



4 Standards for Good Engagement

For staff and professionals working with people who have a learning disability.

Sussex Partnership NHS Foundation Trust promises to involve people in their care planning and treatment in the best way for them.

We are committed to meeting these 4 standards.

4 Standards for Good Engagement

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Springwell Standard 1

Supporting communication

Guidelines

People with a learning disability and their family/carers say:

We will:

- 1.1. Act in a professional and respectful way
- 1.2. Use an inclusive communication approach to support and enable your understanding and communication – that means using all appropriate and relevant tools and resources. For example photos, pictures, symbols, talking mats.
- 1.3. Adhere to the NHS Accessible Communication Standard <https://www.england.nhs.uk/ourwork/accessibleinfo/>
- 1.4. Tell you all about the service you will receive from us.

- Think about what you say and how you say it
- Speak directly to me – not my support worker, family or friends
- Use language that I understand
- Ask if I have any communication tools I can bring to the appointment, like a communication passport or objects of reference
- Think about using pictures or photos to support what you are trying to communicate at the appointment
- Make sure appointment letters use pictures and words I can understand. Think about adding photographs of the staff member I am meeting and the building I will be visiting
- Think about using text alerts for appointments or health apps
- Wear a badge with your photo, name and role clearly displayed in large font
- Think about what you wear. For example it might be helpful to me if you look smart or for someone else if you look casual
- Give me some information I can understand to take away with me from my appointment
- Make a care plan that I can understand e.g. use easy read or video
- Think about how you follow up on my appointment e.g. with a phone call

Suggestions for your service (insert as appropriate)

Actions

<p>Springwell Standard 2 Getting to know all about you</p>	<p>Guidelines People with a learning disability and their family/carers say:</p>
<p>We will:</p> <p>2.1 Gather sufficient relevant information before your appointment – where appropriate and with permission from our records, family/carers, support workers, friends</p> <p>2.2 Ask you about your life and your health as well as the difficulty you are coming to see us about. This helps us understand the whole you and work out the best way to help</p>	<ul style="list-style-type: none"> • Think about me as a whole person (understand my needs) • Read my notes and history before the appointment • Listen to and work with family and carers, we have a lot of potentially useful knowledge that could help you understand the person we care for • Help me to understand my diagnosis where relevant/appropriate
<p>Suggestions for your service (insert as appropriate)</p>	<p>Actions</p>

<p>Springwell Standard 3 Supporting your rights</p>	<p>Guidelines People with a learning disability and their family/carers say:</p>
<p>We will</p> <p>3.1 Ensure you know how to make a complaint about your services and are supported to do so where appropriate</p> <p>3.2 Ensure you are aware of the treatment available to you</p> <p>3.3 Respect your right to your individual lifestyle and interests</p> <p>3.4 Respect your decisions - we understand that risk is part of life and it is your right as an adult with capacity to make choices that may involve risk.</p>	<ul style="list-style-type: none"> • Explain we have a right to complain and how we can do so • Make sure your complaints leaflet is available in different formats e.g. easy read, video, symbols • Ask before you share my information with family/carers/support workers – I might not want everyone to know about my appointment/treatment
<p>Suggestions for your service (insert as appropriate)</p>	<p>Actions</p>

<p>Springwell Standard 4 Making decisions together</p>	<p>Guidelines People with a learning disability and their family/carers say:</p>
<p>We will</p> <p>4.1 Meet you in the best place for you where possible, for example your home or our clinic</p> <p>4.2 Listen to you</p> <p>4.3 Work out a care plan together that you and the people who care for you can understand</p> <p>4.4 Invite and support you attend meetings about you where appropriate</p>	<ul style="list-style-type: none"> • Make decisions about what is best for me with me • Don't assume what I want or need, ask me e.g. not everyone may want a care plan or any paperwork • If I can't be involved, think about who else should represent me in any decision making process
<p>Suggestions for your service (insert as appropriate)</p>	<p>Actions</p>

Background and context

Developed by people with a learning disability as a result of the Springwell Project, these standards reiterate and support the following:

- The learning disability improvement standards for NHS trusts
<https://improvement.nhs.uk/resources/learning-disability-improvement-standards-nhs-trusts/>
- NHS - Good Communication Standard
<https://www.england.nhs.uk/wp-content/uploads/2016/11/nhse-access-info-comms-policy.pdf>
- NICE - Challenging Behaviour Guidelines
<https://www.nice.org.uk/guidance/qs101/chapter/List-of-quality-statements>
- RCSLT- 5 Good Communication Standards
https://www.rcslt.org/news/good_comm_standards
- NHS England - Don't Miss Out
<https://www.mencap.org.uk/press-release/over-three-quarters-people-learning-disability-are-missing-out-vital-support-gp>
- Equality & Human Rights Commission - Being Disabled in Britain Report
<https://www.equalityhumanrights.com/en/disability-report-being-disabled-britain>
- NHS care system (initial assessment; risk assessment, care plan, review)
- NHS constitution for England
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/480482/NHS_Constitution_WEB.pdf

Legal, strategic and policy context

- Mental Capacity Act 2005
- Mental Health Act 1983 & 2007
- Equality Act 2010
- Care Act 2014
- Transforming Care (2012)
- Autism strategy (2010)
- Human Rights Act 1998
- SPFT values and strategic aims

About the Springwell Project

- Springwell was launched in 2016 to enable and support people with learning disabilities (PWLD) and complex needs and their families and carers to gain skills to better manage and engage in the planning of their own healthcare.
- We wanted to significantly increase the number of PWLD and complex needs currently taking an active part in their specialist learning disability healthcare.
- Underpinning these aims was the integral importance of developing a space to hear what PWLD need and want from services. We wanted to understand how our services look from their point of view, what impedes engagement and what helps.

4 Standards for Good Engagement

- This work resulted in the development of Springwell's 4 standards for good engagement, a set of guidelines around engagement and shared decision making for professionals and people using our services.
- Sussex Partnership NHS Foundation Trust pledged to sign up to and implement our standards across Sussex.

Access Support Film

- Team Springwell made a film to explain specialist learning disability health services available and how to access them, reinforcing the importance of involvement and engagement in their own care and showing ways that staff, support workers, carers, family and PWLD themselves can help.

The film forms part of our Easy Read Access Pack and Springwell workshops for staff (see below).

Easy Read Access Pack

- We have developed an accessible referral support tool to help PWLD, their family and friends to understand and prepare for the referral and assessment process.
The pack brings together the best of existing information across Sussex Learning Disability Services, adding the Springwell standards and new resources based on our findings from the project.

Springwell workshops

- Co-run with Team Springwell, our workshops introduce the Springwell Standards, Access Pack and films, discuss project findings, share best practice and more. They are a great opportunity for in-depth discussion around barriers and solutions to meaningful engagement. We will be rolling them out across Community Learning Disability Services in Sussex over the coming months.

Support for Springwell

- Our project was one of 8 out of 169 granted funding by NHS England to celebrate and share our learning. We made a short film about how we used coproduction to engage our service users which we showcased at an event for staff in services for other vulnerable groups across Sussex.

In November 2017 we were nominated for a positive practice award for our work in coproduction.

Team Springwell

- As a result of their work on the project, Team Springwell is now a skilled group of experts by experience in SPFT services and undertakes paid consultation work. The team is currently represented on the Clinical Academic Group board and will be presenting at Learning Disability Induction mornings.
- Sussex Partnership NHS Foundation Trust have employed a Learning Disability Service User Participation Lead to carry forward the work of the Springwell project and develop and expand the team, linking in with other service involvement groups and projects across Sussex and supporting PWLD to continue to have a voice.

For further information about the Springwell Project and Team Springwell

Contact Lucy Westcott, Service User Participation Lead for Learning Disability

Email lucy.westcott@sussexpartnership.nhs.uk

Landline 01273 295121

Mobile 07391408211