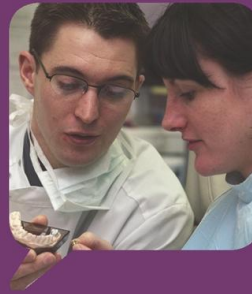


Assuring Quality in Learning Disability Services



Inspecting learning disability in-patient services:

Prompts and key lines of enquiry

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Domains

- Safe
- Effective
- Caring
- Responsive
- Well-led

Same for all services

- But specific focus on what they mean for LD services

How do we decide what to look for?

Consider:

- Good practice guidance
- Evidence
- Policy
- Statutory requirements and legal frameworks
- General and relevant to LD

Includes

- No Secrets/Safeguarding policies
- Winterbourne View Concordat/Transforming Care
- MHA and Code of Practice
- MCA/DoLS and Code of Practice
- Positive and Proactive care
- NICE guidance
- Medication prescribing guidance
- Positive Behaviour Support
- Five Good Communication Standards

Includes

- Waiting time and discharge targets
- Health Action Plans
- Compassion in Practice
- Staff training and qualifications; staffing levels
- Clinical governance systems and structures
- Service user and family involvement and feedback
- Complaints and incidents
- Leadership and communication
- etc.....

Key Lines of Enquiry – Are services safe?

We look for:

- Safe and clean environments, including ligature points, line of sight, state of repair.
- Safe staffing, including levels, use of agency and bank staff, qualified staff available.
- Risk, including assessment and management, use of restraint, seclusion, record keeping, staff training in restraint, use of blanket restrictions.

Key Lines of Enquiry – Are services safe?

We look for:

- Information about adverse events and actions taken, number of incidents
- How incidents are reported and learnt from, reporting and recording of abuse, safeguarding systems and policies, how service responds to protect people (including from incidents between patients), staff awareness of duty to report

Are services effective?

We look for:

- Comprehensive assessment on admission (including physical health and communication)
- Care plans are individual and relate to needs identified on assessment
- Interventions are evidence –based (PBS understood and implemented)
 - Include functional assessment, proactive strategies, environmental support, skills development, reactive strategies
- Outcomes are measured
- Audits are undertaken

Are services effective?

We look for:

- Skilled staff, including access to MDT
- Staff are supervised, trained, appraised, meet regularly, performance issues managed
- Good practice in MHA, CTT requirements followed, rights explained and upheld, IMHA's available
- Good practice in MCA, capacity and consent assessed/recorded, people supported to make decisions, understanding and use of DoLS
- Organisation has oversight of MHA and MCA

Are services caring?

We look for:

- Positive interactions with patients
- Respect, dignity, support
- What patients say about how they are treated
- Staff knowledge and understanding of individual needs
- Participation in care planning
- Involvement of families and carers
- Use of patient surveys and feedback

Are services responsive?

We look for:

- Discharge plans and timely discharge
- Environment supports treatment and care
- Private phone calls possible, access to outside space, quality of food and choices available, access to drinks, possessions in bedrooms, and secure space for them, activities available
- Accessible information
- Complaints listened to and acted upon

Are services well-led?

We look for:

- Knowledge of organisation's values and objectives, senior managers visible
- Governance : systems ensure training, supervision, safe staffing levels, incident reporting, audit etc
- Leadership: morale, job satisfaction, sickness, personal development, staff able to raise concerns etc
- Commitment to improving quality

Process

- Large amount of information gathered before inspection teams arrive on-site
- Inspection teams include clinical specialists and experts by experience as well as inspectors
- Follow structured process in gathering evidence
- Evidence collected and corroborated

Summary

- Teams follow structured process to gather evidence on the domains
- Teams include clinical specialists and experts by experience
- Evidence obtained is compared to good practice
- Evidence is corroborated from more than one source
- Ratings then applied

Experts by Experience

Integral and essential part of inspection process

Obtain and evaluate feedback and opinions of service users and carers

Issues considered include.....

Table discussion

Discuss what evidence you would consider indicates

Outstanding

Good

Requires improvement

Inadequate

under each domain.....

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