

Healthwatch was established in 2013 in accordance with the Health and Social Care Act 2012.

Within this legislation [Arrangements to be made by relevant bodies in respect of local Healthwatch Organisations Directions 2013] Healthwatch has a right to a reply within 20 working days to Reports and Recommendations submitted by Local Healthwatch to a service provider.

Report & Recommendation Response Form

Report sent to	
Date sent	06/10/2016
Report title	<i>See Hear Now Access to health and wellbeing services for people with sensory impairments and learning disabilities</i>
	Response (If there is a nil response please provide an explanation for this within the statutory 20 days)
Date of response provided	04/11/2016
General response	The Trust welcomes the useful evidence and recommendations contained in See Hear Now. While the report's findings are not mental-health specific, it does provide valuable transferable learning for the Trust. It will be circulated to staff through the Trust's Equality and Human Rights Group.
Ensure disability awareness training for 'front-line' staff and implement simple measures to ensure that communication needs are met.	A range of free online disability awareness training is available to all staff through the Trust intranet. This resource has been promoted through internal staff networks and articles in the internal staff bulletin (eNews). This includes: <ul style="list-style-type: none"> • NHS Health Education England Training on the NHS Accessible Information Standard • Disability Matters Training on: <ul style="list-style-type: none"> ○ Deaf Communication Matters ○ Learning Disability Matters ○ Vision Matters • Kings Health Partners training on Deaf Awareness in Healthcare • Kings Health Partners / ESTIA Centre training on working with people with intellectual (Learning) Disabilities • The Trust's Mental Health and Learning Disabilities teams also hold regular face to face training that any staff member can attend. <p>The NHS England "Your information, your way" poster has been adapted for local use, publicised through the internal bulletin and added to the leaflet and poster list on the patient information intranet. This is a simple tool for helping front-line staff to communicate effectively with people.</p> <p>Various resources, including the Clear Communication Handbook, are available on the patient information intranet</p>

	and publicised through eNews.
Widen the availability of available technology such as video interpreting and text alerts.	<p>The Trust does not currently use video interpreting.</p> <p>Across the whole Trust, around 4,500 SMS appointment reminders are sent per month. Around 18% are for CAMHS, 15% Addictions and the rest are across adult mental health services. It is not currently possible to break this figure down by borough.</p>
Clarify BSL interpretation eligibility and ensure patients have access to relevant information on how to book BSL interpreters.	<p>Any service user that requires a BSL interpreter is eligible to get one. Service users can request this from any staff member or the need can be identified by staff at referral or initial assessment. To support implementation of the NHS Accessible Information Standard, the Trust is promoting the use of posters in receptions to ask service users to let staff know if they need communication support.</p>
Increase availability of interpreters for deaf people.	<p>The Trust has developed guidance to state staff to use a professional interpreter whenever a service user needs one. This guidance encourages staff to book BSL interpreters as far in advance of possible to increase the chances of securing a BSL interpreter.</p> <p>Across the whole Trust, 196 BSL interpreters were used in 2015 and 179 BSL interpreters have been used to date in 2016. It is not possible to provide borough breakdowns for the Trust's past use of interpreters. The Trust's new language service contract does enable this information to be broken down and analysed in future.</p> <p>The Trust's new language service provider is Pearl Linguistics (as of 1st July 2016). Their ability to provide timely, qualified BSL interpreters was a factor considered in the quality assessment part of the procurement process.</p> <p>Any failure to fulfil an interpreter booking is recorded and monitored on a monthly basis with Pearl. The small number of incidents of inability to source a BSL interpreter has been a result of late notice. In these cases, staff have been reminded of the need to book as far in advance as possible.</p>
Install visual displays and voice alerts in reception areas to enable the deaf and people with visual impairments, to know when it is their turn for an appointment. Alternatively, train relevant staff to alert disabled patients of their appointment in an appropriate way.	<p>Service users coming in for appointments are often met in the waiting room by a staff member and escorted to the consulting room. The Trust does not currently use visual displays or voice alerts as publically showing or broadcasting individuals' names may be inappropriate for some service users who wish to maintain confidentiality.</p> <p>The previously mentioned online training has been promoted to all staff. It also includes training scenarios for reception staff. A session was held with administration staff in the Mental Health of Older Adults and Dementia CAG to raise awareness of the NHS Accessible Information Standard and the resources and training available to support staff to implement this. There will also be on-going promotion of training and resources to support administration staff in other CAGs.</p>

<p>Enable 'reasonable adjustments' to ensure equality of access for disabled people.</p>	<p>The Trust has commissioned Disabled Go to produce detailed reports to support disabled service users and carers access the Trust's hospitals and community venues. This information is available at: http://www.disabledgo.com/organisations/south-london-and-maudsley-nhs-foundation-trust-2.</p>
<p>Ensure that all written communication directed to patients is written in accessible formats. Provide all possible contact details to ensure both deaf and blind people can contact your service. Ensure contact information (including emails) is easily found.</p>	<p>The Trust has developed the following one page briefings to support staff communicate effectively:</p> <ul style="list-style-type: none"> • Tips for clear face to face communication • Tips for clear writing • Tips for clearer emails. This includes link to clear writing tips and asks staff to highlight contact phone number. <p>The Trust has also recently changed the default settings to all emails and Word documents to Arial, black, font size 12 to support clearer communication</p> <p>The Trust patient information manager provides guidance and support to staff with improving the accessibility of individual leaflets. This includes clarifying language and ensuring contact information is clearly displayed.</p>
<p>Ensure the sustainability of the current advocacy services and increase the service provision to meet the demand and need.</p>	<p>Advocacy services used by service users are commissioned by Lewisham CCG</p>
<p>GPs and Consultants to make appropriate adjustments to treatment processes and procedures, including discharge, to ensure disabled people have an equitable experience of services.</p>	<p>All staff receive equality and diversity training on induction that must be refreshed every two years. This includes content of the duty to make reasonable adjustments for disabled people in the provision of the Trust services.</p> <p>All staff have expertise on making reasonable adjustments for service users with mental health problems. Some teams (such as dementia services, CAMHS and Adult learning disabilities teams) have additional expertise in making reasonable adjustments for other disabled people who access these services.</p> <p>The Trust is currently developing a Learning Disability Strategy which will aim to improve the way services across the Trust support service users with learning disabilities.</p> <p>The Trust recently undertook an audit on making reasonable adjustments for service users with visual and hearing impairments. An analysis of service users experience (PEDIC) surveys (that collect demographic information on disability) found that the majority of service users with visual and hearing impairments felt that their individual needs had been met by the Trust. An analysis of a sample of clinical notes found that majority of clinical records contained a record of a required reasonable adjustment. The audit also identified that further improvements were required as people with visual and hearing impairments were less likely to report their individual needs</p>

	had been met than those who didn't have visual or hearing impairments. Staff who had experience of making reasonable adjustments for people with visual or hearing impairments were also interviewed to identify barriers and success factors to doing this effectively. This work will be used to inform the on-going implementation of the NHS Accessible Standard across the Trust.
Ensure there is a system in place that alerts health and social care staff of the patients' disability and their additional needs.	To comply with the NHS Accessible Information Standard, new fields have been created in the Trust's electronic patient record system (ePJS) to record communication needs service users may have arising from a disability. Any accessible communication needs are then highlighted in the clinical record of that service user. The effectiveness of this process will be monitored and enhanced with future upgrades of ePJS.
Engage with disabled people in the development of the service to allow for the coproduction of an efficient and effective health service.	<p>The Trust undertakes a wide range of involvement and engagement activity with service users with mental health problems and their families and carers to improve its services. These volunteering and involvement opportunities include involvement in interviewing new staff; service improvement; staff training; advisory roles; peer support; mental health and well being promotion and Co-production and delivery of a broad syllabus of SLAM Recovery College courses. The Trust committed to encouraging involvement of a diverse range of disabled people in its volunteering and involvement opportunities and recognises the need for continuous improvement to achieve this.</p> <p>The Trust would welcome developing stronger relationships with disability-led organisations to improve accountability and partnership working with disabled people who use our services, their families and their local communities.</p>
Healthwatch Lewisham hopes that the information and recommendations in this report will help providers and commissioners in their implementation of the Accessible Information Standards locally.	The Trust would welcome working in partnership with Healthwatch Bromley and Lewisham; Lewisham Deaf Community, Lewisham Support Group and Lewisham Speaking Up to improve the way the Trust meets the needs of disabled service users and carers. The Trust's Equality Manager would be happy to meet with these organisations to discuss undertaking further work on this matter.
Signed	Macius Kurowski
Name	Macius Kurowski
Position	Equality Manager

For office use only	
Date response received	
Within 20 days?	