

Foundation Year

Communication Needs

- Easy read letters and leaflets, pictures. Use of translators, BSL, Advocates
- Deaf awareness training available for all staff
- Makaton training for the Learning Disability and Autism Champions Group
- 'Bob's Boxes' to improve sight loss awareness amongst staff

Decision-Making

- Comms encouraging use of NHS Decision support tools: to support shared decision-making about health conditions
- Recruit a dedicated Mental Capacity Lead role in the Trust

Safe and effective person-centred care

- Recruit and train a specialised 'Enhanced Care and Support Team'
- Digital Flag implementation – Reasonable adjustments for individual needs identified and recorded on our systems
- Increase in staff members required to complete Level 3 mandatory safeguarding training
- Safeguarding Strategy (Maternity, Children and Young People, Adults)
- Mental Health Strategy
- Dementia Strategy
- Learning Disability Strategy
- Autism Strategy
- Oliver McGowan Mandatory Training on Learning Disability and Autism

Year 2

Communication Strategy

- Understandable information for all – Meets the Accessible Information Standards (AIS) as a minimum requirement

ReSPECT (Recommended Summary Plan for Emergency Care and Treatment)

- Implement robust quality assurance process to ensure high quality, effective and person-centred ReSPECT approach to anticipatory care planning and shared decision-making

Community Services and Civic Agreement

- Enhanced collaborative partnership working, providing support for all vulnerable people and planning for preventative care, early intervention and supported discharge
- Good links between primary and secondary care ensuring a person's individual needs are met

Environmental accessibility for vulnerable people

- Patient-Led Assessment of the Care Environment (PLACE)
- Scoping for Atrium re-design
- Changing Places toilet
- Availability of wheelchairs in main entrances
- Volunteer assistance (linked to PALS and the Enhanced Care and Support Team)

Carers Policy

Our aims and priorities, including carer identification and support.

Year 3

- Communication based on compassion, kindness and individual needs
- Consistent approach to identification of people's information and communication needs where they relate to a disability, impairment or sensory loss (AIS)
- Shared decision-making where people are supported to make decisions that are right for them

Fairer health and wellbeing outcomes

- Implementation of a CORE20PLUS5 approach with system partners
- Widened access to healthcare services for vulnerable people

Health Inequalities Steering Group

- Targeted interventions to address known health inequalities, focused on specific needs of vulnerable people

Transition from Children's Healthcare to Adults' Healthcare

- Co-produce Healthcare Transition Strategy with young people and their parents/carers
- Individualised Transition Plans for all young people with ongoing healthcare needs so that a person-centred adult service is in place for them

Accessibility

- Reasonable adjustments made and support provided for all vulnerable people to access our services
- Clear signage across the hospital with easy-to-understand pictures and words

Hospital Passport and 'This is Me'.

- Increased use (through awareness raising) of Hospital Passport for people with a learning disability and autistic people, and This is Me document for people living with dementia.
- Patient-held, personalised records

The RUH

Vulnerable People Strategy

The right care and support, in the right place, at the right time, for all vulnerable people. Best possible patient experience and patient outcomes

- A workforce with behaviours, skills and competencies that supports person-centred approaches to wellbeing, prevention, care and support
- All staff working together collaboratively in a person-centred way with patients and with each other

Unbiased, compassionate and person-centred care

Joined up services to meet individual needs

Tailored communication and shared decision-making