

Report to the NHS Somerset Integrated Care Board on 25 May 2023

Title: Reasonable Adjustment Patient Story	Enclosure D
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Summary and Purpose of Paper

A patient story is an individual's personal account of their healthcare experience as described in their own words. Learning from patient stories is an opportunity for professionals to put themselves in the storyteller's shoes and understand their experience of health and care services from their point of view, reflecting on what matters most to the patient.

Making reasonable adjustments also contributes to successful health outcomes.

Some adjustments may be simple, others more complex. Each individual is unique, and this story shows how a person-centred assessment was carried out to ascertain the patient's specific areas of need.

Reasonable adjustments are a legal requirement as part of the Equality Act 2010.

Recommendations and next steps

This patient story is being presented at the NHS Somerset ICB Board to illustrate a successful case where reasonable adjustments were made and personalised care delivered which ensured the patient had a successful outcome as a result.

The Board is being asked to note and discuss:

- The Board is receiving this paper for information.
- The Board is receiving the paper for consideration of a patient story which underlines the importance of making reasonable adjustments.

Impact Assessments – key issues identified

Equality	This patient story illustrates how simple reasonable adjustments added value to a patient's hospital admission and resulted in a successful outcome for
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	<p>them. The story is a good example of inclusive healthcare which can flex to support the needs of individuals, providing personalised care.</p> <p>The Equality Act 2010 requires reasonable adjustments to be made to avoid a disabled person being put at a "substantial disadvantage" compared with non-disabled people.</p> <p>All service providers and public bodies have a general duty to ensure that each person has equal access to healthcare services.</p>			
Quality	The story is a good example of inclusive healthcare which can flex to support the needs of individuals, providing high quality, personalised care.			
Safeguarding	Provision of the care and treatment this patient needed ensured their wellbeing was safeguarded. This intervention was carried out in the individual's best interest, as a Mental Capacity Act assessment had shown that he did not have capacity to consent to dental treatment'			
Privacy	This patient story has been anonymised.			
Engagement	The story highlights the need to engage with the network around the patient, who knows them best, to ensure the best outcomes are achieved and that any intervention is in their best interest.			
Financial / Resource	Such personalised care interventions also ensure that valuable NHS resources are successfully utilised to meet patient need.			
Governance or Legal	Not applicable.			
Sustainability	Not applicable.			
Risk Description	Not applicable.			
Risk Rating	Consequence	Likelihood	RAG Rating	GBAF Ref

PATIENT STORY TEMPLATE

1.	Title/Headline	A wheelchair race to successful surgery
2.	Body of the story	<p>A young gentleman with Learning Disability and autism had anxiety about coming into hospital for dental surgery. Through careful planning with his dental team, family and day surgery medical staff the Somerset FT Acute Learning Disability Liaison Nurses were able to facilitate a wheelchair race for the gentleman to participate in with the planned outcome that he would receive a trophy and a celebratory drink which would contain his pre-med.</p> <p>Other parts of the plan included the provision of pre-admission orientation visits, allowing the gentleman to enter the hospital through a side exit, and ensuring the staff he met did not wear uniforms.</p> <p>The plan was successfully implemented; the gentleman's parents were delighted as a previous attempt to provide the dental treatment had not been successful.</p> <p>This intervention was carried out in the individual's best interest, as a Mental Capacity Act assessment had shown that he did not have capacity to consent to dental treatment'</p>
3.	Photograph	<i>If including a photograph this should be colourful, depict action, capture people's attention and feature a main character prominently (rather than a group of people).</i>
4.	Your contact details and date	
	Date to ICB Quality Committee	
	Date to Integrated Care Board	25 May 2023

Emma Savage
 29th March 2023 v.1