

Welcome

Adult Disability Provider Forum

14th June 2023

This Session will begin shortly

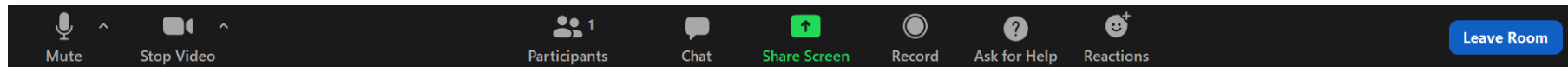


House Keeping

- If you are in the wrong break out room, please click leave and select Leave Breakout room and you will be taken back to main event to be reassigned
- Microphones off unless asked to speak or speaking
- For questions, please add these to the chat box, we will come to these at the end, you may be asked to elaborate over the microphone

In-Meeting Controls

The attendee controls appear at the bottom of your screen. To access the meeting controls, just move your mouse in the Zoom window.



Attendees have access to these features:

Mute or Unmute:



To mute or unmute your microphone, click the ^ arrow next to the picture of the microphone.

Please keep your microphone on mute during the presentation

Start Video or Stop Video:

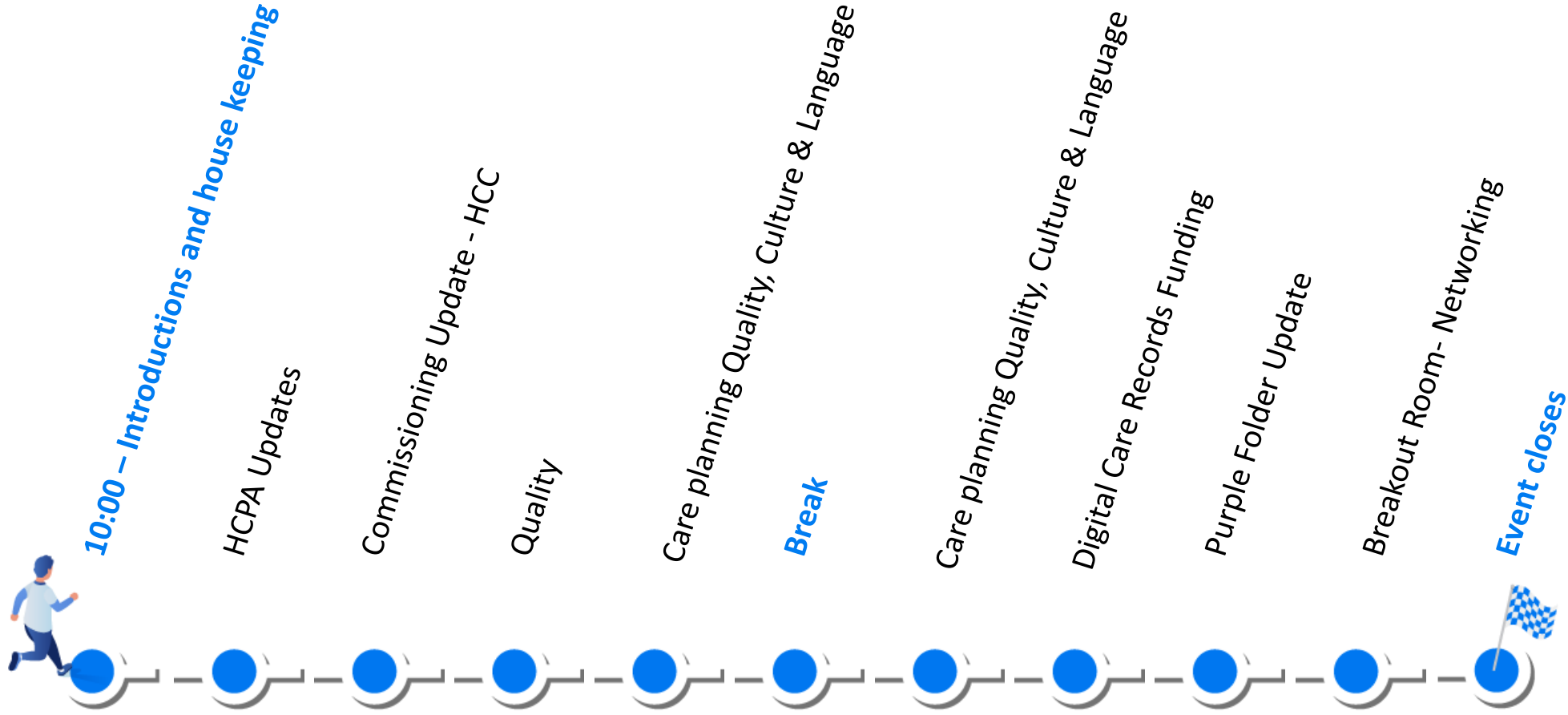


To turn your camera on or off, click the ^ arrow next to the picture of the video camera.

Please keep your video off during the presentation.



Agenda



“

The HCPA Team value each provider as individuals, working alongside each organisation to develop values skills and objectives. Bridging gaps between statutory and non statutory organisations

”



2023 - 2024

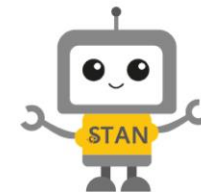
The New Membership Year. What's New 2023 - 2024

- Updated benefits to Silver and Gold
- New membership brochure and others
- New fully funded projects and initiatives
- 'Ask Us Anything'!
- All your usual HCPA benefits plus more

Make the most of your 2023 HCPA Member Benefits

With Exclusive access to...

- Manager mentoring and coaching including support in a crisis
- 24/7 access to the government recognised Provider Hub support line
- Free access to our nationally recognised recruitment service
- Toolkits and checklists to help quality assure your business
- Bespoke fully funded Care Sector training
- Invitation to member networking events



As a membership organisation we partner with leading businesses to support you in all your business needs. As a member you have exclusive access to...



- Legal advice - 15% off Ridouts headline prices
- Up to 30% off essential supplies and clothing with Arco
- Exclusive discounted prices on photocopying equipment and bulk printing with Inception
- Preferred rates to join Peninsula Business Services, assisting with HR and Health and Safety
- Member rates on telecoms, mobile phones, SIM cards and Wi-Fi via SimCredible
- Preferred rates with Towergate insurance
- Large savings on Utility bills via Business Saving Experts
- Access to lower cost business support, consultancy, policy writing, food solutions and IT via our partner services

SILVER ELIGIBILITY

At least 10% of your staff using free Academy staff benefits.
2 x people who have each attended designated leadership courses.

Silver Benefit

Leadership culture ½ day course (webinar style, open to all silver members, by invitation, no cap)



GOLD ELIGIBILITY

STAN
IFS
Culture Check
PAMMS/CQC Good overall rating

Gold Benefit

Marketing package (Gold shout out/ Gold logo / Gold membership list in brochure)
Bespoke Behaviours Framework consultation with Leadership T.E.A.M ½ day



Newsletters

View this email in your browser

HCPA ENEWS

Including important COVID-19 updates

Wednesday, 15th February 2023

Headlines: [Advanced planning & ReSPECT](#)
[Skills for Care Funding](#)
[Government Free PPE supplies](#)
[NHS Wellbeing Service](#)

Keep updated

[Twitter](#) [Facebook](#) [LinkedIn](#) [Instagram](#)

Advance Care Planning and ReSPECT update

HCPA have now had confirmation that wet signatures AND digital signatures should be accepted on ReSPECT forms, as we understand there has been variation in whether this is accepted across the East of England Area.

"ReSPECT forms have been used in some instances where the response, the information on the forms and checked that the forms have a legally binding document visit ReSPECT: Free UK for further information."

Providers are advised that there should be a clear process for the use of ReSPECT forms.

Advance Care Planning March

The Health and Safety (First Aid) Regulations 1981 and Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 18 require Care providers to provide adequate and appropriate first aid provision to meet the needs of the staff and people using services at all times.

We have a number of training options available to ensure your first aiders feel confident in all workplace emergency.

Training Zone

First Aid Skills

In a first aid emergency, are your teams ready to save a life?

The Health and Safety (First Aid) Regulations 1981 and Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 18 require Care providers to provide adequate and appropriate first aid provision to meet the needs of the staff and people using services at all times.

We have a number of training options available to ensure your first aiders feel confident in all workplace emergency.

First Aid at Work
Duration: 3 day course
Prices: £200 to HCPA Members | £350 non-members

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Set your September standards early

In this month's issue:

- Health Education England
- Trusts to consider - CQC
- Latest Care News
- Work to follow January

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GOODCARE Hertfordshire MONTH

January 2023

Antibiotics
Antivirals
Antifungals
Antiparasitics

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World Antimicrobial Awareness Week 2022

18th - 24th November

HANDLE ANTIMICROBIALS WITH CARE

Antibiotics
Antivirals
Antifungals
Antiparasitics

Problems viewing this email in your browser? Click here!

IMPORTANT UPDATE from Herts County Council

Hertfordshire hcpa

Funding - Letter to HCC Commissioned Providers

Please carefully read the letter registered with CQC who support:

- Older People
- People with Physical Disability
- People living with mental health issues

Letters will be sent to those who are registered with CQC.

Your Mental Health Service Forum

For Managers, Team Leaders & Senior Staff

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Celebrating THE QUEEN'S Platinum Jubilee

Get involved in celebrating Her Majesty's historic reign in the run up to the Platinum Jubilee Central Weekend which takes place from 2nd to 5th June.

[Twitter](#) [Facebook](#) [Instagram](#) [LinkedIn](#)

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IMPORTANT UPDATES!

On Wednesday (9th November) we ran an antimicrobial awareness session regarding Resource ThickenUP which could be misleading. The image that was used was not the correct one and could therefore lead to confusion.

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The IMPORTANCE of Infection Protection & Control...

View this email in your browser

Moving & Assisting: Train the Trainer

STARTING 13TH JANUARY

Nursing E-News...

hcpa

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FRIGHTFULLY GOOD OFFERS

In this month's issue:

- Heat your home for less
- Wellbeing checklist
- Microclimate records
- Academy awards

Follow us on social

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Dear Affiliate,

With October shortly arriving we understand that many of you will be feeling the pressures of rising energy costs and general cost of living.

Although we cannot change the price of heating your home or petrol, the Care

Problems viewing this email in your browser? Click here!

COLD WEATHER ALERTS! KEEPING EVERYONE SAFE IN COLD WEATHER

In light of the cold weather warning, HCPA would like to share some key messages and advice...

There is a 70% probability of severe cold weather conditions/heavy snow between 6pm on Sunday the 15th January and 9am on Thursday the 19th of January in parts of England. This weather could increase the health risks to vulnerable people and disrupt the delivery of services.

Please refer to the national Cold Weather Plan and your emergency plan for appropriate preventative action.

This is a Yellow level warning (level 2) for East of England: "Becoming colder through Monday the 16th of January, with daytime temperatures falling and widespread overnight frosts. Any isolated showers becoming increasingly wintry through Monday."

View this email in your browser

Intensive Leadership Interventions, they come in all shapes and sizes...

Intensive Leadership Interventions, they come in all shapes and sizes...

Did you know that "Well Lead" is an area where services are falling under par. Have you thought about the skills of your leadership team recently?

HCPA has a job to do to support you in the best, most convenient way and so we have a number of leadership interventions which are designed to support your leadership team at all levels.

Our skills for Care Centre of Excellence we have secured funding which will support our interventions (subject to you completing the paperwork, TAC apply) and we would love to know what you need.

We can offer you anything from half day interventions to full long term programmes and we can work with individuals in your service or with whole teams. We can support you in your own time and at your own pace. We are only just embarking on the leadership journey and those who would benefit from additional continuing professional development.

Fill out the below questionnaire now and we will get in touch with you to discuss the best intervention suited to your needs.

View in browser

INSPIRE

Intensive Leadership Interventions, they come in all shapes and sizes...

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View in browser

DSPT BETTER SECURITY. BETTER CARE. LEGALLY REQUIRED.

BE DATA WISE

Everything we do online generates data and while it's easy to feel a lack of control over the information that gets collected, there are steps we can take to learn how to manage the information we collect and process, and how best to keep it safe and secure.

See below some details about upcoming webinars which you and your staff may find useful.

Data Processing workshop - FREE

24th November | 1pm - 2pm

Did you know that as part of GDPR and the Data Protection Act (2018) it is a legal requirement for care providers to document the personal data handled and shared? This document must be made available to the ICO (Information Commissioner's Office) - the regulator for data protection - on request.

Having a record of your data not only fulfils legal requirements, but also helps with subject access requests and, heaven forbid, you suffered from a cyber attack, it would be a very useful reference for you to work through to ensure you get your critical systems back up and running so your business can continue to function. It is easier to source data when you know where it is kept - and the information recorded will also form the basis of your privacy notice.





GOODCARE
Hertfordshire



HCPA
PROVIDER HUB
ASK US ANYTHING

hcpa  **Impartial Feedback Service**
Improving Care Delivery and Reputation



Support Services from
hcpa 



The
Hertfordshire
Care
Awards



Now Live for Nominations

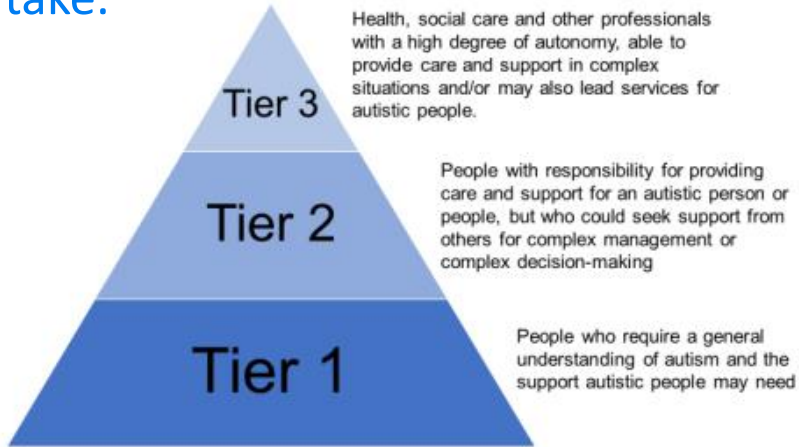
1. The Support At Home Outstanding Achievement Award
2. The Compassion Award for Residential Care
3. Outstanding Achievement in Adult Disability Services
4. The Inspirational Leader Award
5. The Rising Star Award
6. Most Improved Support at Home Team
7. Most Improved Residential Care Team
8. Most Improved Adult Disability Support Team
9. The Care Culture Award

The nomination deadline is 31st August at 5pm

hcpa.info/the-hertfordshire-care-awards/

Oliver McGowan

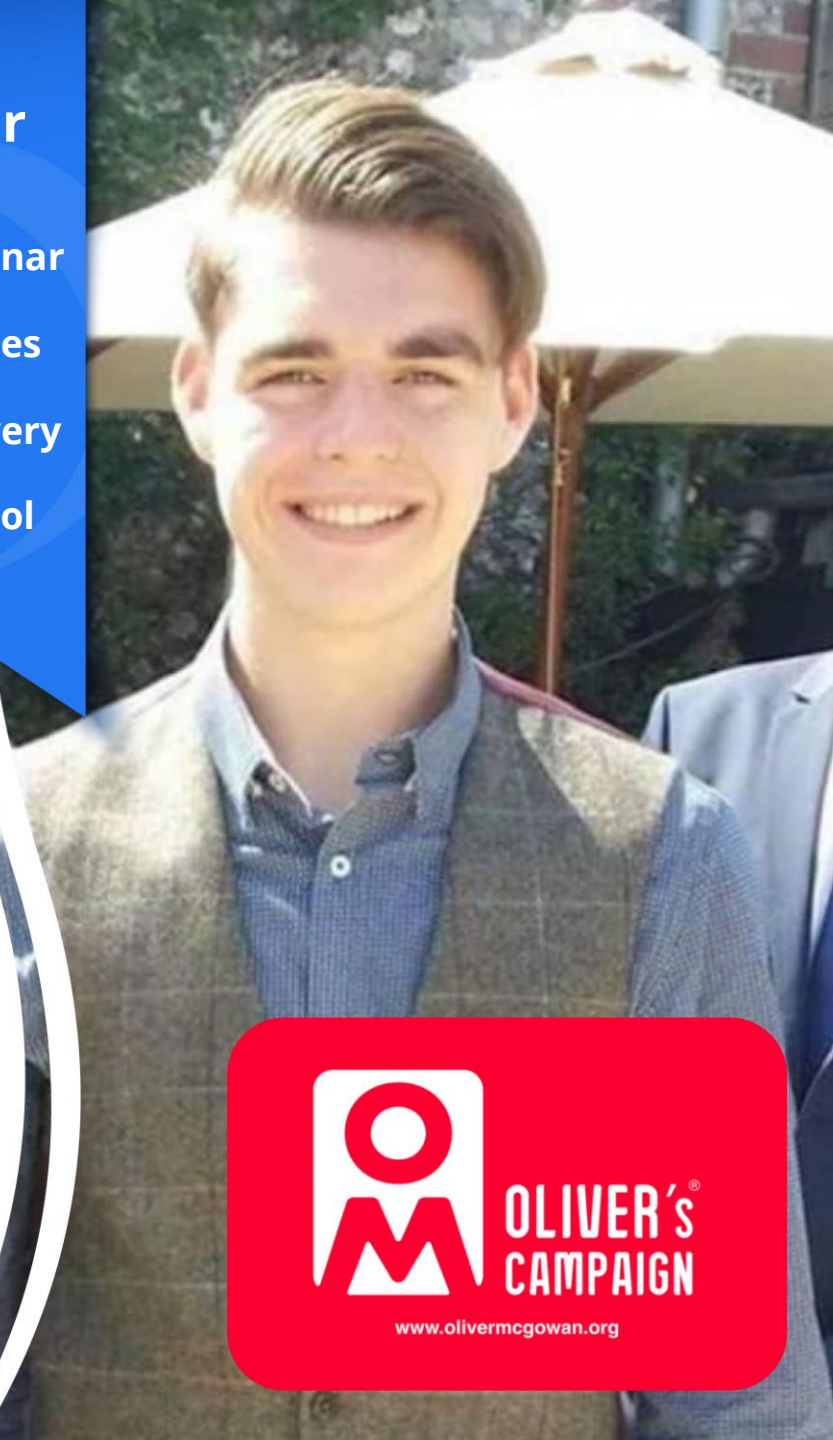
The Oliver McGowan Mandatory Training on learning disability and autism is the standardised training that was developed for this purpose and is the government's preferred and recommended training for health and social care staff to undertake.



- Core Capabilities
- Code of Practice
- Roll out and Monitoring

HCPA Offer

- ✓ Tier 1: Webinar
- ✓ Open Courses
- ✓ Direct Delivery
- ✓ Mapping Tool



Mandatory E-Learning for Health

The Oliver McGowan mandatory training on learning disability and autism is the government's preferred and recommended training for health and social care staff and it is delivered in 2 tiers.

The E-Learning which is now live and is part 1 of both tier 1 and tier 2.

The content of the E-Learning session is mapped to the Tier 1 learning outcomes of the Core Capabilities Framework for Supporting Autistic People and the Core Capabilities Framework for Supporting People with a Learning Disability.

It should take you one hour and 30 minutes to complete.

To access the E-Learning - **[The Oliver McGowan Mandatory Training on Learning Disability & Autism](#)**

Expressions Of Interest

Train the Trainer Click [here](#)

General OM training Click [here](#)

Any queries please email
olivermcgowantraining@hcpa.co.uk

Connected Lives Resources and Evidence Forum

Following feedback from Hertfordshire Care Providers, we have developed this session to offer guidance on how you can practically evidence Connected Lives in your day-to-day work in conjunction with PAMMS and CQC.

Within the session you will also have the opportunity to feedback on a new online Connected Lives resource which has been built especially for providers.

This is a virtual session, details are below.

Location- Via Zoom

Date: Thursday 6th July 2023

Time: 10:00-12:00

To book your place please [Click here](#)



ACS commissioning update

14th June 2023



A man with glasses and a blue shirt is smiling and looking to the right. He is in a meeting room with other people in the background. A pink banner is overlaid on the image.

Community Commissioning for Disabled Adults

Gemma Brace, Commissioning Manager

Updates 2023/24

- Uplifts applied - New maximum rates for Supported Living, Community Support and Community Day Opportunities*
- Contract Information Returns (CIR) are a contractual requirement
- Performance Default Notices
- Supported Living Framework

*Uplifts applied as per letters sent to providers

Disabled Adults Services - General

- New contracts will be issued to residential services in 2023/24
- New Commissioning Manager to be recruited for Community Day Opportunities
- Provider Review Programme remains ongoing for Supported Living and Residential services
- Provider Portal & CAR400's
- Terminology - 'Service Users'

Provider Q & A

CCDA are looking to offer a one hour session on 18th July to answer provider questions*

We would like to know if you have any specific topics you would like to discuss.

Please e-mail CCAD.Support@hertfordshire.gov.uk by Friday 30th June to submit your suggestions

***Please note this session will not be used to discuss fees, uplifts or individual cases.**



Hertfordshire

Creating a cleaner, greener,
healthier Hertfordshire

All-Age Autism Strategy

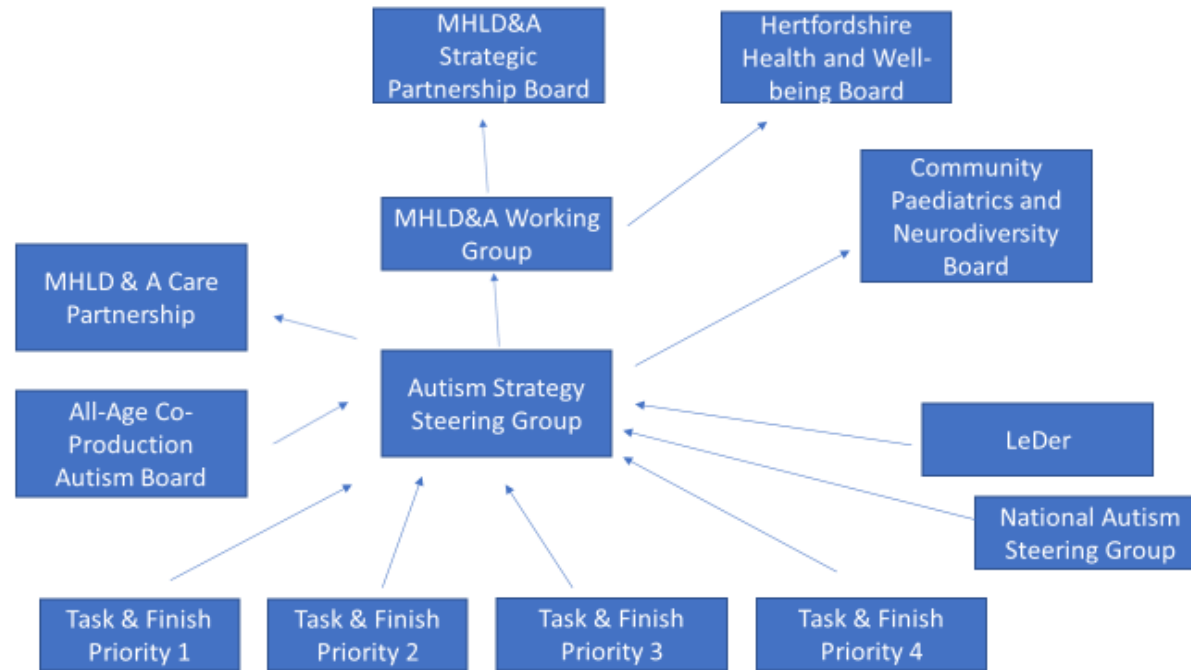
Hertfordshire AACP Board

NHS 3 year funding Plan

- Funding arrangements for year 3 (2023/24) for the NHSE 3-year funding plan.
- There was a reduction of reduction
- Proposals have been informed by:
 - a) a community services mapping exercise completed in December 2020 by the provider trusts and commissioners, including a self-assessment of Intensive Support and Forensic Support Services which identified gaps in service areas for adults with Autism, the need for the further development of intensive support services for CYP with Autism, and the high numbers of children, young people and adults waiting for an autism diagnosis sometimes on waiting lists for several years; and,
 - b) more recently by a two phased autism review which is being used as the basis for the development of an all-age autism strategy.
- Note there is an exception for the CYP Keyworker funding, where Herts was successful in becoming a pilot site NHSE allocated funding based on TCP population.

Autism Strategy Developments

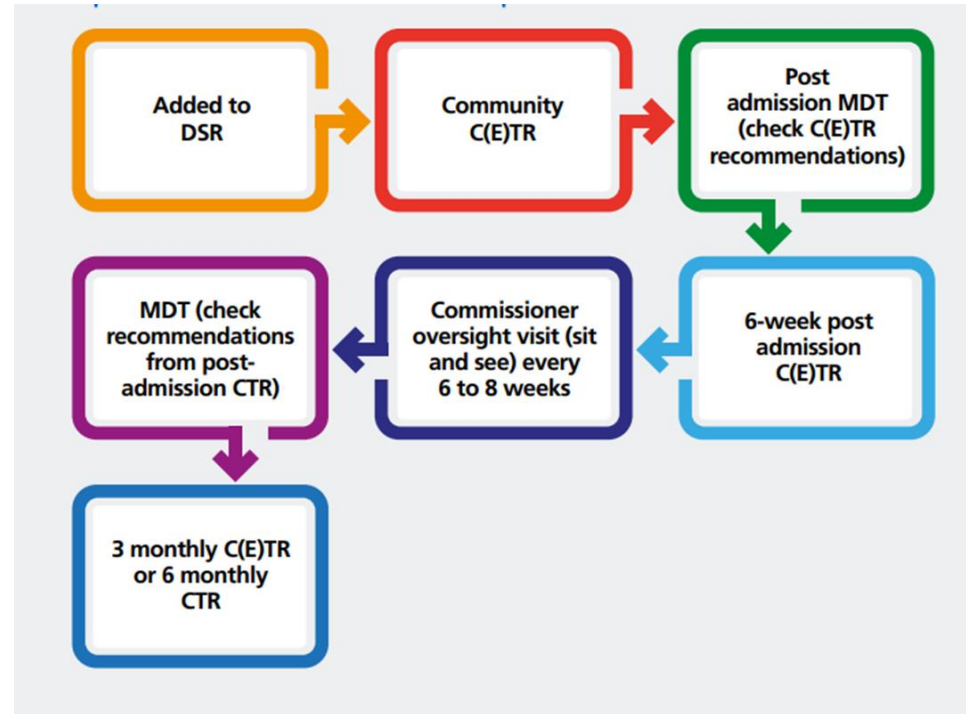
- Workshops with National Development Team for Inclusion
 - Emerging themes:
 - Mental Health
 - Education
 - Diagnosis
 - Social connections for all ages



Waiting Lists

- Demand continues to outstrip capacity
- Continued confusion about how to refer
- Further investment in additional capacity for Psychiatrist UK
- Neurodevelopmental board

DSR and CTR Progress



HPFT Autism Strategy

- HPFT is the mental health trust for Hertfordshire
- They are developing an organisational strategy about the needs of the Autistic population

ASD Social Workers

- Sit within Adult Disability Services
- Considering how we can better utilise this resource

16/17 ASD Diagnostic Pathway Task and Finish Group

- Updated letters sent by the Tavistock
- Small investment made in terms of funding for the waiting lists
- Further outsourcing but could also increase Tavistock capacity




Annual Health Checks

- Stevenage Site
 - 25 AHC have been completed. These have been completed across 4 clinics held specifically for the Autism AHC. The appointments were 30 minutes each initially, but following feedback from clinicians that more time was necessary, the last 6 AHC appointments were 45 minutes
 - 3 different doctors were involved, each had completed the training. All paid attention to their clothing and the environment in the room that day to ensure excessive sensory stimuli was reduced. The doctors reported that enjoyed the clinics and found the checks beneficial, as did the patients. All patients were white British and the majority were male.
- Watford Site
 - 24 AHC have been completed and another 1 booked at end of April.
 - 1 cancelled on the day – the patient was called and rebooked. The patient had cancelled due to illness. This AHC has now been completed.
 - 2 doctors have completed the AHCs, both have completed the training. The appointments have been for 1 hour, at a time most suitable to the patient. Some patients reported quite firm routine, therefore the AHC was scheduled with flexibility to the patient.
 - All patients on the Autism register were white British
- Most common themes remain anxiety, sleep, dentist, screening, healthy lifestyle advice.
- Patients have appreciated time to talk about all their health concerns and not having to pick 1 condition or concern for a 10 minute consultation – for many choosing 1 health condition was too challenging and would be a barrier to accessing healthcare.
- All patients have appreciated being informed of Autism Hertfordshire.
- Process of finalising feedback forms, with support from Autism Hertfordshire for patient feedback, and Claudia for clinician feedback. Hopefully these will be completed with outcomes to share for the next meeting.



Oliver McGowan

The Oliver McGowan Mandatory Training on Learning Disability and Autism

Tier 1
For people who require general awareness of the support autistic people or people with a learning disability may need.




  90 minutes

elearning with handbook

and



  60 minutes
Online interactive session

or

Tier 2
For people who may need to provide care and support for autistic people or people with a learning disability.

  90 minutes

elearning with handbook

and

  1 day
Face to face training

Nation Workstreams – Reducing Health Inequalities

- Autism Team is supporting regions to pilot the autism-specific annual health check and are on target to deliver. 450 annual health checks completed by the end of March 2023
- Four regions involved: Midlands, North East & Yorkshire, London, East of England
- Launched the health inequality data dashboard in December 2022.
- Continued alliance with STOMP/STAMP team to ensure the autism perspective is
- considered.

National Workstream -Improving the quality of mental health treatment and support for autistic people

- Improving the sensory and social environments of hospital settings and Supported circulation and filming of Green Light Toolkit
- Continuing to oversee the development of an evidence and community informed sensory assessment tool with the University of Reading, including comparing outcomes for individuals in settings where (1) the new sensory assessment tool and educational resources are introduced and (2) an active control intervention (i.e., generic autism awareness training) is introduced to assess if this sensory intervention leads to better outcomes.
- Continued to support HEE with plans to roll out Tier 3 autism training for mental health inpatient

Disabled Adults Residential, Nursing, Supported Living, Community Support and Day Opportunities Quality Overview

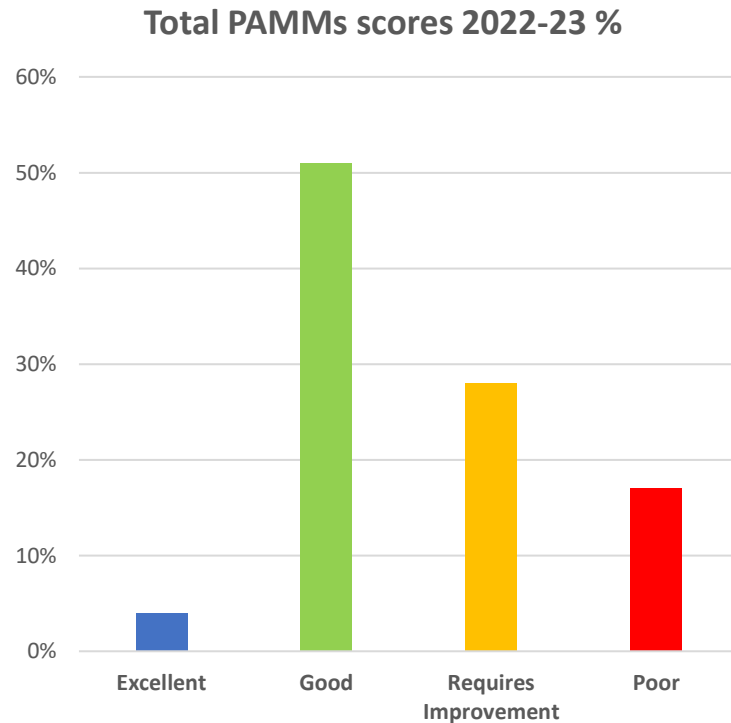


2022-23

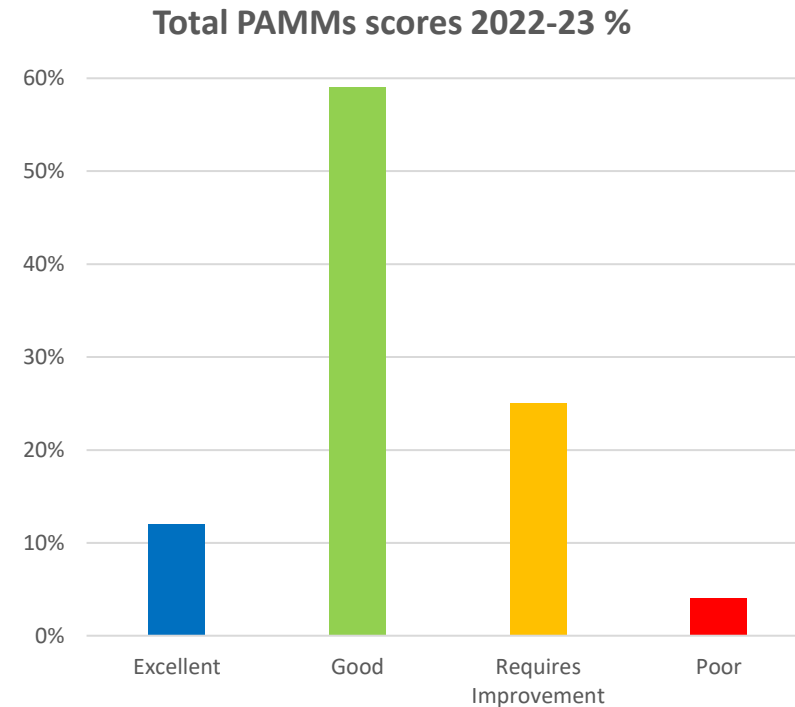


Overview of PAMMS Scores

82 PAMMS scores analysed 22-23 in
Residential and Nursing Care

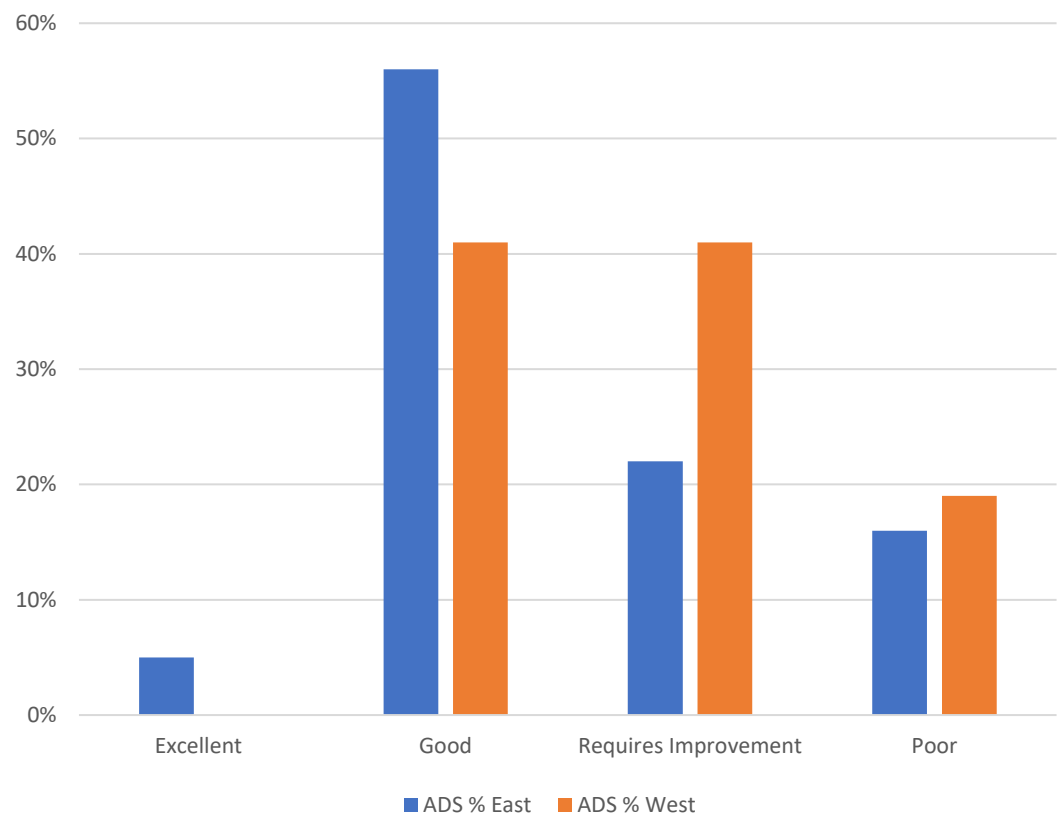


102 PAMMS scores analysed 22-23 in
**Supported Living, Community Support
and Day Opportunities**

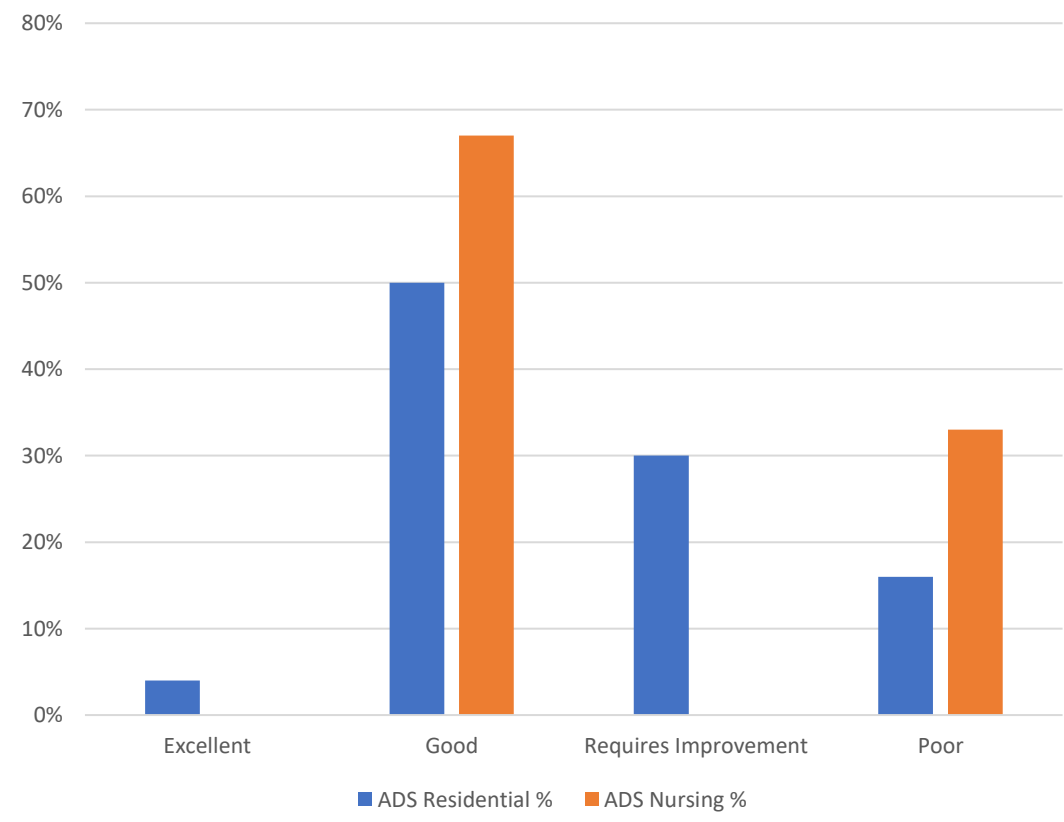


Comparisons ADS Residential and Nursing Care

East / West comparison PAMMs 2022-23

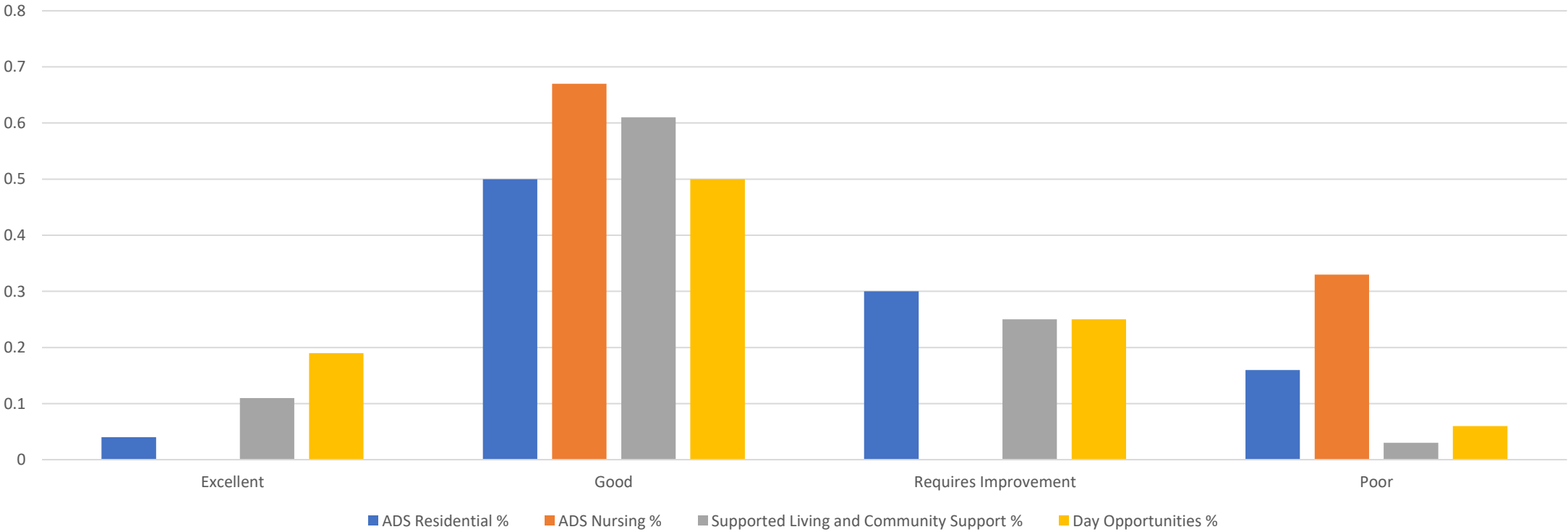


Nursing and Residential split PAMMs 2022-23



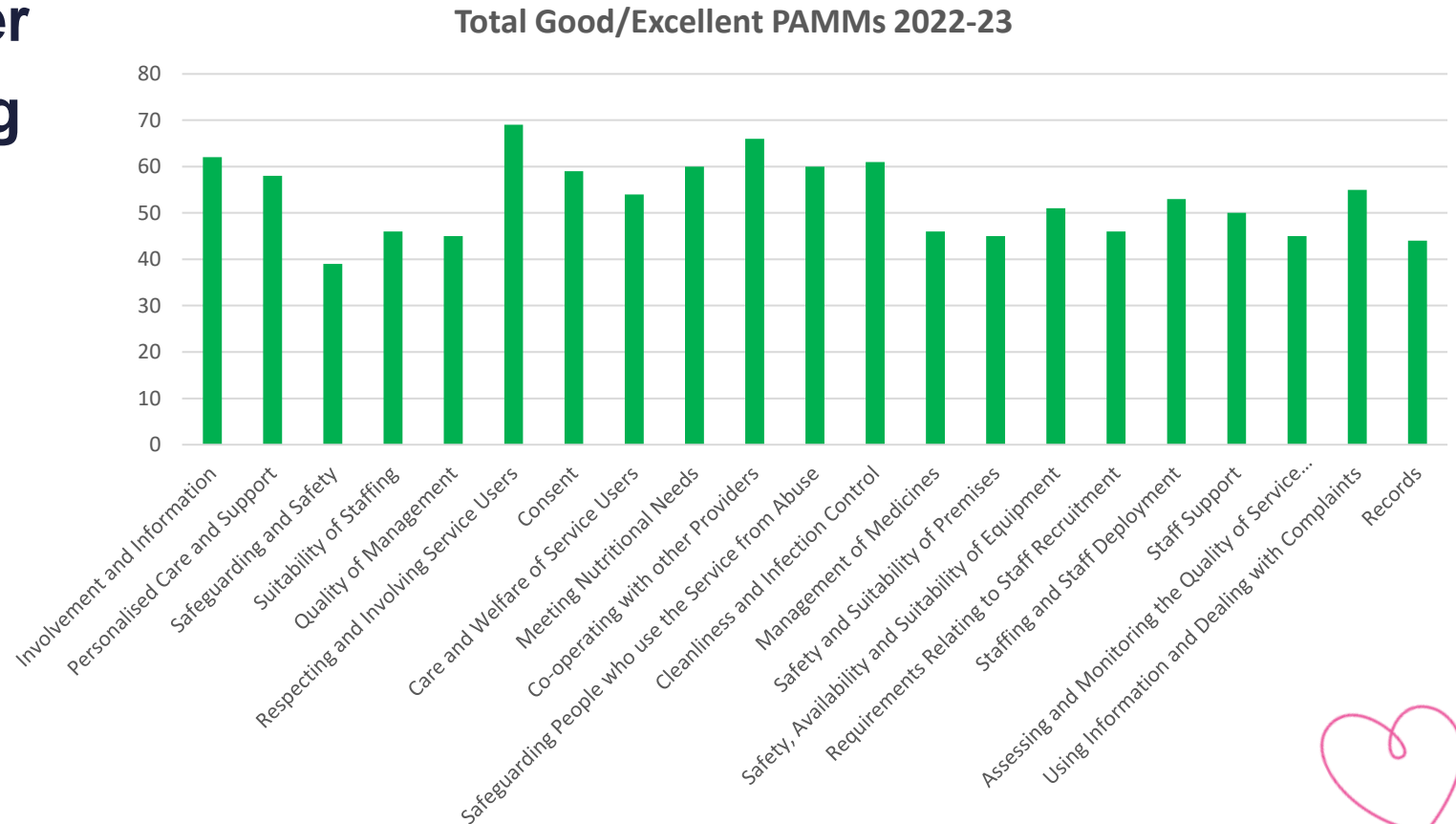
Comparisons Residential and Nursing Care, Supported Living, Community Support and Day Opportunities

ADS Residential and Nursing Care, Supported Living, Community Support, and Day Opportunities split PAMMs 2022-23



Total Good and Excellent 2022-23 Residential and Nursing Care

- **Co-operating with other Providers and Respecting And Involving Service Users** have the most Good and Excellent Scores combined



Total Good and Excellent 2022-23 Supported Living , Community Support and Day Opportunities

- **Cleanliness and Infection control**
- **Respecting and Involving Service Users**
- **Staffing and staff deployment**

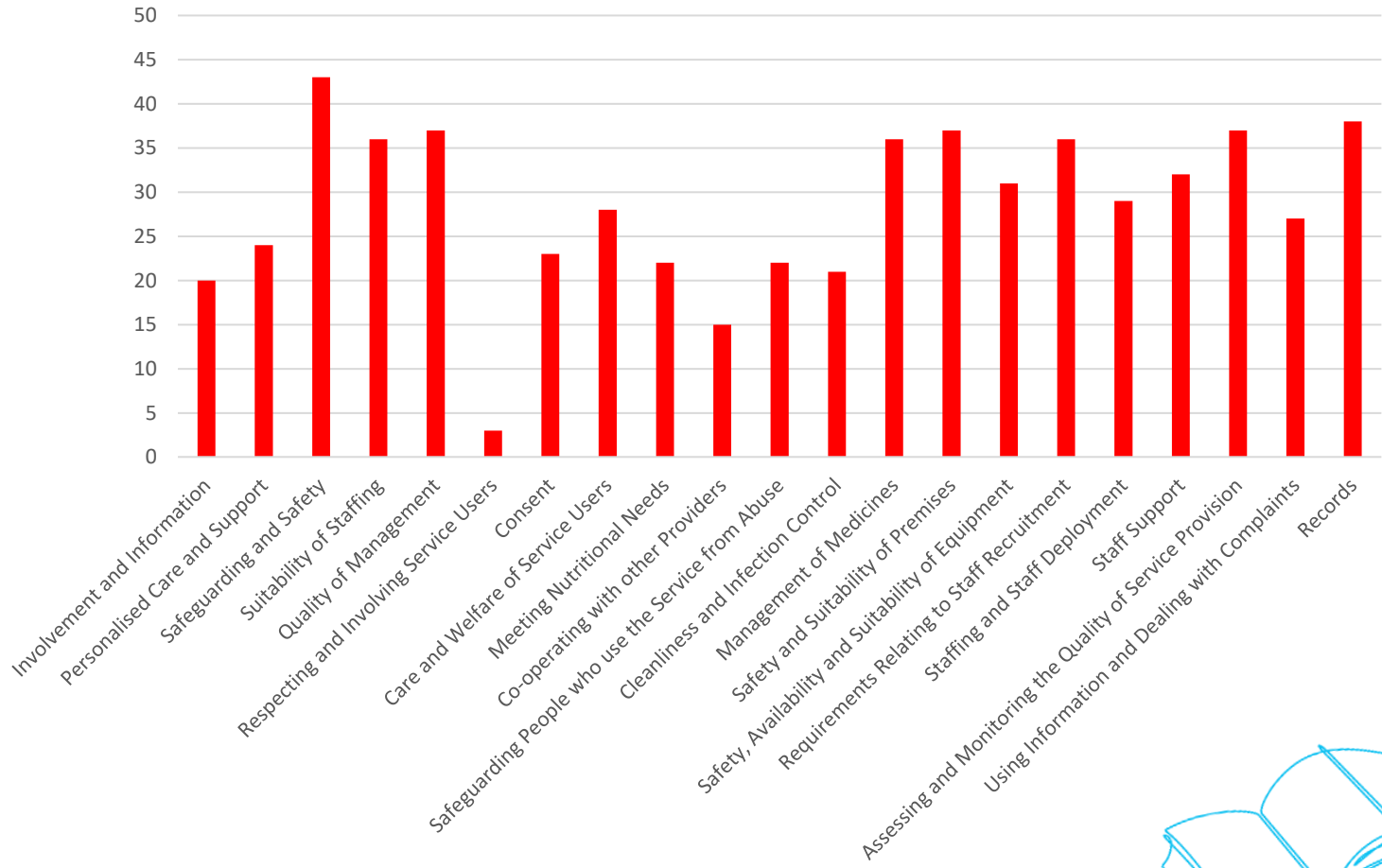
have the most Good and Excellent Scores combined in Supported Living , Community Support and Day Opportunities



Total Requires Improvement and Poor 2022-23 Residential and Nursing Care

- **Safeguarding and Safety** and **Records** are the areas that most commonly scored Poor or Requires Improvement combined

ADS Total RI/Poor PAMMs 2022-23

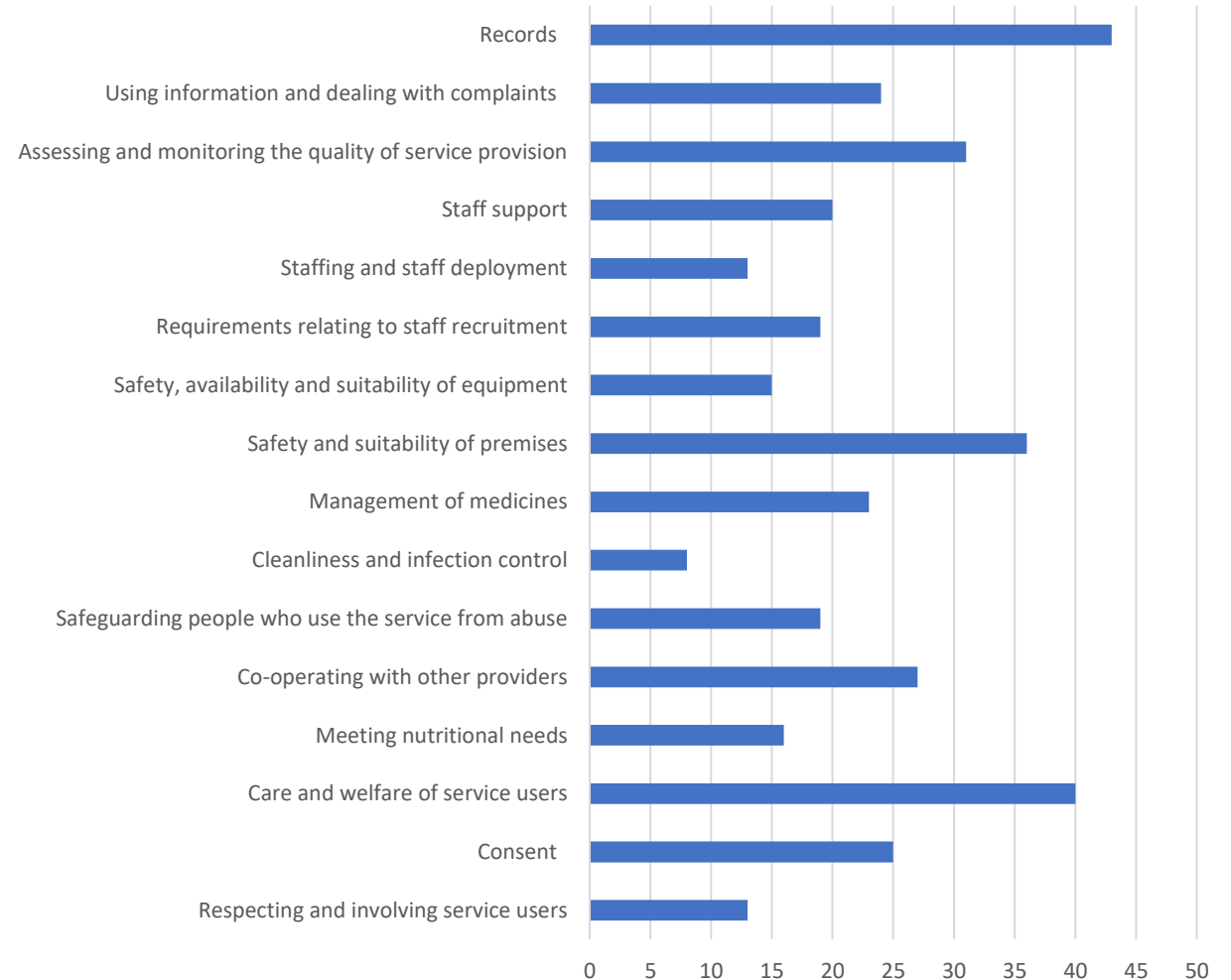


Total Requires Improvement and Poor 2022-23 Supported Living , Community Support and Day Opportunities

- **Records**
- **Care and welfare of people**
- **Safety and suitability of premises**

have the most Requires Improvement and Poor scores combined in Supported Living , Community Support and Day Opportunities

Total Requires Improvement and Poor PAMMS



Next Steps

- Share the trends and themes with the ICB, SLDS, Workforce development and HCPA to review and source training requirements:
 - To support providers to improve in the areas with the lowest quality scores.
 - To focus on the areas where more Providers can score at least a Good.
 - To offer additional support to Providers who have scored Poor in their PAMMs
- Share trends and themes with Providers to highlight areas of focus / improvement for this year.
- Work closely with commissioning leads around the trends
- Celebrate areas where Providers are performing well



Creating a cleaner, greener,
healthier Hertfordshire



Care planning Quality, Culture & Language

Joanna Vlismas

Care Education Team Manager

Maisy Hockey

Education and Quality Improvement Projects Manager

Digital Social Care Records

What are Digital Social Care Records?

A Digital Social Care Record (DSCR) is a system that allows the digital recording of care information and care received by an individual. DSCR's should replace traditional paper-based recording.



CQC Recognised Benefits of Digital Social Care Records

- provide 'real time' information recording
- help providers and staff to be more aware when people's needs change
- help information to be shared quickly,
- help to minimise risks such as medication errors
- help to manage and support staff to do their job effectively and efficiently
- be easier to store, requiring less physical space



“Language is a powerful tool for communication but sometimes the way that it is used in social care creates stigma and barriers for understanding. Language is power...”

TACT (The Adolescent and Children’s Trust)

Language in reports and written records

Written reports and case records are an important form of communication, and also contribute to building up the history and narrative of peoples care support needs. There had been examples where professionals' choice of language in written reports did not adequately capture what was happening at the time of the record made.

Understand the reason why we record

provide basic and essential information;

provide the person's relevant history and our involvement in their life;

explain decisions that are made and the person's views about these;

help communication between all those involved with the person;

promote consistency

reflect on our practice and its success;

help collect information;

promote analysis and decision making;

provide evidence for court, inspections, investigations and enquiries;

check the quality of our work

BSP 4

Goals:

Paul will not become disruptive during tasks transitions.

Paul will not exhibit aggressive behaviour towards other clients when he becomes anxious.

Paul will regulate his reactions to the shared living environment.

Positive behaviour support plan:

1. Paul responds well to acknowledgment. Use statements to connect positive actions and provide verbal recognition when he is meeting his goals.

2. A new chart will be created in Paul's room to reward replacement behaviour and to bote goal achievement.

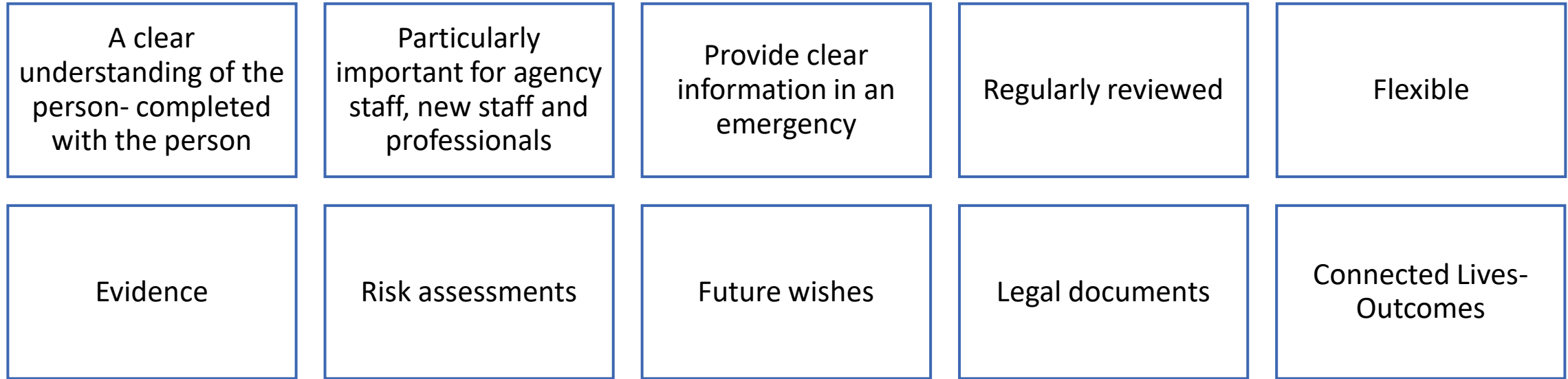
3. Discussions will be utilised with Paul to discuss he behaviour incident as soon as he is calm, and anxiety has lowered to discuss the problem. With the aid of staff, the problem will be reviewed and supportive options for next time created.

4. Pauls reactions are triggered when there are changes to his routine, when asked to complete tasks and around personal care. Pauls behaviour can be more evident in the AM until before lunch but tends to reduce as the day goes on. Paul will also target few staff when he is anxious.



- Aim to be clear and precise
- Aim to be concise
- Aim to use everyday words
- Aim to avoid jargon [TLAP Care and Support Jargon Buster](#)
- Aim to make clear what is “fact” and what is “judgement”
- Aim to be more analytical
- Aim to be respectful in what we write, how we write it and how we present it
- Aim to be human in our writing

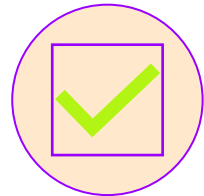
Importance of Good Care Planning



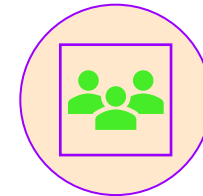
Considerations



Key documents
and templates



Prompts



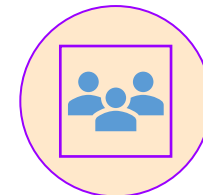
Involvement and
Flexibility



Contingency



Trends and
themes



Language and
Staff Skills

Auditing

Carried out by a senior member of the team who is competent

Look for patterns

Set a company policy for Governance

Check the notes

Evaluate when changes

Minimum of every three months



Hints and Tips



Personalised –
including daily
records

Involvement

Regularly
reviewed

Clear evidence

Reflective of
need

Contingency
plans

Staff training
and
confidence

Language

Next Steps



Update Care
Planning Toolkit

DSCR Supplier
Forums

Access to DSCR
Funding

New Care
Planning course
for Managers

Digital Social Care Record Funding Offer



What do we hope to achieve?



- ✓ 80% of CQC Registered Providers using DSCR by March 2024- currently 58%
- ✓ Improved digital foundations and literacy across the ICS
- ✓ Increase in use of other digital technology such as eMARs and health monitoring
- ✓ Good quality outcome based care plans
- ✓ All providers meeting Data Protection and Security Standards

Digital Social Care Records Offer

50% of Year One Implementation Costs*



Requirements= DSPT, Secure Email + Evaluation

*Up to £10,000

Next Steps...

1. Download the application form from HCPA's Digital Trials Funding page
2. Review and Choose your Assured Supplier
3. Calculate implementation costs to 100% and funding will cover 50% or up to £10,000
4. Complete application per site (there is one form Herts and one for West Essex)
5. Send Application to dscr@hcpa.co.uk by 30th November
6. HCPA to respond with questions or to inform of successful application within 30 days
7. If successful, a grant agreement will be returned for electronic signature by the provider
8. Upon receipt of a signed agreement HCPA will arrange for the initial 80% payment to be made to the agreed bank account
9. Final 20% funding will be paid after final evaluation completion + proof of DSPT and secure email
10. Must all be complete by 31st March 2024

The New Purple Folder Health Record for Adults with a Learning Disability in Hertfordshire



Hilary.gardener@hertfordshire.gov.uk – Strategic Liaison Nurse for Hertfordshire Primary Health

Lisa.Kippins@hertfordshire.gov.uk Senior Support Officer for Primary Health and Purple Star



People With a Learning Disability Die and Average of Around 25 Years Younger than the rest of the Population in the UK [LeDeR 2019]

Delays in Diagnosis is one of the identified reasons for these early deaths.

The new Purple Folder aims to help reduce those delays by:-

Providing health professionals the Information they need to make personalised reasonable adjustments and understand the persons ways of communicating

Provide a clear document to help the person and those that support them to be empowered to ask for the reasonable adjustments and communication methods the person needs within the legal framework the health profession has a duty to follow.



Have you Collected Yours?

As we have around 4000 Purple Folders in circulation it is BIG task to get them all replaced ! We NEED YOU to help

You can :-

- ▶ Contact us purplefolder@hertfordshire.gov.uk And tell us How many folders you need replacing.
- ▶ If it is just one or 2 people you support then we can post these. We need to Log each one so we need the persons Name, DOB and address and NHS or Acsis number if you have it.
- ▶ If you have more people then we can arrange a date and time that we are in either Farnham House or Apsley, for you to collect. We need to Log each one so we need the persons Name, DOB and address and NHS or Acsis number if you have it. This isnt a quick job so allow enough time.
- ▶ You can await email saying when next mass distribution dates will be in Apsley and Farnham House - please email us to tell us if you are awaiting these dates so we can contact you directly when we arrange them
- ▶ You Can request Purple Cards for people who are independent at the asme time

How To Complete

On the New Purple Folder Webpage
Council

The Purple Folder | Hertfordshire County

- ▶ There is a *GUIDE*
- ▶ There is a *VIDEO*
- ▶ There are Examples of Completed Folders

And if you still need help and advise then contact us on
purplefolder@hertfordshire.gov.uk

REMEMBER - the Folder is only as good as the content and making sure you tell the health professional what that content is - So PLEASE make sure you share the amazing knowledge you have on the person. Health Professionals Need YOUR expertise to overcome health barriers



Hello



Please stick a photograph of the owner of this Purple Folder in this space.

This is really important so health professionals can see what they are like when they are healthy and happy.

I have a video of me on my best day, you can watch this by

Asking me to see it -in my favourite videos in my smart phone

My name is Alfred Smith

The name I like to be called FREDDIE

I use a Health App: Yes / No

Details: I use the NHS App

For those supporting the completion of this Purple Folder:

It is essential that the information in this purple folder is as accurate as possible. Pages must be reviewed every year at the time of the annual health check, the review must be recorded on the sheet in the annual health check section.

The start Changes

Mental Capacity to understand Data Protection Relating to My Purple Folder

This Purple Folder is a record of the owner's health and, as such, will contain confidential and personal information. It is important that the person who owns it understands this and is supported to maintain and store this folder safely.

If the owner does not have the capacity to understand the information stored and the data protection risks then the people that support them will need to make a best interest decision to hold, maintain and safe keep this folder.

Mental Capacity Assessment

Does the owner have the capacity to understand the following points?

- This folder holds important health information about them, meaning anyone they give this folder can read this information
- It should only be health professionals and the people that support them who read and write in this folder
- The good thing about the folder is it will help health professionals know all the health treatments they are having and will help them know what helps the person to accept health treatment
- If they think some of their health problems are very private and they don't want other health professionals knowing about them, they can ask the health professional NOT to write about it in their folder.

Could the owner understand and remember all this information about the Purple Folder?

Yes / No (please delete as appropriate)

Please detail how they communicated to indicate this in the box below:

If the answer above is no, and they are not likely to be able to gain capacity to understand with more time then the people who support them need to make a Best Interest Decision.

- Does this person's learning disability mean they have barriers to receiving good healthcare?
- Could the Purple Folder help health professionals support the person and reduce the risk of delays in treatment and/or diagnosis? For example, this person may need alternative means of communication, have a reluctance to accept health interventions, difficulties understanding the risks and benefits of investigations/treatments, reasonable adjustment requirements and additional support needs.

If yes, then a Purple Folder will be in their best interest to reduce the known risk of delays in health care diagnosis for people with learning disabilities.

Data Protection

The risks associated with data breach need to be considered and a plan agreed.

1. Where will the file be stored that will mitigate the risk of a data breach?

2. What steps will be taken when going out with the folder to ensure it is kept safely and returned?

3. If a health intervention of a personal/sensitive nature happens, the people who support the person and the health professional involved should discuss whether it is in the person's best interest for this information to be recorded in the Purple Folder (weighing up the element of whether other health professionals would 'need to know'). What has been done to ensure all who may support the owner to health appointments understands this?

Owner's signature (if they have capacity):

Completed by:

Role/relationship to the owner:

Date:

The Purple Folder and this Mental Capacity Assessment should be reviewed annually at the time of the owners Annual Health Check.

The Pages There are now only 11 core pages

There are now 11 core pages only
The first 3 Cover
Standard Information –

- ▶ name
- ▶ next of kin AND key people
- ▶ Cultural and religious needs
- ▶ Benefits
- ▶ LPA
- ▶ Vaccines
- ▶ Allergies

Plus ...

My vital information for delivering healthcare
I have a learning disability

Name

Pronouns I like to use Date of Birth:

(He/She/They):

Address:

NHS No: Ethnicity:

NI Number: Religion:

Languages I understand (including Makaton):

GP Name and Address:

Next of kin details:
Name

Is your next of kin actively involved in your life? YES NO
Details:

Other Key Contact Details:
Tel:

Who they are to me:

I give permission for health professionals to talk to these people about me:
 YES NO Best Interest consideration

Continued Overleaf

Name I like to be called Date of birth:

I have an active DNACPR in place. See guide. YES NO

Details:

Spiritual/cultural needs:

I receive Benefits: YES NO
Details:

I believe I am allergic to these drugs:

I believe I am allergic to these foods:

Name I like to be called Date of birth:

Lasting power of attorney for health & welfare/personal welfare deputyship
Does anyone have lasting power of attorney/deputyship for your health needs?
Circle or highlight the answer below:
 YES NO
If YES store a copy of the lasting power of attorney/deputyship with this document and record here the name & contact details of your attorney/deputy:
Name Telephone number:
Address:

The nature of my learning disability
Brief overview of your diagnosis and/or how the learning disability impacts you in everyday life. Please highlight any essential information e.g. triggers or indicators that you may become so anxious you could harm yourself or others.

Vaccines

Annual Flu Vaccine dates	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Was Flu given via nasal spray	<input type="checkbox"/> YES	<input type="checkbox"/> NO							
Covid-19 Vaccine dates	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Covid-19 Booster Vaccine dates	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
HPV Vaccine dates	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Childhood Vaccines received e.g. Diphtheria, Polio, Measles, Mumps, Rubella etc	<input type="checkbox"/> YES	<input type="checkbox"/> NO							
Pneumococcal Vaccine dates	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Last Tetanus date	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Continued Overleaf



Reasonable Adjustments Equality Act

Name	I like to be called	Date of birth:
The reasonable adjustments I need to be help me accept health appointments, investigations, and treatment (in line with the Equality Act 2010)		
ⓘ Think about T.E.A.C.H – Time, Environment, Attitude, Communication and Help – see guidance notes		
<ul style="list-style-type: none">•		
<ul style="list-style-type: none">•		
<ul style="list-style-type: none">•		

When you meet me Talk to me first – reassure me that you are someone I can trust and be comfortable with – stroke my hand as you speak THEN talk to my family

Give me time to calm down when I am anxious – talk to me and reassure me that its all OK.

If I say I don't want you to do something – calmly explain to me what my choices are and make sure I understand WHY you need to do it and what the risks are for me if you don't do it.

If you need to do physical checks ask my family to prepare me for this – they will talk to me to reassure me and use some Makaton and gestures. Please take their lead and use mirror their communication.

If I am anxious I will rock and groan - give me an update on what is happening and see if I want to go outside while I wait so I can use nature to help me calm.

If I am stiff and red in the face – reassure me and give me time to settle into the environment and accept why I am there.

Communication Accessible Information Standard

1. Identify
2. Record
3. Flag
4. Share
5. Act

The communication needs I have to be able to accept Health appointments, investigations, and treatment (in line with the **Accessible Information Standard 2016**)

See guidance notes – make sure the GP practice and social care (if involved with you) are aware of these communication requirements and have them **flagged** on their system.

-
-

Communication sent to me is opened and managed by my parents as I live with them and are cared for by them. My sister is also a strong advocate for me and can read my body language communication well.

Use Makaton signs for Pain, Its OK [thumbs up] Love, happy, sad and toilet. My family can show you any you don't know.

Make sure someone calls me if I don't follow up incase I have forgotten what I was meant to do

Send any letters to Janice at happy Homes as well as to me because if I am scared I sometimes bin letters.

I make a loud squeal sound when I am excited and I grit my teeth and make a low growl sound when I am unhappy / scared. It is important to acknowledge that you have understood me and reassure me.

If I am anxious ask me about my dog – talking about my dog will help me calm and then I will be able to listen and accept health treatment

Top Tips to support WITHIN Health Settings

Name	I like to be called	Date of birth:
Top tips on supporting me within health settings ① Write information that would help someone who had never met you before to know how to help you to make you feel at ease and reduce anxiety if you were in a strange health environment.		
Helping you to understand me		
<input type="text"/>		
Helping me to understand you		
<input type="text"/>		
Eating and Drinking (highlight in capitals and bold any known swallow difficulties)		
<input type="text"/>		
How I use the toilet, wash, and dress		
<input type="text"/>		
Taking medication		
<input type="text"/>		

Name	I like to be called	Date of birth:
Sexual and personal health		
<input type="text"/>		
Moving around and mobility		
<input type="text"/>		
Known barriers, fears, phobias to health investigations and/or treatment and ways to overcome		
① Please use additional pages for specific reasonable adjustments to support blood taking and needle phobias		
<input type="text"/>		
<input type="checkbox"/> I am not happy having blood tests and/or injections, please see 'reluctance to accept blood taking or injections' page for information on how to support me.		
Any other equipment I need and what they are used for		
① Include information about hearing aids, dentures, glasses etc and any top tips on how to help me use them		
<input type="text"/>		

Eating and Drinking

At home I can eat and drink without any help. If I am unwell and in a strange place I will need reminding to drink more, I will need encouraging at each mealtime about why it is important to eat and someone to check I have eaten and praise me. I will need someone to make sure I eat the meals and don't just eat rubbish snacks.

Helping you to understand me
I am usually someone who smiles and chats and you would not know I had a learning disability. If I am rocking, blinking, looking around, twitchy then I am anxious, so I need reassuring to help me calm

Help me to understand you
speak softly

keep it simple

stroke my hand

give me an aura of you being kind and caring through body language and tone.

Acknowledge you understand my noises and movement



Barriers and fears of Health investigations and ways to overcome them

New experiences and people
Sit with me

Talk to me and Explain what is happening and what will happen next
use my lava lamp and music app
stroke my hand and use nonverbal communication and voice tone to help me feel safe.

OR

General Health appointment anxiety
If I am showing anxious behaviours –
Sit with me

Explain what is happening and what will happen next
Distract me by talking about my dog
If possible have one person stay with me
Allow me to go outside so I can use breathing and calm myself by looking at nature

Signs of being unwell or in pain

I become lethargic and sleep a lot [I am generally awake all day]

I don't make eye contact and generally am quiet and not moving as much.

I am less resistant to things happening to me and don't use all my communication methods.

OR

Ask me to show you my Me on My Best day video – this is 15 seconds long and will help you see how I am when I am not unwell. It is on my phone. Showing you this will also help me calm.

When I am well I can communicate fully. Most people would not know I have a learning disability. I behave in the same way you would expect any other person to behave. I am fully mobile. I go for long walks and bike rides.

I am generally a very happy, polite and talkative person who can join in any level of conversation.

Meet Keith



But a Good Collaborative working across 365 days a year, using Connected Lives Principles can be the difference Between Avoidable Deaths and early Diagnosis

NHS Annual Health Check Preparation Form

This form helps to prepare a person with a learning disability aged 16 and over for their Annual Health Check. It is really important that the GP surgery knows this information BEFORE the annual health check.

If you are filling this in for yourself, please ask someone who knows you well to help you. This is because they may have spotted changes in you that you haven't spotted yourself.

If you are someone who knows the person well and are completing this for them, please consider the person as much as possible to empower them to be aware of their own health.

When it is complete, please return it to their GP surgery so that the Annual Health Check department can be booked.

Name: _____
Address: _____
Name of person helping you and your relationship: _____
Contact details of that person: _____
Date of last annual health check (if known): _____

Do you have a Purple Folder? Yes, please bring it to and make sure it's up to date. No, please call ld.hes@hertfordshire.nhs.uk to help. The Purple Folder is a health passport which helps health professionals to know you better. If you need new pages for it, print on the LD My Health pages coming in 2022 to reuse your folder.

STAY HEALTHY AT HOME CHECKLIST

Your GP surgery wants you to stay healthy all year round

Please go through this checklist of things you can do to help you stay healthy at home. Keep it safe in the Annual Health Check section of your Purple Folder.

If you cannot download or print these guides... Can you ask a neighbour? Can you go to your local? If not, please contact the Disability Nurses for help.

QUALITY for people with learning disabilities
Hertfordshire

If you need help with overcoming barriers for any Community Learning Disability Nurses in Adult Soc

FOR WOMEN of all ages

I will start to check my breasts once a month. I will download the **breast checking guide** from the **LD My Health** web page because everyone, to some level, can keep an eye out for any changes.

FOR WOMEN WHO ARE 25 YEARS OLD

When I get invited for my cervical screening [or if I have missed it already] I will download the **cervical screening guide** and watch the cervical screening **video** on the **LD My Health** web page to help me understand about why it is needed and what the risks are if I don't have it. If I am worried about this or don't understand then I should speak to my GP who could refer me to the Health Equalities Nurse to help me make sure all options have been explored.

FOR WOMEN WHO ARE 50 YEARS OLD

When I get invited for my breast screening [or if I have missed it already] I will download the **breast screening booklet** on the **LD My Health** web page to help me understand about why it is needed and what the risks are if I don't have it. If I am worried about this or don't understand then I should speak to my GP who could refer me to the Health Equalities Nurse to help me make sure all options have been explored.

FOR MEN of all ages

Annual Health Check Page

This page is for logging important information about my annual health check which must be updated annually.

Date of last Annual Health Check	Was an Annual Health Check Health Action Plan Given? (Y/N) If no, date followed up with GP	Date Annual Health Check Health Action Plan tasks completed	Date Baseline measurements updated in Purple Folder front section (Y/N)	Date Purple Folder checked and updated following Annual Health Check (All Purple Folder information must be checked and updated annually)	Name and role of person filling in this section

NHS Urine Colour Chart

Are You Drinking Enough?

1 to 3 is normal wee

4 to 8 you must rehydrate!

That means you need to drink more water.

If it doesn't become a better colour then tell someone as you may need to see your doctor.

The New Additional Pages



eQUALITY

for people with learning disabilities

Name

I like to
be called

Date of birth:

Additional health conditions/health intervention support

i Health professionals use this page to summarise your specific medical interventions and the reasonable adjustments you use to enable this.

Area of Health: (e.g Epilepsy/Physiotherapy for respiratory/SALT)	
Health professionals involved, names and contact details:	
Start date/timeframe of intervention:	
Current intervention/ health plan:	
Medication/medication plan (if applicable):	

**Top tips/reasonable adjustments to support the delivery of this plan (for
use should a different clinician be required to pick up this role):**

i (See guidance, remember to consider all areas of TEACH and whether adding photos will
aid someone to support this person in your absence.)

--



The New Additional Pages



eQUALITY

for people with learning disabilities

Name

I like to
be called

Date of birth:

Your health plan after today's appointment

Today (date)

I have seen you for



We have agreed:

i (Please write in simple language with clear handwriting and drawings if necessary, what the person needs to do, any medication - the exact details of how to take etc. Before they leave, ask them to repeat the plan to you, ensuring they have understood. If there is doubt about whether they fully understand, establish who supports them, and whether you can contact them.)

-
-
-

This will help you:

i (Please list why this is of benefit to their health in simple language.)

-
-
-

Things to look out for:

i (Please list possible side effects or anything that means they should get urgent help, and what they should do.)

-
-
-

After this, we will:

i (Please write what they need to do/if there is a follow up plan or if they are not better following the above.)

-
-
-

i Note to health professional – If you are concerned the person does not have capacity to understand and consent to this plan, then your clinical decision is being made in the person's best interest. For complex decisions, you may choose to link with the key people in the person's life to support you in making this best interest decision.



Hertfordshire

The New Additional Pages



eQUALITY

for people with learning disabilities

Name

I like to
be called

Date of birth:

Reluctance to accept blood taking or injections



Historically, have you had the capacity to understand the reasons bloods need to be taken/injections need to be given, and the risks to your health of not having them?:

i (Please give some examples from the past of the level of understanding you had for the REASONS for a blood test/injection and risks of not having it.)

If you have historically *had capacity* to decide to have blood tests/injections, what were the best ways to support you to have these?:

i (e.g. playing music, distraction, specific venue, specific person, shielding so you can't see, gentle holding or sedation etc)

If historically you *did not have capacity* and a *best interest* decision was made on your behalf with injections/blood tests, what were the least restrictive methods for achieving these?:

i (e.g. playing music, distraction, specific venue, specific person, shielding so you can't see, gentle holding or sedation etc)



Hertfordshire

The New Additional Pages



eQUALITY

for people with learning disabilities

Name _____ I like to be called _____ Date of birth: _____

Support with helping assess mental capacity for specific health investigations/treatment.

i Remember that it is assumed that all people have capacity to make decisions, but where somebody who has a learning disability who MAY NOT have the capacity to weigh up the risks and benefits for a specific health investigation or treatment and May refuse essential treatment WITHOUT understanding the risks of that decision, then a MENTAL CAPACITY ASSESSMENT SHOULD BE MADE by the HEALTH PROFESSIONAL

If it is safe to delay treatment and allow time to support the person to make an informed decision, then the Health Professional should seek the support of the people who know the person best to take time to communicate with them in the most effective way and environment for that person.

[PLEASE NOTE – This form is NOT for use when there is immediate risk to health. In that circumstance the assessment of capacity will need to happen immediately and where it is agreed that the person does not have capacity to make an informed decision for this investigation / treatment then a Best Interest Decision would be needed immediately]

1. [To be completed by requesting Health Professional] **Medical intervention/treatment required/recommended and DATE:**

2. [To be completed by requesting Health Professional] **Exact questions and answers the health professional will be assessing capacity against:**

i e.g. Covid Vaccine – the person will need to understand that 1. Covid is a nasty illness that people can die from. 2. The injection helps reduce chances of being very poorly if I get Covid. 3. More people with learning disabilities die from Covid than those without learning disabilities. 4. The doctor thinks it is a good idea for me to have the injections.)

Name _____ I like to be called _____ Date of birth: _____

3. [To be completed by requesting health professional] What is the timeframe for the people who know this person well to return this information for the health professional to make the mental capacity assessment?:

4. [To be completed by People who know this person well] Following support to the person Note the ways that the information was communicated, the number of attempts, what the person's responses were and the level of understanding these responses indicate the person had:

i Medical professional – the assessment of mental capacity remains a clinical decision, it is your clinical judgement whether the information provided is enough for you to make this assessment or whether you need further face to face to confirm, before moving onto a best interest decision (if they lack capacity).



Safe Handover



Purple Folder Handover Agreement

Where someone does not have capacity to look after their own Purple Folder and keep their personal information safe, then this form can be used as a receipt for those supporting them.

The Purple Folder contains confidential information. Therefore, if lost, this is a breach of GDPR and must be reported and treated in line with Data Protection policies/procedures.

This receipt should be completed whenever the Purple Folder owner is admitted to Hospital or goes to stay in a different home environment, temporarily or permanently, and takes their purple Folder with them.

The person relinquishing the folder should ensure this is completed and keep it as receipt/evidence of the Purple Folder now being the responsibility of a different organisation.

If the person later returns to their home and the Purple Folder is returned, then again this should be completed as receipt of its return.

I,

(name of person who supports the Purple Folder owner and is handing the folder)

State that this Purple Folder, belonging to
(name of the person that the Purple Folder contains the health information of)

has been handed over with the relevant information to
(name of the person receiving the folder)

Job role:

Of establishment/ward

Signed
(person handing over the folder)

Print name:

Role/Relationship to the Purple Folder owner:

Date

Signed
(person receiving the Folder)

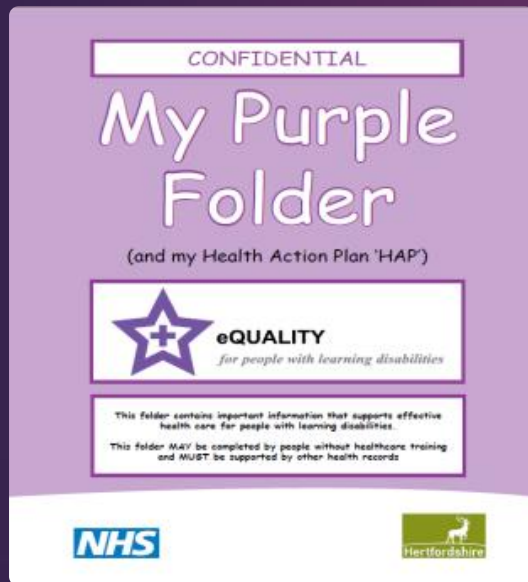
Print name:

Role/Relationship to the Purple Folder owner: ...

Date



The Purple Folder is now ONLY A4



The folder will be supplied with the inserts BUT all pages will NOT be included as it was requested that these are available for completing electronically and self printing.

All pages will be available on [My Purple Folder | Hertfordshire County Council](#)

The NEW Pages will SOON be updated on there.

If a person has absolutely no access via friends family or people who support, to complete electronically and self print, then we will print a set of blank pages for hand written completion

The Guide and webinar on how to complete the Purple Folder WILL be made available on the website too



The Purple Card

The Purple Car is available
IN ADDITION
to the Purple Folder for people
who are likely to be out and
about Independently
It is NOT aimed to replicate or
replace the Purple Folder, but
gives immediate information
on reasonable adjustments
where someone may not have
either their Purple Folder OR a
person supporting them in a
sudden health change
situation



What Next ...How to collect Reminder

As we have around 4000 Purple Folders in circulation it is BIG task to get them all replaced ! We NEED YOU to help

You can :-

- ▶ Contact us purplefolder@hertfordshire.gov.uk And tell us How many folders you need replacing.
- ▶ If it is just one or 2 people you support then we can post these. We need to Log each one so we need the persons Name, DOB and address and NHS or Acsis number if you have it.
- ▶ If you have more people then we can arrange a date and time that we are in either Farnham House or Apsley, for you to collect. We need to Log each one so we need the persons Name, DOB and address and NHS or Acsis number if you have it. This isnt a quick job so allow enough time.
- ▶ You can await email saying when next mass distribution dates will be in Apsley and Farnham House - please email us to tell us if you are awaiting these dates so we can contact you directly when we arrange them
- ▶ You Can request Purple Cards for people who are independent at the same time

Breakout Room

*What do you want our of future forums?
Opportunity for Networking*

