

Oxfordshire Joint Health and Overview Scrutiny Committee

Date of Meeting: 4 April 2019

Title of Paper: Update report on transition of LD services: benefits for patients

Purpose:

To provide an update for HOSC on the key developments that have taken place since the transition of specialist learning disability health services from Southern Health NHS Foundation Trust to Oxford Health NHS Foundation Trust on 1st July 2017, and the associated benefits for patients.

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Update report on transition of LD services: benefits for clients

1. Introduction

Since the transition of specialist health services for people with a learning disability on the 1st July 2017, both anticipated and developed improvements to services have been delivered, for the benefit of service users with learning disabilities and autistic people.

Initiatives have taken place both system wide and internally within Oxford Health NHS Foundation Trust. These have improved the internal offer for clients with learning disabilities across the Trust's service areas, as well as delivering more joined up provision across mainstream secondary healthcare and social care.

The Trust and the CCG continue to work on the development and implementation of a revised Trust autism strategy and associated implementation plan. This work aims to improve the service offer for autistic people with or without a learning disability, and covers the Trusts main service areas (beyond the specialist learning disability service).

2. Governance

The Oxfordshire Transforming Care Partnership Board has overseen the development and evolution of services across health and social care from April 2016.

The developments outlined below all fit within various workstreams which report to the Board.

The Board has equal voting numbers of service users and service user representatives and statutory sector representatives. It is currently co-chaired by a person with a learning disability and a service user representative. To our knowledge it is the only Board in the country which is led by people with lived experience.

3. Internal changes within Oxford Health NHS Foundation Trust

2.1 Improvements to mental health provision for people with learning disabilities and / or autism

The Green Light Toolkit (GLT) is a national guide to auditing and improving mental health services so that they are effective in supporting people with learning disabilities and / or autism who have co-morbid mental health conditions.

A mental health liaison nurse pilot role has been developed to lead on implementation of the GLT. The initial benchmarking of mental health services was completed in January 2018, with a follow up review in January 2019.

Evidence of improvement was identified in 16 out of the 27 areas assessed, with a further 11 areas audited remaining consistent with baselines.

Strengths highlighted in the review included personalisation, physical health, service user involvement in governance of the service, psychological therapies and local plans.

As a result of these developments access to local acute mental health inpatient services has improved for people with learning disability and autism. While these services will not be appropriate for all people requiring an admission, they have delivered care closer to home, reduced the need for out of area admissions and reduced lengths of stay for a number of individuals who would not previously have had access to these services.

Learning has been taken from these local admissions, with associated priorities highlighted for 2019-20.

Oxford Health remain in discussion with NHSE England regarding the provision of capital funding to develop two single person services for people with more complex and specialist needs which cannot be met in mainstream mental health inpatient services. The design for these services has been developed in partnership with families of young people who have spent time in Assessment and Treatment Units (specialist hospitals for people with learning disabilities detained under the Mental Health Act 1983).

Oxford Health's involvement in an NHSI discharge collaborative, combined with closer joint working with Oxfordshire County Council and Clinical Commissioning Group colleagues, has led to a reduction in the number of out of area inpatients from six to three. Lengths of stay have reduced from over 500 days to under 100 since the contract start date.

In 2018 the CCG commissioned Oxford Health to expand the remit of the Intensive Support Team (the crisis support function within the specialist LD health service) to all age, meaning children and young people can now access the specialist behavioural support this service offers.

2.2 Training and Workforce Development

Oxford Health staff across the Trust can currently access communication (including intensive interaction), epilepsy and learning disability awareness training (delivered by staff in the specialist service), to support people with learning disabilities access generic services.

A three tier training programme is planned which will complement this bespoke training. Three tier-one training resources are currently being developed in partnership with local user led organisations. The expectation is that these will be mandatory for all staff within OHFT, in line with the requirements of the NHS long term plan.

Oxford Health led on the development of a STP BOB-wide Workforce Development Strategy covering learning disability and autism across health and social care services. The strategy was a requirement of NHS England and was agreed in January 2019. It is expected that the final report will be incorporated into the BOB workforce development strategy.

4. System wide improvements

4.1 Health and social care

Several initiatives have improved the seamlessness and quality of the offer from health and social care to people with learning disabilities.

Oxfordshire County Council have provided three senior social work practitioners to provide links and expertise between the generic council offer and the specialist health service.

Joint team building between the team managers and leaders enabled a set of joint commitments to be agreed which teams now work to, when supporting people with learning disabilities.

The Oxfordshire Family Support Network (OxFSN) has delivered joint training to both health and social care team members on working with families, which further improved both the offer to people with learning disabilities and joint working across health and social care.

4.2 Primary Care

Oxford Health have developed a revised primary care liaison offer, with advice and guidance provided by Dr David Chapman (OCCG clinical lead for learning disabilities and autism) and the GP localities.

This work has included the development of a physical health strategy and implementation plans for each of the CCG's GP localities.

The offer is now live, with the impact to be evaluated by the CCG in 2019-20.

4.3 Secondary Care

Joint work with Oxford University Hospitals NHS Foundation Trust (OUH) is underway to improve the co-ordination of health care for clients with the most

complex physical health needs. The two Trusts are also developing an improved system wide mechanism for service user feedback, which is more fit for purpose and accessible for people with learning disabilities.

A senior nurse from the Oxford Health specialist learning disability service is currently on secondment to the OUH neurology department to develop a pathway for people with learning disabilities and neurological conditions.

System wide mortality reviews are leading to learning and proactive work to address causes including sepsis and pneumonia. In conjunction with the Oxford Patient Safety Academy a Look@Me project has developed the use of technology to ensure people are safe when they eat.

5. Contract Performance

Oxford Health are consistently delivering performance at or above required levels in the majority of key performance indicators and there are no specific areas of concern at present.

Remedial actions are in place to address any areas of underperformance. These are detailed in the CCG's IPR reports.

6. Validation of impacts

6.1 User feedback and involvement

Patient experience reports to OCCG's quality review meetings indicate that during the first year of the specialist learning disability health service there were 43 compliments and 7 complaints received by PALS in relation to the Oxford Health service.

Service user involvement in business as usual activities (e.g. interviewing for staff posts, development of accessible care planning and the mental health crisis pathway) was identified during the service's CQC inspection in 2018:

"The service promoted meaningful co-production and worked actively alongside patients to enable them to influence the running of the service"

6.2 External validation

CQC visited the specialist learning disability health service in March 2018. The service received a rating of good overall (in all five domains) seven months post-transfer. In addition to the quote provided above, the report stated:

"All patients and carers we spoke with described ways in which they had been emotionally supported by the staff team. Patients talked about staff having an in-depth understanding of their individual situations, and the type of emotional support they found most helpful when they were finding things hard. We

observed staff interacting sensitively with patients who were experiencing difficulties in coping with specific issues.”

The CQC:

“observed a culture across the service of treating people with learning disabilities as unique individuals with their own strengths and goals as well as needs, and of a strongly held belief in their right to access the same standard of care and treatment as the general population. We found staff and managers were committed to not pathologising learning disability, which means not treating the disability as an illness that requires treatment in itself.”

Oxford Health has piloted the NHSI Provider improvement standards and completed the national benchmarking exercise which included service user questionnaires. Provisional results indicate that the 12 users that responded felt they were treated with respect 100% of the time and that the majority of respondents agreed or strongly agreed that they were happy with the care they received.

Following a visit from the NHSI Chief Executive in late 2018 the service was declared ‘a centre of excellence’.

The learning disability team have won and been runners up in consecutive years at the Oxford Health Staff Awards, including winning the patient nominated award following a carer stating that a staff member had “given her daughter a voice”.

A joint speech between a patient experience group member and the service director at the Trust AGM indicated the positives and challenges of the transition and their joint hope for the future of the service.

7. Conclusion

The transition of specialist learning disability health services from Southern Health NHS Foundation Trust to Oxford Health NHS Foundation Trust has delivered a number of benefits for people with learning disabilities in Oxfordshire, with some of the most impactful changes outlined above.

Oxford Health have played a key role in the development of wider system changes which have enabled Oxfordshire to deliver against key Transforming Care targets, particularly maintaining adult inpatient numbers at nine or less.

Oxfordshire is currently well placed to deliver against the NHS long term plan and its aims of reducing health inequalities for people learning disabilities and / or autism, with a number of requirements either in place or in active development.

In relation to particularly health services 2019-20 is a transitional year for learning disability and autism, bridging from the Transforming Care Programme to the NHS long term plan.

Work remains ongoing in a number of key workstreams, particularly the development of specialist inpatient services in Oxfordshire and more specialist services for autistic people who do not have a learning disability. It is intended that these programmes of work will be incorporated into implementation plans for the forthcoming Adults Strategy, to ensure the health and social care offer is joined up and meets the needs of people with learning disabilities and autistic people, now and in the future.

Future progress will be reported via the Health and Wellbeing Board.