

Worcestershire Health and Care Trust Response to Recommendations in HWW Autism Spectrum Conditions Report

	Question	Inpatient adult mental health	Community adult mental health	CAMHS	Community children's services
	Do all staff, including reception staff, have an updated knowledge of Autism Spectrum Conditions, via access to training and appropriate information and resources?	No but generic broad reaching training available to all staff groups	There is a training plan in progress at present which has occurred through the CARS teams and healthy minds and is being rolled out further in August	Good knowledge within the CAMHS clinical teams with regards to autism who work with people on the spectrum on a daily basis. Admin staff – no specific training at present	Good understanding throughout teams. training for admin support staff could be more
	Do staff have an understanding of the importance of using clear language, avoiding the use of jargon and figurative language and allowing time to process information and check understanding?	Yes	They do and, via the green light toolkit, this is being re-emphasised across the teams	All clinical staff will have a full understanding of this but admin staff have never had specific training	Clear understanding across all teams. Again receptionists and admin staff generally do not have easy access to full training
	Have we got flagging system to enable staff to see that patients have a diagnosis of Autism so appropriate adjustments can be made?	There is an alert system on Carenotes Communication Requirements Form is completed for all patients in the service and would highlight adjustments required	Needs are highlighted within alert on the EPR system. Champions via the Green light toolkit enabling appropriate advocacy to ensure adjustments are made	Alert of any client with any form of disability made on the Carenotes electronic patient system (EPR)	On the EPR all children with ASD flagged

			for clients within the autistic spectrum		
	How do we enable patients with Autism Spectrum Conditions to have appropriate support to attend appointments where possible, for example, booking appointments at a time a carer is available.	N/A Family and carer involvement is sought throughout any contact with the acute service	Appropriate support is in place to ensure that carer is able to attend with the client	Appointment would be sent primarily to carer with opportunity to rearrange appointment to more convenient slot given	Appointment made with carer with opportunity to move if necessary. Many services offer appointments within the school to facilitate
	Do we have reminders, such as a text message which are sent to patients prior to their appointment?	N/A Acute service	Reminders not presently offered but this is being rolled out as a service across the trust	Reminders not presently offered but this is being rolled out as a service across the trust	Not routinely used across all services but is available
	Do we send written and Easy Read information to patients in advance about the Hospital, the purpose of the visit and what will happen at the appointment.	N/A Admissions to hospital are not planned and are in acute or emergency situations	This has been reviewed as part of the green light toolkit initiative but is not fully implemented with plan for fuller coverage within next few months	Information sent has been designed to meet the needs of the wide range and learning levels of children attending	Sent from some but not all services
	Do we offer appointments at a quieter time of day?	N/A Home visits would be planned in conjunction with the patient and their carer and be tailored to meet their need	Green light toolkit and development of champions within individual services has helped teams to consider this. Choice of appointment to meet	Patient and carer given option of choosing when their appointment can take place.	Appointment can be changed on request. appointment within schools offered by some

			needs of client is offered.		
	Do we offer longer appointment times?	N/A Home visits would be planned in conjunction with the patient and their carer and be tailored to meet their need	This is still very individual clinician led with some with good understanding of the green light toolkit and therefore considering these opportunities. Recognition that this needs to roll out further.	Appointment slots are considered by the clinician considering needs of the patient and so longer can be offered.	Appointment times set by the clinician considering the needs of the individual patient
	Do we offer a quiet place to wait?	N/A	In some department sat present there is this option but not all	Waiting room are already very specific for a small number of children only and in some a further quiet area would be available but not in all	In some areas plus appointment in schools allow children to spend as little time as possible out of their classroom
	Do we offer provide patients with information about the expected waiting time for their appointment.	N/A	All are informed of the potential wait for appointments and would be updated if this time changes	This happens better in some areas than others still at present. depends on the presence of a dedicated receptionist within that area	In services with reception support this would be done.
	Do we offer provide activities for a variety of age groups in the waiting area, if possible to include fiddle toys and sensory items.	N/A Children visiting areas off the wards have age appropriate items	Not generally at this time	Better in some locations than others. Fiddle/sensory toys – not generally	Toys for a wide age range offered in localities though fiddle/sensory toys

					need further consideration
	Do we offer provide patients with written and / or Easy Read information about visiting the hospital and diagnosis, treatment, procedures and follow on care required.	Provision of information would be tailored to the needs of the patient this may include written information	Easy read materials now available for all areas	Information probably more targeted at the attending carer/parent so this does need to be considered	Letter sent to carer. Some services would send info about the appointment aimed for the child but this is not universal
	Do we offer provide visual resources to help aid communication during appointments.	Provision of information would be tailored to the needs of the patient, but would be unlikely to be a visual resource	Not generally at present. is available within the LD team	Only within the children's LD team	Specifically speech and language would do this but not within other teams at present
	Consider reviewing if there is currently adequate access to mental health support for people with Autism Spectrum Conditions and their Carers.	Secondary mental health service	Already clear view that there is inadequate resource for individuals within the autistic spectrum in adult mental health services	Clear and desperate need for more services to be commissioned	Very strong feeling throughout teams that the resource is not adequate both for assessment and definitely around on-going support.
	Do we send written and Easy Read information to patients in advance about the Hospital, the purpose of the visit and what will happen at the appointment.	N/A	As part of the green light toolkit this is being rolled out	Info is sent and developing an app to inform those attending of what the clinic will look like/the route to the department etc.	Only by some teams