

# Derek's Story

## Innovative approach to patient care



The Learning Disabilities and Autism Team  
Leeds Teaching Hospitals Trust

## Patient background

- High Volume Service User
- Health Anxiety
- Seeking but also mistrusting of services
- Requiring supra pubic catheter (SPC) change every 12 weeks

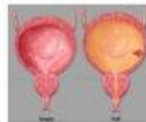


Date: XX.XX.XXXX

Dear Derek



We know that you are having problems with weeing.



Your bladder does get very full.



This is dangerous.  
Having a full bladder can damage your kidneys.



Your kidneys might stop working.  
This is very dangerous.  
If your kidneys do not work, there is a risk that you might die



You need to empty your bladder.

# Previous model (model A)

- Elective surgical pathway, every 12 weeks
- Requiring admission for 2 nights
- Frequent anaesthetic support-associated risks
- Minimum cost per SPC change- £2372\*

*\*this figure does not include frequent cancellations and oncosts such as ED attendance/ self-removal of SPC/ admission for acute SPC when worried/ need to change consultant when becoming mistrusting*

**green - alert**  
Things I would like to happen.  
Likes and Dislikes

 like	Things I like Please do this:	 dislike	Things I don't like Don't do this:
			<p>Delays and waiting lists for treatments and operations. I don't always understand why things are delayed or I have to wait a long time, and can take this personally and think the doctor/consultant is not helping me on purpose. Please explain clearly what is happening. Also informing my support workers can help so they can reiterate this to me.</p>

# Model B

- Nurse led outpatient clinic
- Diazepam prescribed by GP
- Attended with preferred support worker and trusted keyworker from LD/ Autism Team
- Use of VR headset
- SPC change in clinic- £411



# Patient Feedback



## Benefits

- Best experience of health care- patient leaving feeling positive and proud
- Re-established trust to support future engagement
- Reduced GA for patient
- At least 8 nights stay in LTHT bed base per year avoided
- At least 4 theatre slots per year avoided
- Reducing health inequality- finding better ways for people with Learning Disabilities to access care
- Aligns with national STOMP agenda (Stop Over Medication of People with Learning Disabilities)
- Innovative use of technology- LTHT Learning Disabilities and Autism Team is thought to be the first team using VR to support adults with LD in hospital
- Cost saving for this single patient- at least £1961 quarterly.

## Next Steps- consideration of upscale

- Further scoping of suitable procedures
- Already known to be a replicable intervention for some other minor procedures e.g. phlebotomy.
- Consideration of suitable participants.
- New report in place to show people with LD/ Autism who are listed for electives surgery.
- PerCEPT tool.
- Person centred elective procedure tool, increased consideration and awareness when booking electives for people with LD and Autism.