



Manchester University
NHS Foundation Trust

Royal Manchester Children's Hospital

Journey of Improvement for Patients with Learning Disabilities or Autism

Sense

Lessons Learnt patient experience could have been improved with clear communication and better understanding.

Created Audit to establish knowledge
Review staff experience
Audit to review compliance with documentation.
Reasonable adjustment care word plan added

Over the last 3 months we have achieved 100% compliance in Patient Assessment

Understand

To assess relevance of documentation and accessibility staff to remove barriers to compliance.

Family patient forum to ask "What matters to them" with results
"Ask us, Keep asking & Listen"
"Educate through workshops"

Patient identification at a glance did not highlight children with Learning Disabilities or Autism.



Define

Working with NWTS external transport service to highlight patients prior to admission so that **Plans and Reasonable Adjustments** can be made

Collaborative working with Ward 76 RMCH Elective Treatment Centre, To offer pre admission ward visits with aims to reduce anxiety pre operatively.

Act

Adjust PSAG and Bedman communication system to highlight patients with Learning Disabilities or Autism.

Create easy read instructions and a Standard Operating Procedure to enhance staff knowledge & awareness

Improved documentation, reasonable adjustment care to have 1 page plan to overcome barriers with time and communication

Raise awareness of My Traffic Light communication passport and ensure documents are no more than '3 clicks away' for compliance with CQC recommendations

Improved accessible communication pictorial tools for patients families and staff

Purchased Rainbow Trolley to make communication tools tools available 24hours a week.

Support plan for individualised care & adjustments during invasive procedures especially in preparation for discharge

"Ask us keep asking and listen"
"Educate through workshops"



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