

'A' for Adjustment

Guidance, advice and ideas for ensuring a positive, tailored, flexible and effective approach is offered to meet individual needs.

Attitude

Addressed Care

Approach – **Session Three**

Assessment

Actions





Learning Outcomes

- Understand the principles of the Mental Capacity Act, decision making and the best interest process.
 - Learn about effective communication approaches..
 - Recognise the different sources of information you can use.
 - Understand desensitisation in the context of reasonable adjustments.
 - Learn about NHS Improvement Standards and the Learning Disability Mortality Review.
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The Mental Capacity Act 2005

Why is it important?

The Confidential Inquiry into premature deaths of people with a learning disability reported that:

“Professionals in both health and social care commonly showed a lack of adherence to and understanding of the Mental Capacity Act 2005, in particular regarding assessments of capacity and the processes of making ‘best interest’ decisions.”



The Mental Capacity Act 2005

5 principles

1. Assume the person has capacity unless it is established that you can prove otherwise.
2. Help people to have capacity to make their own decision wherever possible.
3. People who have capacity are entitled to make decisions that other people may think are unwise.
4. A person should not be treated as unable to make a decision unless all practical steps have been taken without success. When making decisions for people who have been assessed as lacking capacity, they must be made using the Best Interests decision making process.
5. Decisions made on behalf of people who cannot make their own decisions should be the least restrictive possible.



People with a learning disability do not automatically lack capacity

The 2-stage test of capacity:

Stage One

Does the person have an impairment of mind or brain?
Is this impairment likely to be reversible with treatment?

Stage Two

A person must be able to:

- Understand the information
 - Retain this understanding for long enough to –
 - Weigh up the risks and benefits of the decision before -
 - Communicating the decision.
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How can I support people to make decisions?





Seven stages of decision making

1. Identify the decision to be made.
 2. Gathering information pertinent to the decision.
 3. Identifying possible options.
 4. Considering the evidence.
 5. Choosing the option.
 6. Taking action to implement the chosen option.
 7. Review the decision.
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Best Interests

‘Best interest’ decisions are not what you assume is in the person’s best interest but what the people who know them best think is in the person’s best interest **for them.**

Things to consider

- ✓ Will the person regain capacity?
- ✓ Involve the person.
- ✓ Consult all relevant people.
- ✓ Consider all the information.
- ✓ Do not make any assumptions
- ✓ Consider past, present and future wishes.
- ✓ Always pick the very least restrictive option.





How can I communicate better with people with a learning disability?

Communication may be talking and listening, but also may include reading and writing, facial expressions, pictures, objects, vocalisations and behaviours.

Most people with a learning disability have some level of difficulty with communication.

**Watch this 5 minute video
and note the key messages**

<https://www.youtube.com/watch?v=wuLAQOHFn2U>





Communication with autistic people

- Speak clearly and directly – avoid small talk, idioms or metaphors.
- Don't touch without warning.
- Offer a quiet room/environment.
- Be aware of sensory differences – lights, background noise, smells.
- Allow time to process information at the person's pace.
- Most autistic people find telephone conversations difficult.
- Double check understanding if unsure.

“If you’ve met one person with autism, you’ve met one person with autism.” *Famous quote by Dr Stephen Shore, Autism Advocate and on the spectrum*



Getting communication right checklist

- ✓ Be aware of how you are communicating.
 - ✓ How can you check the person understands you?
 - ✓ Are you using everyday language?
 - ✓ Have you allowed enough time?
 - ✓ What else can you do to support communication e.g. objects, pictures, the person's communication passport, technology?
 - ✓ Ask the person and/or their family and carers how communication can be improved.
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NHS Accessible Information Standard- (AIS) 2016

An individual's specific information and communication needs should be identified, recorded, flagged, appropriately shared with consent in line with GDPR and reviewed as required.



Sources of information

- The person/their family/carers
- Summary care record
- Health passports
- Reasonable Adjustment Flag
- GP Register
- Communication passports

NHS

This is my
hospital passport

For people with a learning disability coming into hospital

My name is:

If I have to go to hospital this book needs to go with me. It gives hospital staff important information about me.

It needs to hang on the end of my bed and a copy should be put in my notes.



This passport belongs to me. Please return it when I am discharged.

Nursing and medical staff please look at my passport before you do any interventions with me.



- Things you must know about me
- Things that are important to me
- My likes and dislikes



Desensitisation Approach

Desensitisation is a good way of helping people to overcome fears and anxieties.

A gradual and repeated process to a clinical procedure or environment can help to reduce the established, negative response.



‘Right to be heard: involving people and their families’

NHS Improvement Standards for people with a learning disability and/or autism

The Learning Disability Mortality Review



Take action

What will be different?

- What will you do differently as a result of your learning today?
 - How can you apply your learning in your workplace?
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Health Education England



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