**Report & Recommendation Response Form**

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| Report sent to  | **NHS South East London** |
| Date sent | 24 May 2024 |
| Report title | Empowering Voices: Examining Healthcare Access for Adults with Learning Disabilities and Autistic Adults in Southwark. |
|  | Response(If there is a nil response please provide an explanation for this within the statutory 20 days) |
| Date of response provided | 21 June 2024 |
| Please outline your general response to the report including **what you are currently doing to address** some of the issues identified.  | Dear Ruman,Thank you for sharing Healthwatch Southwark’s report ‘Empowering Voices: Examining Healthcare Access for Adults with Learning Disabilities and Autistic Adults in Southwark’ with the Southwark team at NHS South East London and with our partner organisations within Partnership Southwark.The report provides valuable insights, collates experiences and has highlighted helpful recommendations. When receiving a report like this, we look to review and respond to the recommendations presented. We have also shared the report with practices across the borough. We recognise that access to health care services is a concern for many communities in the borough and there is always more work to do to support people in Southwark to equitably access services.We hope that the responses below will help to address the recommendations and to reduce inequalities within access to health and social care for adults with autism and learning disabilities. In addition to the responses below, we are keen to include that for adults with autism and learning disability practices across the borough offer a specific annual learning disability and autism health check. We have not included a response to recommendations 5, 8, 15, 16 and 17 of the report, as we believe this primarily relates to services provided by other organisations in the borough.We will review the above actions and update Healthwatch Southwark on our progress in December 2024. |
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|  | Please outline what **actions** and/or improvements you will undertake **as a result of the report’s findings and recommendations**.If not applicable, please state this and provide a brief explanation of the reasons. |
| Recommendation 1  | The ICB has rolled out training for all staff to support adults with learning disabilities and autism. The Oliver MacGowan training is mandatory for all staff to complete. This is monitored on an annual basis. Practice staff across the borough are also required to complete this training to ensure they are up to date with training requirements and the latest developments.We have also supported the delivery of a Protected Learning Time event in the last three months on Learning Disabilities and Autism for practice staff. |
| Recommendation 2 | In addition to the Oliver MacGowan training, ICB staff have to complete training on equality and diversity and safeguarding of vulnerable adults and children. Practice staff also have to complete these training packages. |
| Recommendation 3 | The ICB doesn’t provide direct healthcare services however, we recognise the value that a champion for LDA could bring. We commit to discussing the proposal at the senior leadership team meeting for the borough.  |
| Recommendation 4  | Last financial year, the ICB has held two such events to bring together health and care professionals working to support adults with learning disabilities and autism. The events brought together over fifty professionals from the borough to share experiences, information and best practice. |
| Recommendation 6 | The ICB is supporting the continued expansion of the London Care Record. This will enable organisations across health and care to be able to better identify gaps in provision. We will work with our ICT team to explore how gaps in provision could be better recorded in healthcare records.Home visits are available for urgent care but for many practices, they are unable to fulfil this for routine care due to capacity and resource within the practice. |
| Recommendation 7 | Working with Southwark Carers and other VCS organisations, NHS SEL has developed timely and accessible information for carers to inform them of the support available to them as registered and unregistered carers. This information was developed with carers and their families.The leaflet is currently being revised and we hope to be able to provide an updated printed version in the next 3 months. |
| Recommendation 9 | As part of the information developed for carers (above), we have worked with service providers and VCS organisations to ensure service information and contact details are up to date. This information is audited at every re-print of the information. We will also look to align any changes which result from the forthcoming Partnership Southwark priority workstream on services to support frailty.  |
| Recommendation 10 | NHS South East London supports practices to ensure their communication with patients is accessible and available across different methods of communication. We will continue to monitor and ensure this in our role as commissioners. |
| Recommendation 11 | Currently, NHS South East London doesn’t have access to the information needed to compile such a resource centre. We would welcome a collaborative approach with voluntary and community organisations and Partnership Southwark partners to agree resource to support the development of a resource centre, agree on the best format for the information, agree for all partners to share timely information and agree on the approach to maintenance of the information.We would welcome an initial discussion with VCS organisations supporting adults with learning disabilities and autism, LDA service leads, and communications and engagement leads from Partnership Southwark partner organisations.  |
| Recommendation 12 | We commit to bringing this discussion to the Partnership Southwark Communications and Engagement group meetings to discuss and agree an approach across the partnership. |
| Recommendation 13 | For specialist learning disability services, this is in place. We would welcome more information to better understand the request to see how NHS South East London can support this in our role as commissioner. Elsewhere, the ICB is supporting the continued expansion of the London Care Record. This will enable organisations across health and care to be able to better identify gaps in provision.  |
| Recommendation 14 | We are working to ensure that ICB systems, and those of our ICS partners have adopted this. There is a lead within our the south east London Digital team who is taking a proactive approach to ensuring it is in place across our systems. |
| Recommendation 18 | We don’t currently receive feedback at a borough or south east London level on our work against the accessible information standard. To address this we commit to discussing the best way of doing this with the south east London engagement team and the Partnership Southwark engagement group.  |
| Recommendation 19 | Equality Impact Assessments are undertaken by NHS South East London when considering any changes to commissioned services. These include an assessment of the impact on service users from different backgrounds, including those with LDAs and from ethnic minority backgrounds. |
| Signed | Darren Summers |
| Name | Darren Summers |
| Position | Strategic Director Integrated Health and Care/Southwark Place Executive LeadLondon Borough of Southwark/ NHS South East London Integrated Care Board |