaluation

We know that visiting the hospital can be stressful for people with a learning disability and their family. From the basics of quickly informing treating clinicians how best to take blood, to the complexities of treatment and drug interactions – the learning disability Hospital Passport was designed to help make stays in hospital as stress free as possible. For people with a learning disability it explains their wants, needs and communication preferences which is crucial to alleviating anxiety.

TILII have been involved with the learning disability Hospital Passport and were pleased to complete a Roving Report to highlight its launch in May 2017. One year on they have been working alongside the PHA to evaluate the Passport and to analyse its impact. TILII's role was to interview their peers to find out if the Passport had made a difference to their lives.

TILII designed an evaluation form using the Appreciative Inquiry Method which looks at leading with the positives. We asked positive questions to find out the strengths of the Passport and by encouraging conversations, we identified areas for improvement to help us to move towards the dream phase of having the Passport embedded into every day practice. This would make sure that each individual gets the care and support they need when going into hospital, and that it is not only of a high standard but actually fitting to their individual needs.

We wanted to cover a wider geographical area than Belfast so we also took our evaluations to Downpatrick, Bangor, Lisburn and Muckamore Abbey Hospital to make sure we had a good overview.

150 people were reached:



52 people had heard of the Passport





- ❖ 36 people through TILII (Muckamore Abbey, Belfast, Lisburn, Downpatrick and Bangor area)
- ❖ 1 through the residential home they lived in (Belfast Area)
- ❖ 1 through their Sister (Belfast Area)
- ❖ 6 through their named nurses (Muckamore Abbey Hospital)
- ❖ 5 through their Community Nurse (Lisburn area)
- ❖ 2 through their Mum (Bangor area)
- ❖ 1 through Ulster Hospital (Bangor area)



98 people had not heard of the passport (so TILII were able to give them a copy of their own Passport!)



Out of the 52 people who had heard of the Passport only three people had been admitted to hospital;

- ❖ One person who used the Passport had a less than positive response. The hospital staff did not use the Passport and returned it to the patient. This upset the person and in return, angered the parents who had spent a lot of time supporting their loved one to fill the Passport in. They did this, believing that it would provide positive support and ensure their loved one would receive the appropriate care to meet their individual need. This negative experience has deflated them and as a result the Passport was destroyed.
- ❖ A staff member also gave a personal reflection on an incident where they felt if a particular service user had a Passport, their experience may have led to a better outcome
- ❖ Two patients had received a positive response to the Passport by the staff in the hospital, who had used the information to influence their practice. The staff took note of the individual needs of the patient to ensure they gave the appropriate care, which led to their positive experience in hospital.





Positive Story

Mr A, a middle aged male with moderate learning disabilities used the Passport on admission to hospital for an operation. Mr A is able to communicate verbally but when anxious can find it difficult to articulate how he feels, or about his needs. The parent explained that the more anxious Mr A becomes the more likely he is to present behaviour that can challenge, by disengaging and refusing to interact. This has in the past made the situation difficult for everyone involved, however the Passport enabled the staff member to understand how important it was to take the time to engage with the patient, and this helped to alleviate MR A's anxiety. The staff member sat with Mr A, going through the Passport and the parent felt that this not only allowed the staff to understand the needs of Mr A but also helped him to feel valued. The parent also felt it helped Mr A to feel comfortable as it broke the ice and allowed him to start building a relationship with the staff member. Mr A was keen to talk about himself and showed pleasure that the staff member was interested in him as a person. The parent felt the Passport helped to create a positive experience and also allowed her, the parent, to feel more comfortable about the whole situation.

When filling in the evaluation question 'did it help make your stay in hospital better', Mr A picked a smiley face. When asked 'how did it help make your stay in hospital better?', Mr A answered "It helped me, it did. It helped staff to understand me, fix me and make friends. They cared for me well and understood what I like and don't like".

In conclusion

TILII members recognised that 98 people with a learning disability had not been aware of the Hospital Passport and this needs to change.

Though outside of the remit of work for the PHA, one of the TILII members decided to visit three hospitals to see if staff had heard about the Hospital Passport. These were only brief visits. By going into the main reception and asking staff if they had heard about the Hospital Passport for people with a learning disability, the answer was no. There was only one student nurse who said they had heard of it. Whilst this is not a fair evaluation as only five members of staff, over the three hospitals were asked, it shows a trend



towards lack of awareness of the Hospital Passport, similar with TILII's peers (people with a learning disability). This needs to improve.

Recommendations



Recommendations

Awareness needs to be raised throughout hospitals, health and social care services and most importantly staff. This could be addressed by staff training, a service which TILII provide by creating bespoke training delivered by people with a learning disability to ensure staff understand the importance of the Passport as a communication method. This could be face to face, eLearning, or a video clip produced on a DVD.

Awareness for our peers is also crucial. This could be done by regular updates in day centres/day opportunities services, doctors surgeries, dentists, community centres, announcement on the radio, advert in newspapers. TILII recognise this would incur costs but feel that it is important that the Hospital Passport is out there and being used to improve health and social care services for people with a learning disability. TILII's peers are already often disadvantaged and less able to access the services they need.

Belfast Day Centres are currently having WIFI installed for service users. TILII wondered if could this be used to advertise the Hospital Passport and raise awareness?

People with a learning disability and hospital staff should be encouraged to use the Passport and to keep it in high on everyone's radar. One way TILII thought this could be achieved is to introduce a hospital visa stamp. When the Passport is used in a hospital, it is stamped when a person is discharged - (TILII suggested this as it mirrored how a passport is used when a person travels from country to country and no one would go on holiday without their passport).



HOSPITAL PASSPORT EVALUATION



Do you know about the Hospital Passport?



How did you hear about the Hospital Passport?



Empty text box for response

HSC Hospital Passport



For people with a learning disability in contact with a general hospital

Have you used the Hospital Passport?



Did it help make your stay in Hospital better?



How did it help make your stay in Hospital better?

Empty text box for response



How could we make sure everyone knows about the Hospital Passport?

Empty text box for response

Name _____

Hospital Passport Received





10K Voices Conference

TILII members Alex and Philip were proud to attend the 10K Voices Conference to complete a roving report. Alex said “This is important as it was about making sure the voice of people with a learning disability is not just heard, but they have actually made a difference to the care/service they receive. TILII members are advocates who want to make a difference to their peers lives so this was a great event to attend as it showcases this. Philip said “The atmosphere was great and we got to interview some really important and interesting people.” The most important thing was there were actual examples where patient’s stories had made a difference and changed the service for the better from big things to lay out of a hospital to smaller things like changing the colours of name badges so everyone could see them.

Watch this space our report will be out and on our website by the end of July 2018



Staff Training

Catherine, Jonathan, Alex and Philp provided two sessions of staff training to help staff understand different communication techniques, and ways to support people both face to face and over the telephone.



What was really great to see was the response of the staff to the interactive training session. They became fully involved with the session and were keen to listen to TILII member's experiences, views and also to learn new ways to communicate so everyone is included. We received really positive feedback, with all evaluations being marked as excellent and some great comments, including "It was really fun and relevant to my job." from a delivery driver who met service users face to face. One member of staff whose only interaction was over the telephone said that the training was beneficial and would help inform their practice.

It was great to receive an email to thank the four TILII members after the course as this really pleased them and recognised the hard work they all put into the design and delivery of this training.

The email was sent to the TILII Coordinator and Deirdre:

I want to thank, Alex (who was brilliant doing the presentation), Philip, Catherine, Jonathan, and of course, yourself, for providing today's TILII training for the Community Equipment & Continence Staff and drivers here, I know that it could not have been easy to stand up and talk to strangers, and they all have been an inspiration to us. All the staff here, without exception (including me), have commented on how much they enjoyed the time and the tasks they had to do, and of course the laughter. It is great to learn through laughter, and it will leave a lasting impression, which is the goal at the end of the day.

I have no doubt that this will help us in ensuring that our all our customers, including those with learning disability, have a positive experience of our service, after all, we learn something new every day.

Deirdre, many thanks for organising, it is a fantastic project, and we all got so much out of it, very worthwhile.

Kind regards

Amanda

Amanda Mehaffy- Community Equipment & Continence Manager

TILII have enjoyed providing support to the PHA and hope to work with them again soon

