

Board: 29 May 2019

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**SUBJECT: Making NHS Lanarkshire Autism-friendly**

**1. PURPOSE**

This paper is coming to the Board:

For approval	<input type="checkbox"/>	For endorsement	<input type="checkbox"/>	To note	<input checked="" type="checkbox"/>
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This is a video modelling of a patient journey for a child coming to University Hospital Monklands Days Surgery Unit for dental extractions under General Anaesthesia

<https://vimeo.com/311906364/8ba0448682>

This film shares the NHS Lanarkshire Board Corporate objectives:

- **Priority 1** – Continuously improve experience and outcomes:
  - 1.18: Continue to deliver the Person Centred Care Prioritised Plan
  - 1.19: Continue to develop and learn from patient, family and carer experiences
- **Priority 2** – Deliver person-centred, safe, effective and sustainable services, ensuring they are the highest quality
  - 2.4: Improvement of Quality of Care particularly with respect to Person Centred Care and continually reducing levels of harm and waste
  - 2.5 Compliance with Public Protection of children and vulnerable families
- **Priority 3** – Excellence in employment, engagement and partnership in particular supporting more effective partnership working with all stakeholders
  - 3.7: strengthen links with the voluntary sector, local authorities, colleges and universities to maximise health improvement, community development, and employment and training
- **Priority 4** – Shift the balance of care
  - 4.11: implement the Children and Young People’s Health Plan 2015-18

**2. ROUTE TO THE BOARD**

This paper has been:

Prepared	<input type="checkbox"/>	Reviewed	<input type="checkbox"/>	Endorsed	<input checked="" type="checkbox"/>
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By the following Committee: Corporate Management Team

### 3. SUMMARY OF KEY ISSUES

Surgical extraction of teeth in hospital for severe dental caries is the commonest reason for general anaesthetics in under-18s in Scotland.

2015/16 figures show that of the 61,577 operations on Scottish children, 7994 (12.9%) were for dental extractions

Extractions are more common in children than broken bones, skin grafts, tonsils and heart problems and there is a gap between the most deprived and most affluent areas.

Although there are efforts to increase the number of cases performed under sedation in the community, children with special needs such as Autism, learning difficulties and severe anxiety have to have general anaesthetics to allow dental extraction

**Table 19: Approximate referral rate for GA provision**

NHS Board	Number of GA referrals received in a month
Ayrshire & Arran	70-80
Borders	15-20
Dumfries & Galloway	05-10
Fife	50-70
Forth Valley	35-40
Grampian	125
Greater Glasgow & Clyde	416
Highland	10-15
Lanarkshire	100
Lothian	45-50
Orkney	0-5
Shetland	0-5
Tayside	35-40
Western Isles	0-5

Children and Young People with behavioural and learning difficulties require additional support, time and resources to help them through the process, which can be very difficult for them and their parents/carers.

Research has shown that preoperative anxiety in children is associated with more pain and a higher incidence of emergence phenomena, anxiety and sleep problems

It is also distressing to staff when children and parents are upset following an interaction with healthcare

Pre-operative information in the form of leaflets, videos and educational programmes have been shown to reduce anxiety, answer questions, raise issues for discussion and avoid unnecessary investigations and cancellations

There is also evidence that preoperative information gives parents a better understanding of what is involved without raising anxiety levels.

The Association of Paediatrics Anaesthetists and the Royal College of Anaesthetists have produced information leaflets for children of different ages from four years upwards. These leaflets are currently available for all children undergoing an anaesthetic in hospital. However, this is not the most effective information medium as many children with Autism Spectrum Disorder (ASD) and learning difficulties do not read.

Children with ASD can present in a variety of ways, but the three main areas of difficulty are: **social communication, social interaction and social imagination.**

Admission into hospital can be very distressing for many reasons: **change in environment; excessive noise from machinery and other people; information overload.**

**Communication** can be difficult because verbal language is not always understood; some of these children have a more developed visual cortex which is how a video model of the hospital admission may be more effective in preparing them and their parents and in reducing anxiety and distress associated with their treatment.

With advice and support from ‘HOPE for Autism’, the most experienced third sector autism specific service in North Lanarkshire, we have produced this pre-hospital digital video to show the child’s journey on the day of their general anaesthetic using two child models (daughters of an Anaesthetic Consultant colleague, also in the video) and staff from Day Surgery at University Hospital Monklands.

#### 4. STRATEGIC CONTEXT

This paper links to the following:

Corporate Objectives	<input checked="" type="checkbox"/>	LDP	<input type="checkbox"/>	Government Policy	<input type="checkbox"/>
Government Directive	<input type="checkbox"/>	Statutory Requirement	<input type="checkbox"/>	AHF/Local Policy	<input type="checkbox"/>
Urgent Operational Issue	<input type="checkbox"/>	Other	<input checked="" type="checkbox"/>		

#### 5. CONTRIBUTION TO QUALITY

This paper aligns to the following elements of safety and quality improvement:

*Three Quality Ambitions:*

Safe	<input checked="" type="checkbox"/>	Effective	<input checked="" type="checkbox"/>	Person Centred	<input checked="" type="checkbox"/>
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*Six Quality Outcomes:*

Everyone has the best start in life and is able to live longer healthier lives; (Effective)	<input type="checkbox"/>
People are able to live well at home or in the community; (Person Centred)	<input type="checkbox"/>
Everyone has a positive experience of healthcare; (Person Centred)	<input checked="" type="checkbox"/>
Staff feel supported and engaged; (Effective)	<input checked="" type="checkbox"/>
Healthcare is safe for every person, every time; (Safe)	<input checked="" type="checkbox"/>
Best use is made of available resources. (Effective)	<input checked="" type="checkbox"/>

## 6. MEASURES FOR IMPROVEMENT

The film was shown at a combined, inter-professional continuous medical educational day and feedback received from the staff present which included parents of children with Autism. Further feedback from staff, patients, parents, colleagues and ‘Hope for Autism’, North Lanarkshire informed changes to produce this final version:

Leanne McNeill Educational Lead for ‘Hope for Autism’ said:

*“I’ve just watched your video and I couldn’t help feeling emotional. It’s so refreshing to hear how passionate and caring you and your team are for children and young people with ASD. It’s amazing! I think the video is fantastic. The only thing I can think of is maybe putting in some one word text and fading it out to differentiate the different parts to the visit to help structure and sequence the visit. I think this may help the voice over and help young people who have delayed auditory processing.”*

Rachel – 9yr old thought it was very good that they showed the cannula, but thought a leaflet to go with the video would be helpful (in progress). She also came up with a phrase that she felt explained what we were trying to achieve:

*“The NHS are determined to try our best to make your mouth healthy”*

An ASD workshop was held in November 2018 and following that we have created a multi-disciplinary ASD group.

## 7. FINANCIAL IMPLICATIONS

- There are no capital costs associated with this work.
- The cost of producing a film of this standard is circa £550
- As with any developing work, there may be future costs associated; these will be considered and funding requested from appropriate services in line with organisational guidelines and process

## 8. RISK ASSESSMENT/MANAGEMENT IMPLICATIONS

Any associated issues will be managed, recorded and reported in line with NHS Lanarkshire Policies and Guidelines.

## 9. FIT WITH BEST VALUE CRITERIA

This paper aligns to the following best value criteria:

Vision and leadership	<input checked="" type="checkbox"/>	Effective partnerships	<input checked="" type="checkbox"/>	Governance and accountability	<input checked="" type="checkbox"/>
Use of resources	<input type="checkbox"/>	Performance management	<input type="checkbox"/>	Equality	<input checked="" type="checkbox"/>
Sustainability	<input type="checkbox"/>				

**10. EQUALITY AND DIVERSITY IMPACT ASSESSMENT**

Yes   
No

**11. CONSULTATION AND ENGAGEMENT**

We are considering the impact of this as well as other communication aides that might be appropriate to use with children and families accessing our services in collaboration with other Hospital specialists, Primary Care Community Dental Teams (both North & South Lanarkshire), local Special needs schools and the Voluntary sector, ‘Hope for Autism’.

Our future work includes developing story boards to film “attending the Emergency Department” and some of the associated procedures or investigations that people may need, such as intravenous cannulation and X-rays.

The ASD group membership is expanding and will continue to develop ASD-friendly strategies that can be tested at University Hospital Monklands before implementation and sharing across NHS Lanarkshire. The group will also look to improve and drive staff awareness of ASD amongst all professional staff groups.

**12. ACTIONS FOR THE BOARD**

The Board is asked to:

Approval	<input type="checkbox"/>	Endorsement	<input type="checkbox"/>	Identify further actions	<input type="checkbox"/>
Note	<input checked="" type="checkbox"/>	Accept the risk identified	<input type="checkbox"/>		

**13. FURTHER INFORMATION**

For further more detailed information or clarification of any issues in this paper please contact:

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