

Report to the NHS Somerset Integrated Care Board on 30 November 2023

Title: Patient and Family / Carer Story	Enclosure F
--	------------------------

Version Number / Status:	1.0
Executive Lead	Shelagh Meldrum, Chief Nursing Officer
Clinical Lead:	Sarah Ashe, Associate Director of Safeguarding, Mental Health, Learning Disability and Autism
Author:	Eelke Zoestbergen, Quality Lead Communities, Mental Health, Learning Disability and Autism

Summary and Purpose of Paper

Peter Moore will attend the Board meeting to present a personal account of his brother's and his family's journey through our health and social care system.

Learning from patients and their families / carers 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 and those closest to them.

Recommendations and next steps

This patient and family story is being presented at the Board to illustrate the experiences of Peter's brother and his family in our Somerset health and care system.

The Meeting is being asked to note and discuss:

- The Board/Committee is receiving this presentation for information.
- The Board/Committee is receiving this presentation for consideration of a patient – family /carer story to understand their experience of health and care services from their point of view, reflecting on what matters most to the patient and those closest to them.

Impact Assessments – key issues identified

Equality	The Equality Act (2010) places a requirement on public services to provide a service according to need and eliminate discrimination against people with disabilities, which includes people with a learning disability, autism or both. All service providers and public bodies have a general duty to ensure that each person has equal access to healthcare services.
-----------------	---

Quality	The story is a good example of how a close working relationship between care professionals, the person and those closest to him results in a high quality and personalised service.			
Safeguarding	This is a good example of where a vulnerable person had been safeguarded by the provision of personalised care to him and where health and care professionals work closely with those who know the person well.			
Privacy	The story is provided by the patient's brother who is his advocate			
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