

12 February 2015

Dear Sir/Madam

Thank you for your recent Freedom of Information request regarding patients with learning difficulties.

The Trust can provide the following information:

1. Does your NHS trust have a mechanism in place to identify and flag patients with learning disabilities and protocols that ensure that pathways of care are reasonably adjusted to meet the health needs of these patients?

Coding in place. Acute Learning Disability Nurse to support pathway development.

2. Does your NHS trust provide readily available and comprehensible information to patients with learning disabilities about the following criteria:
 - treatment options;
 - complaints procedures;
 - appointments?

Some information is available in accessible format, e.g. PALS and complaints leaflets working towards full compliance within the Accessible Information standard

3. Does your NHS trust have protocols in place to provide suitable support for family carers who support patients with learning disabilities?

Health Passport used in Trust. Acute Learning Disability Nurse to support protocol development

4. Does your NHS trust have protocols in place to routinely include training on providing health care to patients with learning disabilities for all staff?

All staff receive training on induction

5. Does your NHS trust have protocols in place to encourage representation of people with learning disabilities and their family carers?

Learning disabilities are represented on group by POHWER or carers Acute Learning Disability Nurse to support protocol development

Incorporating hospital and community health services, teaching and research

6. Does your NHS trust have protocols in place to regularly audit its practices for patients with learning disabilities and to demonstrate the findings in routine public reports?

FFT easy read surveys in development. Incidents, complaints and PALS reviewed weekly by divisions Acute Learning Disability Nurse to develop regular audit programme

If you have any queries about this response please contact the information governance manager at foi@homerton.nhs.uk , in the first instance. If, following that, you still have any concerns, you may contact the Information Commissioner either by letter, FOI/EIR Complaints resolution, Wycliffe House, Water Lane, Wilmslow, Cheshire SM9 5AF, or by email www.informationcommissioner.gov.uk to take them further.

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Yours sincerely

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