



# VULNERABILITIES ANNUAL REPORT SUMMARY 2022-2023

**NHS**  
The Royal  
Orthopaedic Hospital  
NHS Foundation Trust

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# FOREWORD

The Vulnerabilities Annual Report provides an opportunity to reflect on where we need to focus our efforts in the year ahead and celebrate our achievements in 2022-2023. Despite the impact and challenges faced post COVID-19 we are assured that there has been no disruption to safeguarding and vulnerability provision across the Trust.

The Vulnerabilities Team continues to grow encompassing Learning Disability and Autism, Transition to Adult Services, Mental Health and Dementia. The service aims to reduce health inequalities and improve health outcomes for these patient cohorts.

The Learning Disability and Autism Team would like to thank the dedicated staff who work tirelessly to implement reasonable adjustments and support patients, the supportive partners across the Integrated Care System who inspire and challenge, and the Executive Team and the Trust Board who have championed and supported the publication of the Learning Disability and Autism Strategy 2022-2025.

The Transition to Adult services team have worked to embed transition for children and young people at The Royal Orthopaedic Hospital NHS Trust and would like to thank all staff who have helped to accomplish this over the past year. The ROH youth voices meetings are going from strength to strength and aim to provide the views of young people and give the trust ideas to improve services for young people at the hospital.

The trust has embraced the the transition to adult service over the past year creating a foundation to build upon, so we can develop it further with a gold standard service. We are looking forward to the future development of the Transition to Adult services in 2023-2024.

The Vulnerabilities Team  
The Royal Orthopaedic Hospital NHS Foundation Trust



# OUR PURPOSE

## LESS PAIN. MORE INDEPENDENCE. LIFE-CHANGING CARE.

### Our vision

Less pain.  
More independence.  
Life-changing care

### Our mission

We will deliver compassionate, patient-centred care that empowers people to regain their mobility, independence, and quality of life. Through efficiency, expertise, innovation and collaboration we will tackle health inequality and improve access to life-changing care.

### Our values



Compassion



Openness



Pride



Innovation



Excellence



Respect

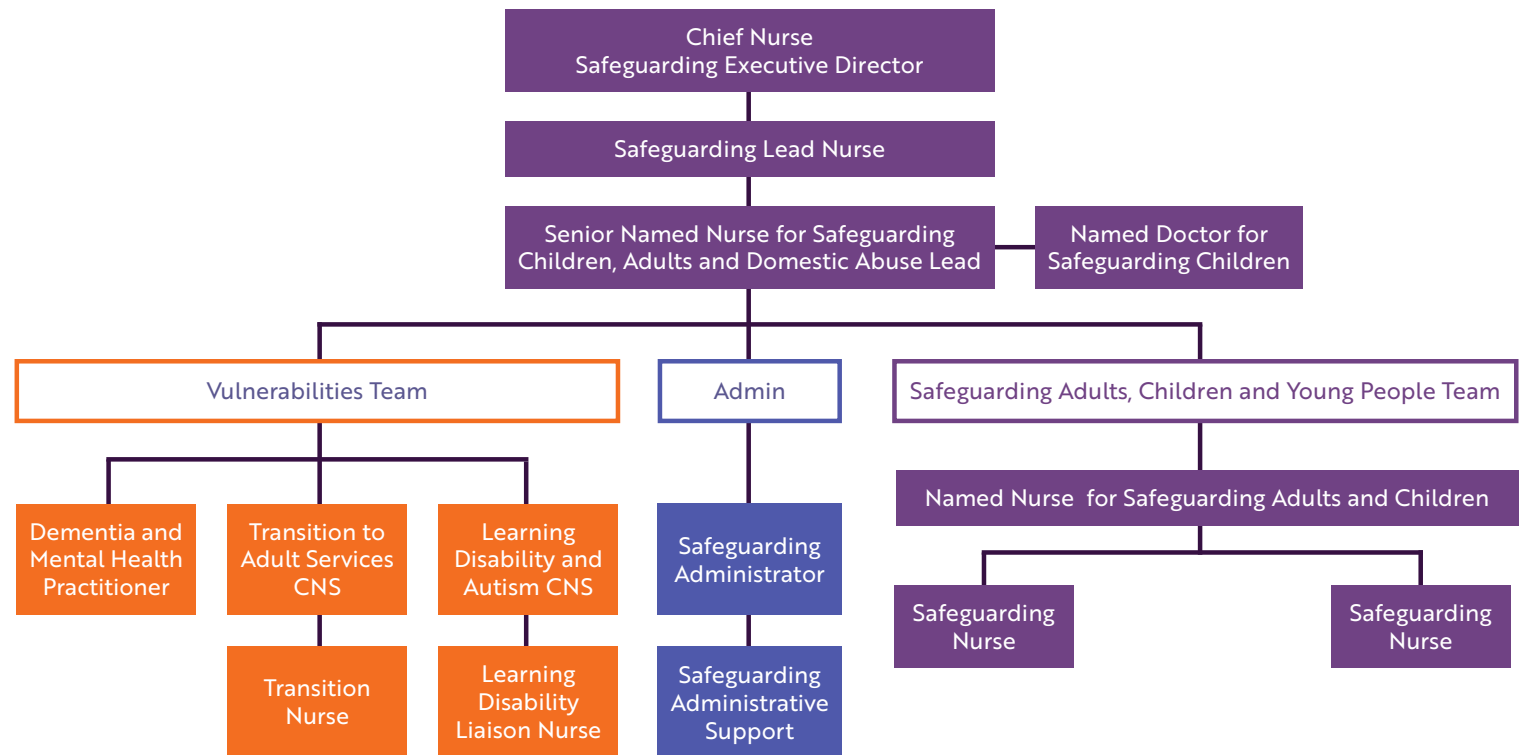


## OUR VULNERABILITIES MISSION

Our mission as the Vulnerabilities Team is to provide exceptional support and guidance to our patients, their families, and our staff, ensuring the highest standards of care and safety. We are committed to achieving both national and local targets for the delivery of specialised training in mental health, dementia, learning disabilities, and the transition of young people to adult services.

By living these principles and working to fulfill our mission, we aim to create a safer, more inclusive, and compassionate environment for individuals with mental health conditions, dementia, learning disabilities, and for young people in transition to adult services. Our services will promote dignity, care, partnership and wellbeing.

# OUR TEAM



# OUR GOVERNANCE

Safeguarding and vulnerabilities governance is essential for ensuring patient safety, meeting legal obligations and preventing incidents. It is a fundamental component of responsible healthcare management and service delivery. Our governance model is embedded and we regularly report externally to partners to ensure we are working as a system to keep people safe.



# LEARNING DISABILITIES

## ACCOMPLISHMENTS IN 2022/23

Successful team restructuring to develop roles and add new posts to the team

Publication and launch of the Learning Disability and Autism Strategy

Regular review of the learning disability notification to ensure it is relevant and capturing meaningful information

Collaborative working with colleagues at Birmingham Women's and Children's Hospital

Increased staff and patient engagement for the annual benchmarking project against the Learning Disability Improvement Standards

Proactive planning for the NPP Botox clinic to ensure staff are prepared and can proactively plan for clinics

Increased staff and patient engagement for the annual benchmarking project against the Learning Disability Improvement Standards

Partnership working with the Birmingham and Solihull Integrated Care Board

Learning disability and autism was a quality priority for the trust for 2022-23

Participation in internal committees and meetings such as Safeguarding Committee, Children's Board, staff networks, Patient Experience and Engagement Group and the Accessible Information Standards group

Delivered bespoke training sessions for colleagues across the Trust

Collaboration across the multi-disciplinary team to ensure that policies, strategies and standard operating procedures reflected the needs of those with a learning disability and autistic people

Involvement with the Oliver McGowan Mandatory training launch



## CASE STUDY

### THE IMPORTANCE OF INDIVIDUALISED CARE

A 32-year-old patient diagnosed with learning disabilities and autism had originally been listed for a surgery to correct the deformity in their leg. Due to past trauma and anxieties she was very mistrusting of professionals and scared of having an anaesthetic. This was further exacerbated by her father dying of COVID-19.

The night before the procedure she decided she couldn't go ahead with the surgery.

The Vulnerabilities Team liaised with the medical secretary and pre-op assessment unit and arranged an anaesthetic review for the anaesthetist to chat through any queries. The anaesthetist clearly explained the process of an anaesthetic and what happens. The patient was given the time and space to air her concerns and anxieties, and for them to be addressed appropriately which allowed her to become comfortable with the process.

This case highlights the importance of individualised care.

# LEARNING DISABILITIES

## FOCUS AREAS FOR 2023/2024

1



Work with the Accessible Information Standard group to ensure that adjustments are made in communication and that patient preferences are recorded and met.

2



Team development: Learning Disability and Autism CNS to complete PgCert in Inclusion: Autism Adults at the University of Birmingham.

3



Launch the Learning Disability and Autism Forum to ensure patient voice is captured and used to influence services.

5



Support the development and implementation of the new Birmingham and Solihull Integrated Care Board Learning Disability and Autism strategy.

6



Implement the Royal Orthopaedic Hospital Learning Disability and Autism strategy along with the Learning Disability Improvement Standards.

7



Improve mandatory training compliance across the Trust.

# TRANSITION TO ADULT SERVICES

## ACCOMPLISHMENTS IN 2022/23

The launch of the first youth forum group for young people between the ages of 13-25 years to share their views to help improve services for young people at the Royal Orthopaedic Hospital.

The trust participated in the NCPOD (National Confidential Enquiry into Patient Outcome and Death) Transition Study, the Inbetweeners report was published July 2023

Recruited a transition nurse into the team providing expertise and resilience.

Conducted a successful Transition study day for all the Transitional links in the trust.

Networking with all the regional transition leads in the west midlands to share best practice.

## THE FIRST YOUTH FORUM

In the past year, we held the first Youth Forum. The evening featured ice breakers, quizzes, a presentation from the Transition CNS and a positive discussion. The young people who participated shared excellent ideas and suggestions around engagement, supporting transition and how the Youth Forum could operate to best effect.

The results of this launch event have been captured, discussed and shared and will help us to build a stronger Youth Forum in the future, putting young people's voices at the heart of our decision-making and service delivery.



## CASE STUDY

### THE IMPORTANCE OF TRANSITION SUPPORT








The Vulnerabilities Team supported an 18-year-old patient who has epilepsy. This patient needs complex shoulder surgery, but surgery cannot be performed until their epilepsy is better controlled, in case of a fit post-surgery which might undo the shoulder fixture and harm the patient.

The patient also disclosed to a consultant that his mother was having problems with obtaining his epilepsy medication and there were periods when he was not taking any medication. The Vulnerabilities Team contacted the patients' GP surgery and spoke with the Practice Nurse, and together helped to educate the patient and promote independence as part of his transition to adults services.

This case highlights the importance of transition support to our young adult patients and how this can have a huge impact on health and wellbeing.

# TRANSITION TO ADULT SERVICES

## FOCUS AREAS FOR 2023/2024

1	Implementation of the Transition Framework and core capabilities and associated documents.	2	Production of effective documentation for young adult patients with complex needs/learning disabilities. Access to RIO and WHAT document.	3	Development of Transition database which includes transition notification system.
					
5	Ensure Band 6 Transition Nurse in post.	6	Produce a Standard Operating Procedure (SOP) with Vulnerabilities to establish clear referral guidelines.	7	Undertake Transition benchmarking against "You're Welcome criteria" and National Transition benchmarks.
					
8	Undertake a two-part Audit on staff engagement and the use of the ready Steady Go Documentation in transition age patients.				
					

# MENTAL HEALTH AND DEMENTIA

## ACCOMPLISHMENTS IN 2022/23

Completed benchmarking of the Trust against other acute trusts to identify the strengths and weaknesses of the current structure of mental health support.

Updated the Mental health Act policy.

Produced referral guidance with flow chart to support improved experience.

Provided supervision sessions to support staff when working with patients who present with mental health issues.

Contributed to the system PLACE Action Plan through facilitating patient engagement.

Supported the Care Certificate process by providing Mental Health awareness training.

Building insight around the dementia plan by creating a questionnaire.

Working in partnership with the Dementia Voices Group.



## CASE STUDY

### THE IMPORTANCE OF STIGMA AND PATIENT-CENTRED CARE

A patient who was listed for a procedure following their outpatient appointment, was issued with the Integrated Care Pathway booklet to complete. Upon completion the nurse identified that the patient had indicated that they have depression, anxiety, is at risk of self-harm, suicide and has an eating disorder.

The outpatient nurse discussed this with the patient and ascertained that she was under the care of a mental health team and has a support worker. On questioning the patient stated that she was well supported, and the nurse's assessment found her not to be at any risk currently. This was recorded in the patients records.

A few weeks later a letter came into the Trust from the patient stating that she was concerned that this disclosure would now be recorded on her medical records and that this declaration without context may cause alarm. Her letter stated that she does not have psychosis and is not a risk to others. The Vulnerabilities Team contacted the patient and discussed the letter and reassured her that this was not the case and that the outpatient nurse had clearly documented the context.

This case highlighted the patient's fear of being stigmatised because she had a diagnosed mental illness and the importance of a person-centred approach taken by the staff member at the time of the appointment.

# MENTAL HEALTH AND DEMENTIA

## FOCUS AREAS FOR 2023/2024

1	<b>Mental Health</b>  Develop a Mental Health plan to support the mental wellbeing of patients struggling with a mental health crisis.	2	<b>Mental Health</b>  Provide staff with Mental Health training to support knowledge, understanding and delivery of patient-centred care.
			
3	<b>Dementia</b>  Develop a new Dementia Plan for the Trust	4	<b>Dementia</b>  Initiate the Butterfly scheme, a national initiative to improve dementia care, patient safety and wellbeing.
			



# GET INVOLVED

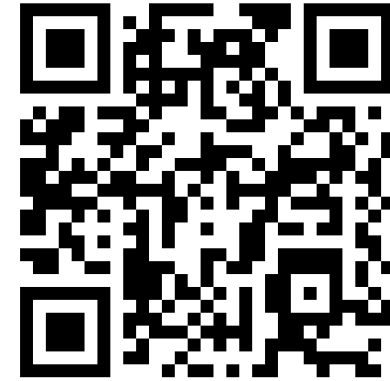
LESS PAIN

MORE INDEPENDENCE

LIFE-CHANGING CARE

## Read the full Vulnerabilities Annual Report

If you'd like to read our full report, please scan this QR code or visit [roh.nhs.uk](http://roh.nhs.uk)



## Patient Experience

We are always keen to hear from people who use our services. Our Patient Experience Team has lots of ways to listen and help you share your experience, feedback and ideas. Find out more, scan the QR code or call 0121 685 4128



If it matters to you,  
It matters to us.  
**We're listening.**



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