

NHS and Social Care Accessible Information Standard Regional Conference : Nutshell Project

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for Blind People**

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NHS Foundation Trust

Presentation today

- Background - Bill
- Template - All participants
- Key messages All participants
- Training approach - Lucy
- Sharing Information – Bill

Background

- Bid put together in four working days
- Bid writers – NSBP , NUTHFT and Deaf link
- Strong voluntary sector involvement
- Focuses on front end of the process
 - Identification of needs
 - Recording of needs
 - Sharing of needs

Excepted Products to share

- Template for organisations to capture information electronically
- Nutshell Card; incorporating key information for service users and template to complete if they wish
- Guidance and key messages for staff
- Training

Group	Purpose , Chair , membership
Action Group	<p>Group that keeps the project going – core bid writers – DeafLink, NUTHFT and NSBP - meets on fortnightly basis or more frequently as needed</p> <p>Chaired by Bill</p>
Leads group	<p>To ensure the practical actions within the NHS and Social Care are being identified and progressed</p> <p>The idea would be to meet monthly as a minimum but more frequently until we are sure that the project is being delivered on time</p> <p>Chaired by Bill</p>
Stakeholder group	<p>Chaired by Lucy - this is the Trust overview group for the implementation of the standard as a whole. The membership includes 3rd sector and voluntary sector partners e.g. Newcastle Disability Forum, wider colleagues from NUTHFT e.g. SALT , IT specialists, LD Liaison Nurse</p>
Loop group	<p>E mail network of wider voluntary sector partners who we will ask you help facilitate completion of the template</p>

Facts and figures

- 8 in 10 deaf people want to communicate using BSL but only 3 in 10 are given the chance
- 60% of Deaf/Blind people cannot read appointments sent to them but 60% could read it if it was sent in the correct font
- Sight loss affects people of all ages, but as we get older we are increasingly likely to experience sight loss. One in five people aged 75 and over are living with sight loss; compared to one in two aged 90 and over
- There are about 7,300 visually impaired people in Newcastle .This will rise to c 8,700 by 2020 . About 65% of these are older visually impaired people who are more likely to have multiple needs.
- Only about 4% of visually impaired people use Braille. Most people have some degree of residual vision. Most will therefore need other accessible information formats

Nutshell Card

Content

Front surface - Name of card

Back Surface – Space or writing:

- Short summary of needs hence Nutshell!
- Whether needs can vary
- Where needs were captured within NHS /social care

Review of materials

- Template
- Key messages for service users
- Key messages for staff

Training approach

- Use key messages as the basis
- Different formats:
 - Face to face training for key staff
 - Awareness days
 - Intranet
 - Team meetings
 - Animated graphic facilitation

<https://vimeo.com/137873504>

Issues to consider: Sharing information

- Who takes responsibility for sharing information and then updating it
- The role of primary care especially are they the owners who should be taking a lead in recording and sharing needs
- How information is being captured in primary care services **other** than GP services
- Not just sharing information between agencies and sectors but also **WITHIN** organisations

Issues to consider: Sharing information

- Having a consistent approach for out of area patients
- Information governance colleagues need to have a full understanding of the implications of the standard

Issues to consider: Social care

- Making best use of specialist databases e.g. Deafblind to target people to be identified for both social care and health purposes
- Making sure social care websites are accessible for the target groups identified in the standard
- Avoiding wheel reinvention with colleagues having to make Care Act information accessible

Issues to consider: Social care

- Social care responsibilities are not just about social care but also helping people to get information on health systems
- Should social care responsibilities include arm's length social care e.g. housing - in Newcastle Your Homes Newcastle

Broader issues

- Alternative formats : Some take more time than others e.g. BSL, Easy Read and even Braille
- Some digital formats may be unsecure e.g. using Glide

Broader issues

- Some people will need arrangements being made in advance of appointments e.g. BSL
- Some people need carers who know them well enough to convey information in a way they will understand
- Overlap with LD Hospital passports in identifying and conveying accessible information needs