

Andrew's Story – What lessons have been learnt?

Following the tragic death of Andrew, this was classed as a serious incident and an action plan was developed to ensure lessons are to be learnt. The investigation findings were shared with the family to ensure a transparent process.

The changes below will be adopted within the Trust to ensure that patients with learning disabilities are heard.

- A checklist will be added to the learning disabilities data collection sheet which means if a learning disabilities patient has an admission of more than five days with no progression in their care then a formal learning disability liaison assessment will be made with formal recommendations.
- There should be immediate escalation to the medical team of patients who are documented as being fearful of treatment to ensure that possible reasons for this are explored.
- Access is now in place for physiotherapists to improve the communication about the history of a patient particularly from community services, and progress is now underway to set all staff up with Smartcards.
- All nursing and physiotherapy staff require dementia and learning disabilities training refreshers.
- This case study will be presented to staff and advise all staff to check they are up to date with training.
- The final report will be sent to the care provider for feedback.