

ITEM: 10/087
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Meeting: Trust Board
Date: July 28th 2010

Title: **Six Lives: the provision of public services for people with learning disabilities: A Report by the Health Service Ombudsman in England March 2009 – The Whittington Hospital NHS Trust Response**

Executive Summary: In March 2009 The Health Service Ombudsman for England published a report **Six Lives: the provision of public services for people with learning disabilities: A Report by the Health Service Ombudsman in England.** This

report outlined the investigation he conducted into 6 complaints made by Mencap on behalf of 6 families of people with learning disabilities all of whom died between 2003 and 2005 while in NHS or local authority care.

The complaints were made following Mencap's report, *Death by Indifference*, published in March 2007, which led to the setting up of the Independent Inquiry into Access to Healthcare for People with Learning Disabilities by Sir Jonathan Michael MB BS FRCP (Lond) FKC, commissioned by the then Secretary of State for Health. The Inquiry's report, *Healthcare for All*, was published in July 2008.

The complaints were made against a total of 20 public bodies. They all concerned the quality of care which was provided and the majority of them also included concerns about the way in which subsequent complaints about the quality of that care had been handled at local level, and by the Healthcare Commission.

The report is in eight Parts (or volumes).

Part 1 provides an overview of the work undertaken, identifies the themes and issues arising from this work, and makes some general recommendations to address those issues. Part 1 also contains a summary of each of the individual investigation reports.

Parts 2 to 7 are the full reports of the six investigations.

Part 8 is an easy read version of Part 1.

In the Trust's response to the Ombudsman's report it is recognised that Patients who have a learning disability (LD) often need "reasonable adjustments" to be made to enable their care in an acute hospital trust to be safe and a positive experience.

NHS Haringey is leading a review in North Central London, and a copy of the Trust's position is attached.

To date The Trust has also developed a strategy for caring for patients with a Learning Disability in an Acute Hospital setting. A number of standards have been developed and an audit tool to measure progress against those standards is in the process of being developed. A number of staff throughout the organisation



have been identified as champions for patients with Learning Disability and all have attended specific training for this role.

While the necessary foundations are in place and work is progressing, discussions are ongoing with NHS Islington and Haringey to provide funding for a Liaison Nurse to be based at the Trust to lead the implementation of the strategy. NHS Haringey has agreed to provide funding for half of this post and NHS Islington have yet to advise of their position

Action: For information

Report From: Veronica Shaw, Assistant Director of Nursing and Clinical Development

Sponsor: Bronagh Scott, Director of Nursing and Clinical Development

Compliance with Care Quality Commission Regulations / Outcomes

Lead: Director of Nursing & Clinical Development

Reference:

All 16 quality and safety regulations