

Reasonable adjustments digital flag

Stakeholder update event - 26 January 2024

Overview of presentations and key points

This is an overview and key points from the event held on 26th January 2024.


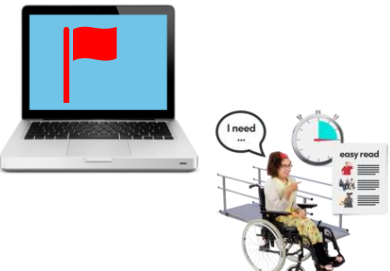

People who helped with this document are:

Dr Hannah Brown. Northumbria Primary Care, NHSE Reasonable adjustments flag subject matter expert.

Darren McKenna. System Chief Information Officer for Mental Health Learning Disability and Autism, North East and North Cumbria Integrated Care System



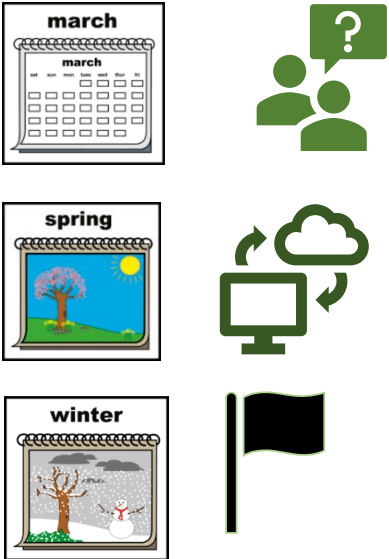


Julie Tucker. Reasonable adjustments digital flag project lead, North East and Cumbria Learning Disability Network

Hayley Mathews. Inclusion North, Expert by experience co-ordinator






	<p>What does the reasonable adjustments digital flag aim to do?</p>
	<p>The reasonable adjustments digital flag will put a flag on the computer systems used by health and social care.</p> <p>This flag will show the reasonable adjustments a person needs to access health and social care services.</p>
<p>information about me</p> 	<p>The flag will help services to reasonably adjust the care they give.</p> <p>Making reasonable adjustments means, ensuring disabled people have equal access to good quality care.</p>

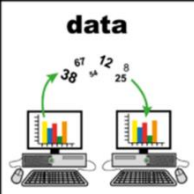

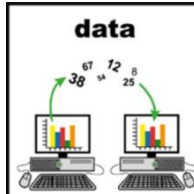




 <p>The Equality Act 2010</p>	<p>Under the Equality Act 2010, all disabled people have the right to reasonable adjustments when using public services.</p> <p>Adjustments remove barriers that disabled people face accessing services.</p>
	<p>Equity not Equality</p> <p>The NHS Constitution tells us; “you have the right to receive care and treatment that is appropriate to you, meets your needs and reflects your preferences.”</p>
	<p>The NHS Long Term Plan says how we should provide care more fairly.</p> <p>It says health and social care must have a flag on all patient records to indicate if a person has a learning disability.</p>
	<p>The Information Standard tells us what must be done to implement the reasonable adjustments digital flag.</p> <p>This was published in September 2023.</p>
	<p>This work is first looking at how the reasonable adjustments flag will work for people with a learning disability and autistic people.</p> <p>When fully rolled out the flag will support all people who are entitles to adjustments under the Equality Act.</p> <p>This is about 28% of people in England.</p>




	<h2>Working with experts with lived experience</h2>
	<p>We have been listening to the voices of people with a learning disability, autistic people, and their families to better understand reasonable adjustments.</p> <p>We are working with:</p> <ul style="list-style-type: none"> • Darlington Association for Disability • Autism in Mind • Daisy Chain • Twisting Ducks • People First • Durham County Carers • New Hope North East
	<p>They have asked people:</p> <p>What are reasonable adjustments?</p> <p>Do people know how to ask for reasonable adjustments?</p> <p>What are people's experiences of reasonable adjustments?</p> <p>What could make peoples experiences better?</p>
	<p>A full report with all the responses to the questions can be found at</p> <p>Reasonable Adjustment Flag « Learning Disability Network (neclnetwork.co.uk)</p>



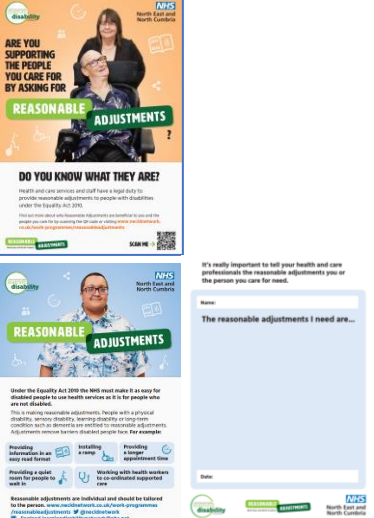



	<h2>Update from the National Reasonable adjustments Digital Flag programme</h2>
	<p>The National programme published an Information Standard in September 2023.</p> <p>It tells organisations what they must do. The information standard includes a timeline telling organisations by when they should do each phase.</p>
	<p>By end of March 2023 – Phase 1 Organisations have a system to identify people who might need reasonable adjustments. Be working towards the 6 steps.</p> <p>Spring 2024 – Phase 2 Elearning available API testing complete Flags increasingly being populated and updated</p> <p>Later in 2024 Compliant with information standard All organisations ready/able to complete 6 steps appropriate to the setting</p>
	<p>We are developing the reasonable adjustments digital flag in 2 steps called phase 1 and phase 2.</p>
	<p>Phase 1 is working locally with organisations and the patients they know.</p> <p>Organisations follow a six-step reasonable adjustment process.</p> <p>Sharing information via currently available routes.</p>

Phase 1 six steps	
	<p>Step 1 Identify. Ask people and their carers “what Reasonable Adjustments do you need?”</p>
	<p>Step 2 Record in the notes.</p> <ol style="list-style-type: none"> 1. Record information in the same way so it can be shared and understood by different computer systems. To do this use SNOWMED codes. 2. Gain consent from the person to share their reasonable adjustments information. Record using the SNOWMED code.
	<p>Step 3 Flag. Put a clear marker on records that is easy to see.</p>
	<p>Step 4 Share with everyone who needs to know. At the moment, this might be using referral forms, patient notes or other inhouse information sharing.</p>
	<p>Step 5 Meet the needs of the person. Think about the changes needed to meet the reasonable adjustments.</p>

	<p>Step 6 Review what is recorded in peoples notes. Remember people change so their needs may change too. Check the adjustments recorded are what are needed at this time, in this place.</p>
	<p>Phase 2 Is about getting the locally held information onto all computers that health and social care use. This information needs to be shared automatically.</p>
	<p>To Share the information we are using an API. API is Application programme interface. More information on this is in the digital update below.</p>
	<p>Embedding into practice For the reasonable adjustments flag to work it needs to be embedded into everybody's practice. Each and every time a patient is met, staff need to check: Name, Date of birth, Address, and Reasonable adjustments</p>
	<p>Consent A person must opt-in to sharing their information using the reasonable adjustments flag. Consent to share information is recorded using a SNOMED code. Mental Capacity and best interest rules apply.</p>

				<h2>Digital update</h2>
1	2	3	4	<p>Developing and embedding the API will take time. API means Application Programme Interface We have 4 steps to make this work.</p> 
				<p>Step 1 – standardise recording Using the SNOWMED codes will mean different computer systems can understand the reasonable adjustments a person needs.</p>
				<p>Step 2 - Consent Ensure consent is gained and recorded using the SNOMED code</p>
				<p>Step 3 - Share information locally Consider using local templates and referral forms. Include the information every time someone is referred to another service or part of an organisation.</p>
				<p>Step 4 – National sharing of reasonable adjustments information This will link computer systems to the NHS Spine to share information through the API.</p>
				<p>Digital progress to date Work has started on the API. System suppliers, the organisations who provide the different digital systems, are working on this.</p> <p>It will take time to be available everywhere in all computer systems.</p>

	<p>Progress in North East North Cumbria</p> <p>Local NHS organisations are working with their digital systems suppliers. They are developing plans to rollout Reasonable Adjustment Flags</p> <p>To start, sharing will be "low tech" for example, including reasonable adjustment info on referral letters.</p>
	<p>Great North Care Record</p> <p>We are working to share information using the Great North Care Record. The Great North Care Record helps to link all the different computer systems across the North East and Cumbria.</p>
	<p>More local systems will connect to the national NHS Spine during 2024 and beyond.</p>

 <p>North East and North Cumbria</p>	<h2>Reasonable adjustments campaign</h2>
	<p>The campaign aims to:</p> <ul style="list-style-type: none"> • Raise awareness of what reasonable adjustments are • Help people understand who is entitled to reasonable adjustments • Help the public to ask for reasonable adjustments • Help staff embed reasonable adjustments into everyday practice
	<p>Where to find more information and campaign resources</p> <p>Reasonable Adjustment Campaign « Learning Disability Network (necldnetwork.co.uk)</p>
	<p>National training and communications</p> <p>A national training resource is expected in Spring 2024.</p> <p>National communications started in December 2023.</p>
 	<p>Our next stakeholder update meeting is due July 2024.</p> <p>To keep up to date with the work use the website:</p> <p>Reasonable Adjustment Flag « Learning Disability Network (necldnetwork.co.uk)</p>

