

Access to Services for People with Sensory Impairment Scrutiny Review
Issues raised by Disability Stockport relevant to Stockport PCT

Progress Report – November 2007

| Original Issue/Recommendation | Update on PCT Progress and Disability Stockport Comments – August 2007 | Current Position – November 2007 |
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| <p>Recommendation One: Stockport Council, Stockport PCT and Stockport NHS Foundation Trust should ensure that in meeting the requirements of the Disability Discrimination Act they do not forget the access requirements of people with sensory impairment. They should give particular attention to the layout, design and colour schemes of key public areas, such as reception areas, as well as key notice boards and information signs.</p> | <p><u>Stockport PCT Patient Advice and Liaison Service (PALS)</u>: PALS have an echo-loop at the main reception desk, a portable loop available for interview room and colour contrast between reception desk and floor covering. Information printed from the computer can be in larger font and yellow paper is available if that would be more helpful to read from.</p> <p>Standards for producing written information for patients is part of the communications policy. It includes guidance on information for the visually impaired and asking service users to proof read.</p> <p>PALS are currently looking at improving internal signage, which will also help when people pass by</p> | |

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| | <p>DS Views : Why are they 'looking'? Why has it not been done?</p> | <p>This has now been done.</p> |
| <p>Recommendation Three: Stockport Council, working in partnership with Stockport PCT, Stockport NHS Foundation Trust and other service providers as appropriate, should improve and consolidate existing registers and databases of people with disabilities and sensory impairment, perhaps by expanding the Stockport Disability Database, that allows appropriate and useful information about people with deaf and blind (and other disabilities) to be recorded. This would benefit both individuals and service providers. The former in opening a gateway to information, advice and support. The latter through informing the planning, provision and resourcing of services. The benefits of registration should be advertised via suitable channels.</p> | <p><u>Stockport PCT:</u> The only Disability Database the PCT holds is for children under the age of 19 years. It includes all children assessed as having a disability. The disability database for children under 19 years held by the PCT does include children/young people with hearing and or, visual impairment.</p> <p>DS Views : The Chronically Sick and Disabled Person's Act 1970 states ... Section 1 imposes a general duty on local authorities to investigate the need for services to persons with handicapping conditions in their area. This requires that the authority find out the number of such people in their area and assess the need for services for them. Circular 12/70 of August 1970 states...SECTION 1 has two objects. First, it requires the authorities concerned to secure that they are</p> | <p>This enactment applies to local authorities. It was not included in the Community Care Act 1992 and although it remains on the statute books, its current status has become uncertain as a number of new health and social care acts have not incorporated it into the new legislation. E.g. Social Services departments no longer keep a register of disabled people in the borough.</p> |

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| | <p>adequately informed of the numbers and needs of substantially and permanently handicapped persons in order that they can formulate satisfactory plans for developing their services. The DHSS are considering what guidance can be given to authorities as to economical means of using social survey techniques for these purposes (and others). They will be guided in part by the report of the survey make a preliminary assessment. It is not a referred to above, which will itself enable authorities to 100% identification and registration of the requirement of the Section that authorities should attempt handicapped. This would be a difficult, expensive and time consuming exercise, diverting excessive resources from effective work with those who are already known, involving a restrictive and artificial definition and likely to be counter productive.</p> <p>How can planning take place when</p> | |
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| | <p>there is not any data upon which to base the plans? A database might have assisted the council in not overspending by £3.6 million or what ever the figure was.</p> <p>A report, Direct payments-A national survey of Direct payments Policy and Practice by Vanessa Davey et al, claims that only 42,000 of the 1,000,000 eligible for Direct payments receive them. Without the figures from a database how can SMBC fulfil their obligations?</p> | |
| <p>Recommendation Four: Stockport Council, Stockport PCT and Stockport NHS Foundation Trust should ensure that they each have suitable data recording mechanisms in place that capture and use information about how people wish to be communicated with on general matters such as council tax, elections, and appointments.</p> | <p><u>Stockport PCT PALS</u></p> <p>A patient with a disability may contact PALS and have their enquiry dealt with; however, we do not keep case notes as such. So, if the patient contacted us again 6 months later, we would not have medical or patient notes to refer to. The rule of thumb is to contact patients in the same manner as they contact us; i.e. a call from type talk or the mini com is the method we would use to get back to the service user. Within the PCT the Referral Information Centre (RIC)</p> | <p>This will change with the implementation of a new database in Jan 2008. It will record basic information about patients who use PALS including any disabilities and there preferred method of contact. They will only need to give this once and subsequent contact with PALS will bring this information up on the screen.</p> |

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| | <p>system should allow the needs of people with sensory impairment to be noted. In addition, GPs note their patients with sensory difficulties, this may be in the form of a database, and is not compulsory.</p> | |
| <p>Recommendation Five: Stockport Council, Stockport PCT and Stockport NHS Trust should ensure that an appropriate and sufficient number of staff working in front line services receive training designed to increase their awareness of the needs of people with sensory impairment.</p> | <p>Stockport PCT agree with this recommendation and recognises the importance of front line staff receiving disability awareness training. Several multi-agency training programmes have been jointly commissioned by Stockport Foundation Trust, the PCT and SMBC to provide Visual Impairment Awareness, Deaf Awareness, Customer Care and Disability and DDA Training for all levels of staff.</p> <p>DS Views : The PCT should be providing BSL training for their staff.</p> | <p>The PCT Training department will continue to evaluate the effectiveness of the training provided. All PCT PALS staff have under gone this training and it is mandatory for new staff who join PALS because of the high level of patient contact we have.</p> |