Service User and Carer Event  
Adult Protection and Hospital Discharge  

6 October 2017  

REPORT

North Lanarkshire Adult Protection Committee is committed to raising awareness across the partnership on public protection issues and the Service User & Carer Group are a very active and well represented sub group of the committee.

We know from the statistics that 97% of the adult protection referrals received by social work will be from the public bodies (including health services and the police), and also from other organisations including 3rd sector organisations and service providers. Unfortunately only 3% of the referrals will have come from family and friends of the adult at risk; or from neighbours, or from the adult themselves. This is an area that we continue to strive to improve by holding regular awareness raising events.

Rab Murray, North Lanarkshire’s Adult Protection Chair person opened the event by highlighting that each year the Service User & Carer Sub Committee identify a topic relevant to their members and host an annual event to share information on adult protection and more importantly hear the views of service users and carers. This year was the 8th annual Adult Protection Service User & Carer event and focussed on discharge from hospital.
The aims of the event:

Many of us will have contact with health services throughout our life and some may require an admission to hospital for a period of time. This can often be a stressful time for both the individual and their families. Support from a variety of statutory agencies and 3rd sector providers helps to make the transition from hospital to home as stress free as possible and it was at this event that we wanted to offer the audience an opportunity to

- Hear about their thoughts and experiences of being discharged from hospital
- Consider what can we do better to improve support – and
- Raise awareness of what new developments have taken place over the past year.

We also wished to raise awareness of adult protection and what support is available to people who may be subject to harm, or at risk of harm.

Speakers

Representatives from NHS Lanarkshire, NLC Social Work Service, Equals Advocacy Service and Carers Together each gave an overview of their roles, responsibilities and the multi agency processes undertaken to ensure all individuals are discharged from hospital as safely as possible.

The events first speaker was Bobby Miller, Head of Social Work Adult Services who highlighted a number of areas where good joint working is taking place across North Lanarkshire and this would be discussed in more details by the other speakers. He then went onto give an overview of the legislative options that are available to individuals which enables them to have their views and wishes carried out should they lack capacity and become unable to make decisions for themselves.
Lynn Sampson, Integrated Discharge Facilitator, Monklands Hospital Discharge Hub, Michael Darragh & Angela Campbell, Mental Health Liaison Nurses then went on to give an overview of the hospital discharge process. They reported that the multi-agency team meet regularly to review the adult circumstances prior to discharge and services are then organised to meet the needs of the adult and if required their carer. It was acknowledged that they don’t always get it right and consideration has to be given to the large volume of admissions and discharged per day, however today is an opportunity to look at what we can do differently as well as what is working well.

Mark Slorance, Community Liaison Coordinator, who is part of the Hospital Discharge Support Programme and Lisa McHutchison and Matt Blackhirst, both from Equals Advocacy Partnership gave examples of the work they are involved in. Lisa and Mark also gave a brief update on carer’s rights and the new Act.

After each of the speakers had completed their presentation approximately 60 service users, carer’s and representatives from a wide range of organisations participated in the table top discussions.
Table Top Discussion-1

Those attending were invited to discuss

- their thoughts and experiences of being discharged from hospital themselves or a family member and
- what can we do differently.

Some participant’s experiences of hospital discharge:

- There was a varied response on individual experiences of hospital discharge, with some participates describing more positive experiences than others.
- Lack of information was highlighted as an area that many participants found difficult and had an impact on their discharge process.
- Changes in services resulted in individuals not being clear on what support is available.
- Accessing medication prior to discharge was raised as an area of concern.

What can we do differently?

- Improve communication with the adult and their family.
- Agencies work closer together to ensure a smoother discharge process.
- Better discharge processes when attending Accident & Emergency departments.
Actions to be considered by the Adult Protection Committee and organisations represented

Following the table top exercises Rab Murray, Independent Chair Adult Protection Committee, advised that the speakers were available and opened the floor up to the audience for any questions. There was some very good discussion around the issues highlighted above and the panel agreed to take away key points from today’s meeting for further action

Rab Murray closed the event by thanking the speakers and those who attended for their support in making the day very informative and enlightening.

Before leaving, attendees were invited to complete a feedback form.

Evaluation

We have reported on three key areas from the evaluation

How useful were the presentations in raising awareness in hospital discharge processes and the services available:

- The pace of the event was good and all the speakers were very interesting and knowledgeable
- Presentations were excellent and highlighted all the good work going on in the background that we are not aware of.
- Very helpful, transparent and honest presentations. Good to hear people’s roles.
- Helpful to hear how services are working together.

How useful was the discussion groups in raising awareness and sharing information?

- Very insightful. I learned a lot
- Good to hear what is out there that I didn’t know
- Interesting discussion and good to hear from other people what their service does.
- Very useful discussing issues with frontline staff, 3rd sector workers and their role in hospital discharge
- Learned a lot about adult protection issues and the need for the public to report concerns to social work.
What topics would you like future events to focus on:

- Mental health in the community, referrals / supports
- Carer supports / issues
- What happens when adult protection orders are put in place
- What can we do to prevent admissions to hospital
- S.D.S

The feedback from the evaluations highlighted that this was a very successful and enjoyable event for most who attended.

Eileen Niblo, ASP Co-ordinator, NLC