Improving Staff Engagement and Staff Experience in Bowel Screening for People with a Learning Disability

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South Tyneside NHS Foundation Trust

Aim/objective
What was the need

How did we engage staff to enhance their experience and engagement in bowel screening for those with a Learning Disability

Improvements made across staff knowledge and experience and the service

Outcome for the person with a learning disability

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Pre Skills/Experience Analysis
56 staff

Pre findings

- Do you know what bowel screening is?   Yes 54   No 2
- Have you supported someone with Bowel   Yes 4   No 52
  Screening before?
- Do you know how bowel cancer occurs   Yes 9   No 47
- Would you benefit from having training on
  bowel screening?   Yes 56   No 0
- Are you aware of the national system for
  bowel screening and how it works   Yes 0   No 56
- Are you aware of how to complete and support
  someone with a learning disability complete
  a bowel screening kit   Yes 4   No 52
- Do you understand the barriers those with a
  learning disability face re bowel screening   Yes 23   No 33

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What I did

Arranged for bowel screening/ patient experience awareness program for the staff team

Cancer regional Hub Manager spoke to team about how the national data base works and how its not conducive for those with a learning disability

Invited a person with a learning disability who had completed the bowel screening process to speak to the team about their experience

DATABASE

Health Database Gateshead

Health Action Plan - HAP

Bowel Screening

Transitions

CQUIN REPORTS

EMIS CQUIN

Deceased Clients

PAS Flag Yes

PAS Flag No

DES List Yes

DES List No

Arranged for the hospital screening department leads to do presentation to the team about the process when a person attend at the hospital due to occult bloods found in stool

Factors relating to the individual
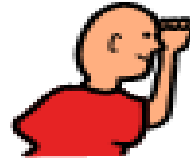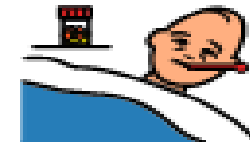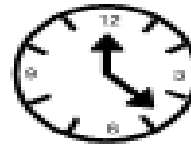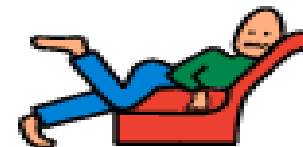

Hearing

Vision

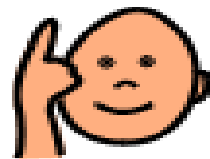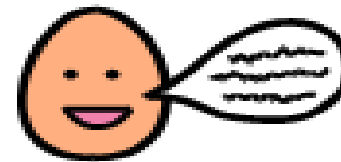Physical and Mental Health

Medication

Time

Comfort

Understanding
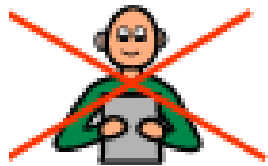

Expression

With all of us in mind

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Factors relating to written information

Many people with L.D. have very limited literacy skills

High incidence of visual impairment (often undetected) amongst people with L.D.
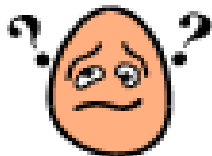
We use difficult words and jargon

We use long complicated sentences

Style and layout not helpful

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Real object

Video information

Photos

Clip Art
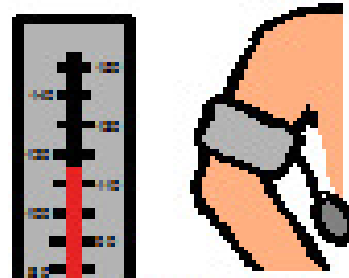
Symbols

Change Pictures

choose

Screening for Cancer

CHANGE Cancer Series Easy Read Booklet

Symptoms, Screening and Staying Healthy

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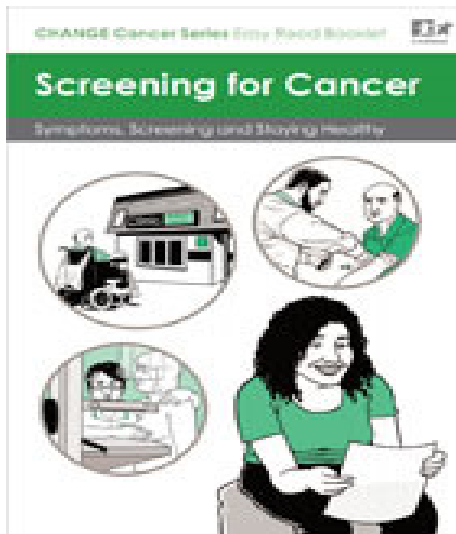
Post Skills/Experience Analysis
56 staff

<u>Pre findings</u>

•	Do you know what bowel screening is?	Yes 56	No 0
•	Do you now feel able to support someone with Bowel Screening before?	Yes 56	No 0
•	Do you now know how bowel cancer occurs	Yes 56	No 0
•	Have you benefited from having training on bowel screening?	Yes 56	No 0
•	Are you now aware of the national system for bowel screening and how it works	Yes 56	No 0
•	Are you now aware of how to complete and support someone with a learning disability complete a bowel screening kit	Yes 56	No 0
•	Do you now understand the barriers those with a learning disability face re bowel screening	Yes 56	No 0

Outcome for the person with a learning disability

Project outcome	Pre	Post		
Had BS discussed	72(22%)	193(80%)	58%	↑
Completed BS test	34(48%)	117(61%)	13%	↑
Followed up	0 (0%)	117(100%)	100%	↑
NFA	None noted	99 (85%)		↑
RFA	None noted	18 (18%)		↑
Declined	38(53%)	32 (13%)	40%	↓

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