Leicestershire Partnership NHS Trust

IDENTIFYING AND MEETING PATIENTS' SENSORY AND COMMUNICATION NEEDS

Heather Ward

Leicestershire Partnership NHS Trust

Introduction to Heather Ward

Heather Ward is an 18 bedded, all female ward based at Bradgate Mental Health Unit. It is 1 of 2 all-female wards on the unit.

Patients are typically aged 18 – 65, but there are special circumstances where Patients are above that age limit can be admitted.

We see numerous presentations on the ward at any given time. This often creates a turbulent environment, that be challenging for certain individuals without the right support in place.

Our ward has 2 rooms that are designed to provide the necessary space for those with Physical Health impairments that may restrict their movement.

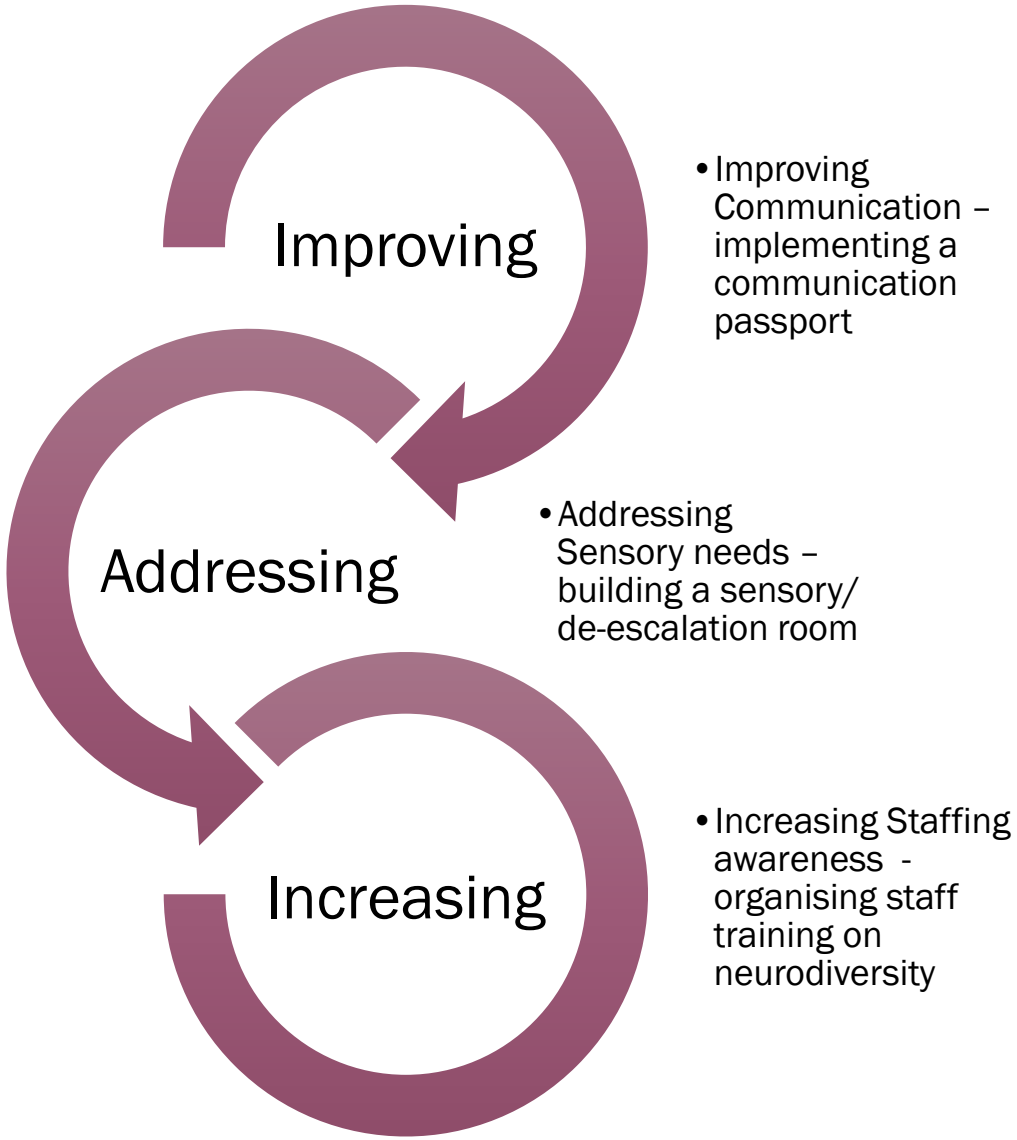
The problem to be addressed

- As a Trust, we have seen an increase in the number of individuals who have both a formal diagnosis of or self-identify with Neurodiversity being admitted.

- Despite increasing number of Patients under that diagnostic umbrella, services aren't appropriately equipment to address the set of needs

- As a result, it has been identified to those with ND presentations are experiencing increased number of self-harm incidents.

Our change ideas



- Improving Communication – implementing a communication passport
- Addressing Sensory needs – building a sensory/ de-escalation room
- Increasing Staffing awareness - organising staff training on neurodiversity

Nothing about me without me

Name:	**My Important People**	**How you can help me**
Date of Birth:		Communicate and get on with others.
Key Worker	(Photo)	To recognizing how I feel.
Carer Input		Understanding of things
My preferred language is:		Feeling comfortable in the ward environment

Things about me:

Things I am GOOD at:	**Things I am INTERESTED in:**	**Things I STRUGGLE with:**	**Things I don't like:**

Nothing about me without me

Name: (Preferred Named) **Pronouns**	**My Important People**	**How you can help me when I need to//** Communicate and get on with others.
Date of Birth:	(Photo)	To recognizing how I feel.
Key Worker (Named Nurse)		Understand of things
Support in community		Feel comfortable in the ward environment.
My preferred language is:		

Things about me:

Things I am GOOD at:	Things I am INTERESTED in:	Things I need support with:	Things I don't like:

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SENSORY ROOM MOCKUP

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Project progress & impact to date

- Sensory room has designed and green-lit
- Additional sensory box has been developed for usage in any area.
- Communication Passport document has been re-designed, and this is currently undertaking a trial run on the ward after being to multiple co-production groups for input.
- Multiple periods of sustained (9 weeks, 8 weeks, 6 weeks) low/no self-episodes.
- We are exploring training options for staff based on the experiences of other local wards

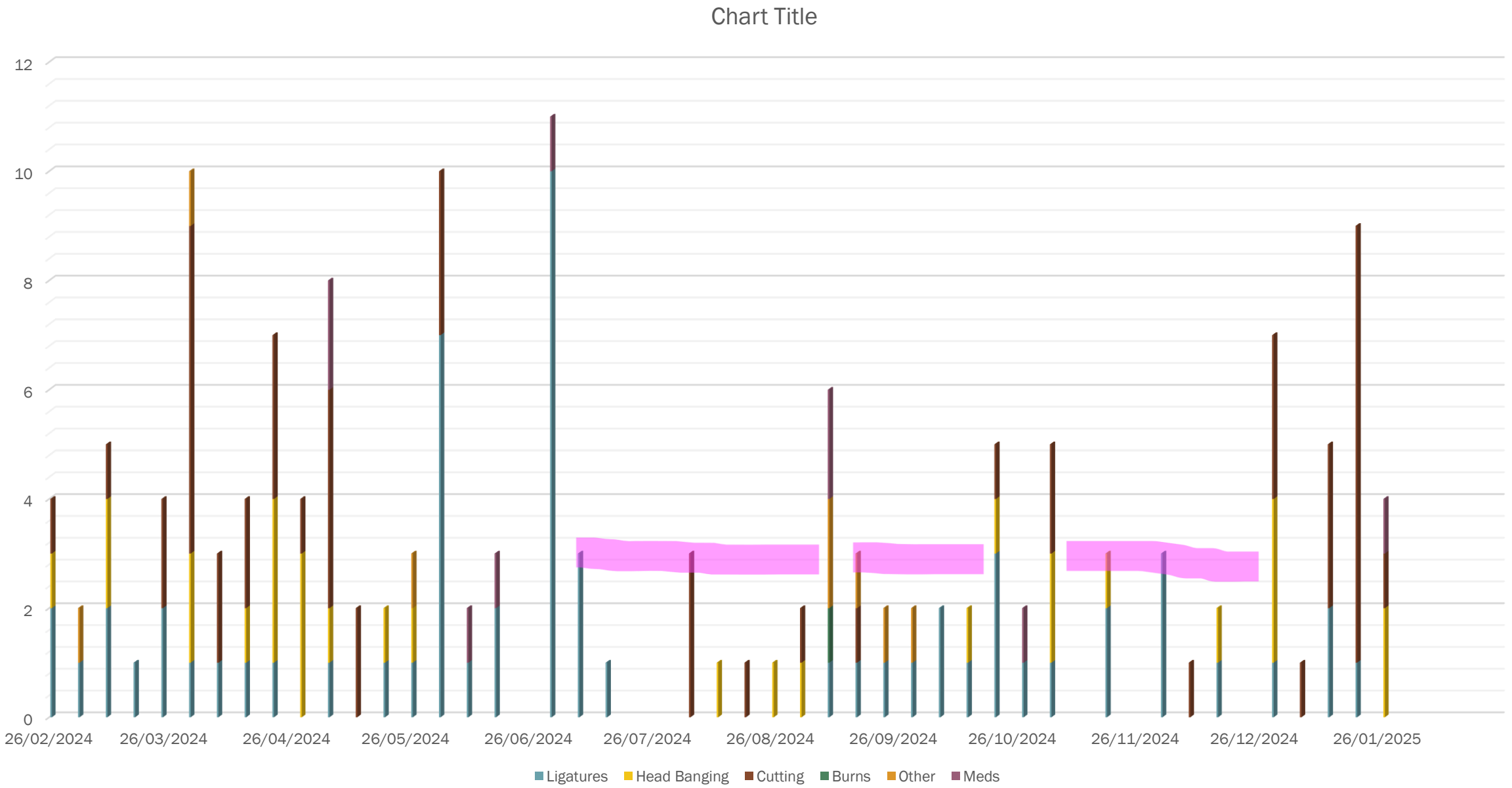
Chart Title
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26/12/2024
26/01/2025
Ligatures
Head Banging
Cutting
Burns
Other
Meds

How has the team involved lived experience perspectives?

- Project team has utilised numerous sources to include Lived Experience Partners in the development of the change ideas.
- Project team included 3 Lived Experience Partners, each with a wealth of knowledge and background in the chosen focus area (Neurodiversity) .
- Elements of the Change Ideas, namely the Communication Passport document, have been taken to LPT Co-Production Group. This group consists of several Lived Experience Partners.

What's gone well?

Enthusiasm from numerous teams within the multiple disciplinary approach.

Truly collaborative working with the lived experience partners embedded in the project team and providing valuable input and ideas.

Patients have responded positively towards having services improved for those neurodiverse individuals.

Work that is being completed with this Project has been identified to have a cross effect on other areas in terms of applications and impact.

What's been challenging?

Communication passport – Working together to try and develop accessible and appropriate wording and format

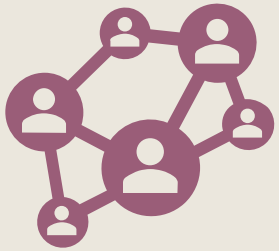
Sensory room - Delays in getting potential suppliers in to review the space and develop designs

Staff training – Difficulties in finding a suitable training option

Ward acuity – High acuity on the ward impacting on the capacity of the ward team to trial the communication passport

Our reflections and learning…

Reinforced the value of service improvement.



Highlighted the importance of the all Multi-displicary Team members who have contributed to the Project.

Emphasised the amount of shared learning

Next steps & thoughts on where the learning can be applied to other wards/ spread more widely

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Our next steps:

- Communication passport: complete trial, collect feedback & adapt template
- Sensory room: Present the business proposal to trust governance & get building
- Staff training: Organise a ‘train the trainer’ model of sessions

Sharing our learning:

- We have crafted a PowerPoint presentation to outline the journey to support team to share learning
- Our hope is that we can craft a pathway to follow for those that want to replicate this work.

ANY QUESTIONS?