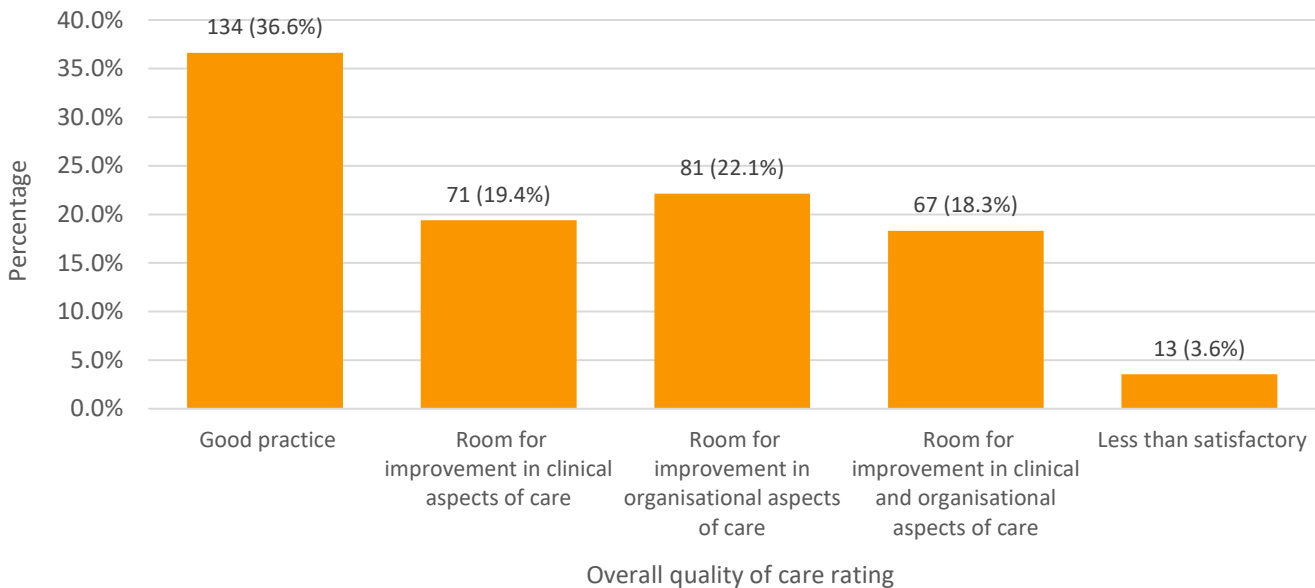


8 OVERALL QUALITY OF CARE

Reviewers rated the overall quality of acute care as good for 134/366 (36.6%) patients. They found room for improvement in 219/366 (59.8%) cases reviewed, and less than satisfactory care in 13/366 (3.6%) cases (F8.1).



F8.1 Assessment of overall quality of care

Reviewer assessment form data; n=366

Clinicians completing questionnaires highlighted where improvements could have been made for patients with a learning disability admitted to hospital. These included identification of care needs at the point of admission, earlier and more consistent access to an acute hospital learning disability service, more robust approaches to the assessment of mental capacity, and greater involvement of family and carers to support the assessment and care provided to patients.

Clinicians completing questionnaires in their hospitals believed the care was equitable for 588/626 (93.9%) patients with a learning disability. In contrast, the reviewers found that care was equitable for 251/342 (73.4%) patients. In their opinion, for 91/342 (26.6%) patients there was a deviation from the standard of care typically provided to a person of the same demographics without a learning disability (T8.1).

T8.1 There was a deviation to the standard treatment that would be provided to a person of the same demographics without a learning disability	Clinician questionnaire		Reviewer assessment form	
	Number of patients	%	Number of patients	%
Yes	38	6.1	91	26.6
No	588	93.9	251	73.4
Subtotal	626		342	
Unknown	40		24	
Total	666		366	

Clinician questionnaire and reviewer assessment form data

Reviewers considered that the fact that a patient had a learning disability impacted on the quality of physical healthcare they received in 71/345 (20.6%) cases reviewed; in 5/77 cases there was a positive impact, while for 66/71 there was a negative impact (T8.2). This included factors such as delays in the completion of investigations or in making a diagnosis, based on a failure to implement the required reasonable adjustments or a lack of awareness for the potential of diagnostic overshadowing.

T8.2 Having a learning disability impacted on the quality of physical healthcare received by patients	Number of patients	%
Yes - positive impact	5	1.4
Yes - negative impact	66	19.1
No	274	79.4
Subtotal	345	
Unknown	21	
Total	366	

Reviewer assessment form data

There were examples throughout the study of excellent care provision. Involvement of an acute hospital learning disability service to support the delivery of care improved the quality of care provided, leading to good practice in 87/193; 45.1% patients (F8.2).

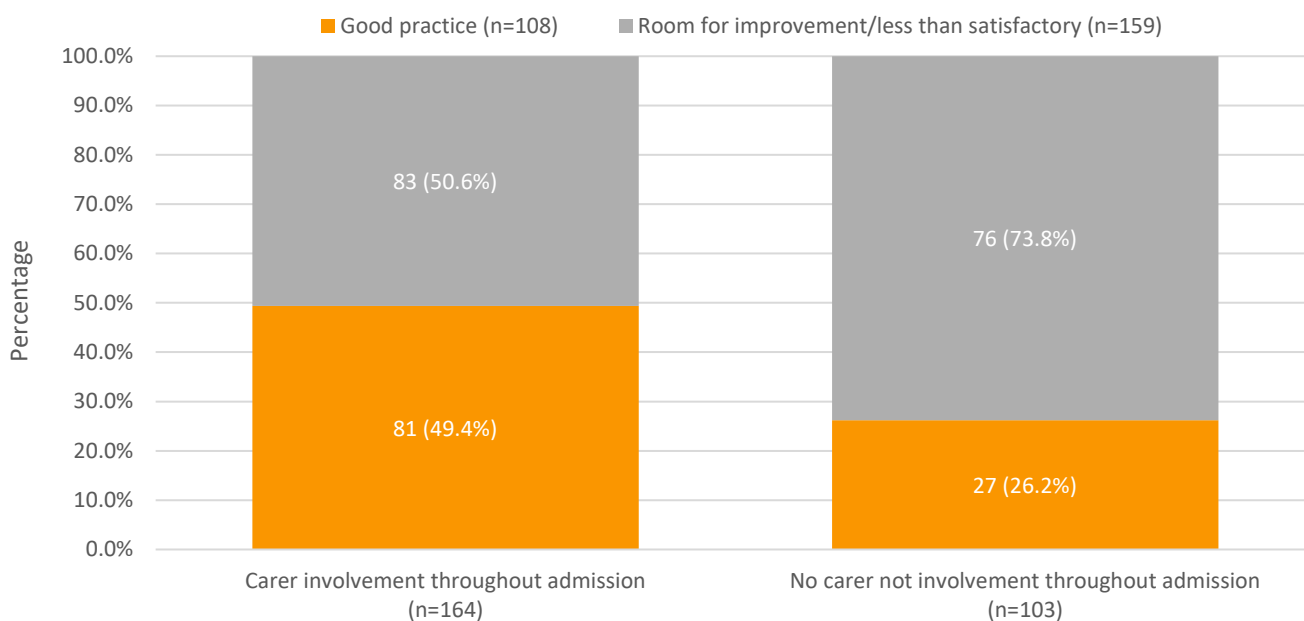


F8.2 Learning disability service involvement and quality of care

Reviewer assessment form data

Impact of carers on the quality of care

Care provided was more likely to be graded as good when the patient was accompanied compared to when they were alone (93/219; 42.5% vs 31/96; 32.3%) and when carers were involved throughout the admission to hospital (F8.3). Carer survey respondents felt that their role as a carer was acknowledged by the hospital team in 32/42 cases.



F8.3 Carer involvement throughout the admission and overall quality of care rating

Reviewer assessment form data