Learning Disability Acute Liaison Nurse Team

based at the University Hospitals of Leicester NHS Trust

Annual Report April 2014 to March 2015

(Easy Read Version)
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1. The Service Members

The team currently are Katrina Dickens and Louise Hammond.

2. What the Service Does

The team continues to work with hospital staff in the care of patients with learning disabilities at:
- Leicester Royal Infirmary
- Leicester General Hospital
- Glenfield General Hospital

The team continues to support patients with learning disabilities and their relatives/carers when they come into hospital.

The team provides training about patients with learning disabilities to the hospital staff.
3. Groups of People seen by the team

Patients with a learning disability who come to the hospitals.
The team has mainly worked with adults over the age of 18 years.

The team liaise with the Transitions Team in Leicester City.

The team have visited some people who are coming up to the age of 18 and will be coming into adult services.
4. People Seen

Any patient from within Leicester, Leicestershire and Rutland who come into the hospitals.

Sometimes the team may be involved in the care of patients from other areas such as Northampton, Kettering or Nottingham.
5. Service Description:
The parts of the learning disability acute liaison nurse service are:

5.1. Clinical Care
Visiting patients when they come in to hospital until they are discharged.
Offering support needed in the patient’s care.

5.2. Communicating in and out the hospital:
• Working with Leicestershire Partnership Trust in relation to people with learning disabilities.
• Working with primary care services e.g. dentists.

5.3. Supporting the discharge team in hospital when needed

5.4. Education and Practice Development
5.4.1 Training that has been undertaken:
The team talk about learning disability awareness on the healthcare assistants and housekeepers’ induction day.

Learning disability awareness to newly qualified student nurses.

Person centred care sessions as part of the induction with human resources trainers.

5.4.2 Student Nurses
who work in the hospital have been spending a day with the team.
They learn about the team and patients with learning disabilities.
6. Things achieved by the team:

- The team can do home visits to people within Leicester, Leicestershire and Rutland who come into hospital for planned tests or operations.

The team also:
- Try to see patients referred to the service within 24 hours.
- The times when the team cannot do this is, when patients are admitted at the weekend or bank holiday.
- Attend the County Better Health meetings.
- Give out a dairy to patients who have been to hospital. This will help to see what patients think of the care they receive.
7. Care Achievements:

The patient diary has been given to patients with learning disabilities who have been to the hospital. 54 diaries have been received.

The results showed:
* Most patients felt nervous/frightened when they came into hospital.
* Most patients were happy with the care they received in hospital.
* Patients were happy that a learning disability nurse was around if they were needed.

The things that patients/carers felt needed improving in hospital were:
- Staff to introduce patient to learning disability nurse earlier in their stay.
- Specialist mattress not received until near the end of the stay. To consider patient’s needs.
- Specialist mattress broke down 3 times and needed changing. To make sure equipment is working properly.
- No bed available when I came into for a planned operation.
- Pictures to help choose meals.
- To involve the family in decision making when the patient does not understand.
8. Patient Contact:

The team have seen **743 patients** within the hospitals.

This is 169 more people than last year.

**These numbers are made up from:**

- Leicester City - 410 patients
- West Leicestershire - 155 patients
- East Leicestershire and Rutland - 97 patients
- Outside Leicester - 13 patients
- Patients who do not have a learning disability - 68 patients

**Missed patients:**

Patients who the team know have been to the hospital, but have not been seen is 126.

**The reasons for this may be:**

- Came in during the evenings/night time and were discharged
- Came in over the weekends/bank holidays and were discharged.
- Came in for outpatient appointments but did not need the teams support.
8.1 Leicester City Clinical Commissioning Group – Patient Information

Age range of patients seen who live in Leicester City

Under 18 - 1 patient
18 to 28 years - 91 patients
29 to 38 years - 47 patients
39 to 48 years - 55 patients
49 to 58 years - 88 patients
59 to 68 years - 76 patients
69 to 78 years - 46 patients
79 to 88 years - 6 patients
89 years and over - 0 patients

Gender

194 Female patients seen

216 Male patients seen.
Ethnic Groups:

- White British - 318 patients seen
- Asian - 70 patients seen
- Black - 18 patients seen
- Polish - 1 patients seen
- Slovakian - 1 patient seen
- Unknown - 2 patients seen

Top 10 reasons for patients coming into hospital:

1. Respiratory (chest/breathing) which includes chest infections, asthma, pneumonia, and aspiration pneumonia.
2. Epilepsy (fits)
3. Urine infections
4. CT Scans/MRI Scans/E.C.G.s
5. Falls
6. Ophthalmology (eyes) appointments and operations
7. Cellulitis (infection of the skin and the tissue under the skin).
8. Gastroenteritis (infection that cause nausea, vomiting, and diarrhoea)
9. Constipation (not able to go toilet for a poo)
10. Maxillofacial (teeth) appointments and operations
8.2. West Leicestershire Clinical Commissioning Group

Patient Information

Age range of patients seen who live in West Leicestershire

18 to 28 years - 26 patients
29 to 38 years - 16 patients
39 to 48 years - 35 patients
49 to 58 years - 17 patients
59 to 68 years - 33 patients
69 to 78 years - 16 patients
79 to 88 years - 11 patients
89 years and over - 0 patients

Gender

77 Females patients seen.

78 Male patients seen.
Ethnic Groups:
White British - 143 patients seen
Asian - 10 patients seen
Black - 2 patients seen.

Top 10 reasons for patients coming into hospital:
1. Respiratory (chest/breathing) which includes chest infections, asthma, pneumonia, and aspiration pneumonia.
2. Epilepsy (fits)
3. Urine infections
4. CT Scans/MRI Scans
5. Cellulitis (infection of the skin and the tissue under the skin).
6. Fractures (broken bones)
7. Heart problems
8. Maxillofacial (teeth) appointments and operations
9. Gastroenteritis (infection that cause nausea, vomiting, and diarrhoea)
8.3. East Leicestershire and Rutland Clinical Commissioning Group – Patient Information

Age range of patients seen who live in East Leicestershire and Rutland

- Under 18 years - 1 patient
- 18 to 28 years - 10 patients
- 29 to 38 years - 8 patients
- 39 to 48 years - 16 patients
- 49 to 58 years - 20 patients
- 59 to 68 years - 24 patients
- 69 to 78 years - 14 patients
- 79 to 88 years - 1 patient
- 89 years and over - 3 patients

Gender

- 56 Females patients seen.
- 41 Male patients seen.
Ethnic Groups:

White British - 93 patients seen.
Asian - 4 patients seen.

Top 10 reasons for patients coming into hospital:

1. Respiratory (chest/breathing) which includes chest infections, asthma, pneumonia, and aspiration pneumonia.
2. Urine infections
3. Checking of appointments and information for the community teams and others.
4. Fractures (broken bones).
5. Falls, not resulting in fractures.
6. Epilepsy (fits)
7. Decline in mobility (ability to walk or move)
8. Epilepsy outpatient appointments.
9. Ear operations
10. Maxillofacial (teeth) appointments and operations.
   - Cancer related
   - Viral gastroenteritis.
9. Good Practice Cases:

9.1 The DisDAT Tool and Palliative Care for People with Learning Disabilities.

Louise Hammond, one member of the team, has been undertaking some work with Amelia Boulton (learning disability primary care liaison nurse) since 2011.

Some money was given by The Department of Health to put on a 2 day End of Life Care Conference. The Conference took place on Thursday 22nd March 2012 in Leicester.

The Conference was for paid and unpaid carers of people with learning disabilities. 100 people attended.

At the Conference, the people who came were made aware of the DisDAT Tool.

This helps to identify distress cues in people who because of their disability and/or physical illness have severely limited communication.

In 2014 Louise and Amelia completed a survey of the DisDAT Tool’s use with residential support providers for people with learning disabilities in Leicestershire and Rutland.

The DisDAT has been identified to community care staff and hospital through induction training.

By joint working we are starting to support people and their families/carers.
9.1 The DisDAT Tool and Palliative Care for People with Learning Disabilities.

Louise and Amelia went to two “Palliative Care for People with Learning Disabilities Network Conferences” in 2013 and 2014.

From the Conferences the idea was create a Local Regional Group for Leicester, Leicestershire and Rutland.

Louise and Amelia have formed a group, which includes Community Nurses, Speech and Language Therapy, MacMillan and LOROS.
9.1 The DisDAT Tool and Palliative Care for People with Learning Disabilities.

The aims of the group are:
- To be a support network regionally
- Promote and share good practice
- Further training:
  - some of the group have attended the Advanced Care Planning and the communication workshop run by LOROS.
- To review current pathways to establish collaborative working.
- Liaison work has been undertaken with the Palliative Care Service Lead to launch the new information from the Leadership Alliance for the Care of Dying People.
- Links have been made with The Amber Care Bundle Team at the hospital, to see how we have a clear Learning Disability pathway.
- To update the End of Life Book and Tools for people with learning disabilities.
- Macmillan Cancer Support Grant has given the group £500.00.
- The group wish to use this money to set up a survivors’ group for people with learning disabilities who have experienced cancer.
10. Things the team are going to do:

To develop the service with the support of the Clinical Commissioning Groups.

To develop the service alongside the Single Assessment Framework.

To continue to give out the patient diary.

To continue to undertake training in the hospital.

To re-audit the use of the Emergency Grabsheet, the Traffic Information Booklet and the DisDAT Tool.
11. How to contact the team:

To contact the learning disability acute liaison nurses:

Telephone: 0116 258 4382

Please leave a message if the team are not available.