

Reasonable Adjustments in Hospitals

What is Healthwatch?

Healthwatch is here to *demonstrably influence commissioning, service provision or strategic decision-making...* and this report outlines how we will take the findings of Reasonable Adjustments to our local providers. Healthwatch will make use of our statutory powers and the information shared with us to help to set the commissioning agenda for the future, putting local people at the heart of decision making

We have been involved with the University of Bristol's "Getting Things Changed" research for over a year now, and we presented at the October conference.

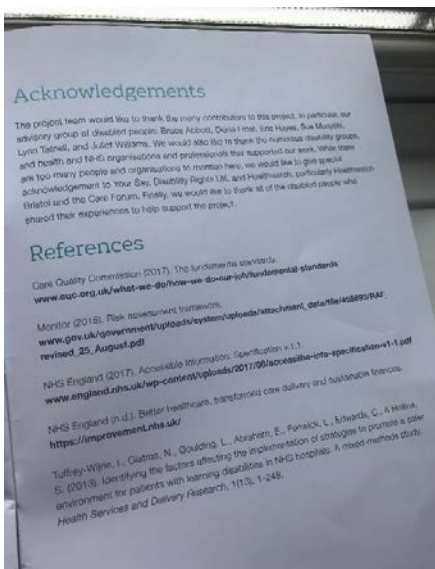


IMAGE 1: how our work supported the work of Reasonable Adjustments in Hospitals and how we continue to



IMAGE 2: the full resources can be found here.

<https://bit.ly/2Hv15K6>

Easy Read:

<https://bit.ly/2Lp4Bba>

"Reasonable adjustments are the changes that organisations need to make for disabled people, so that disabled people are not disadvantaged in receiving a service."

"Organisations have a legal responsibility under The Equality Act 2010 to anticipate and provide the changes and adjustments that disabled people might require."

"Good quality care for disabled people should not necessarily be viewed as reasonably adjusted care"

Dr Stuart Read

Healthwatch Bristol attending the final conference on 25 May on Reasonable Adjustments held at the SS Great Britain conference centre, selected for its accessibility!

Reasonable Adjustments in Hospitals

What did we do?

Healthwatch attended both events in March and October 2017, giving a presentation at the October conference. Our first report can be found here: <https://bit.ly/2DUjKyP>

Dr Stuart Read also attended our Healthwatch Conference and presented the interim findings and the purpose of the research to various healthcare professionals. As a result, the team have been to the University of Bristol NHS Trust to speak to the Patient Experience Team and how more knowledge around Reasonable Adjustments should be addressed and anticipated



IMAGE 3: Dr Stuart Read from the Getting Things Changed Research Team at our conference March 2018

across the trust. One commentator at our March conference expressed their main reason for attending was to listen to the presentation on Reasonable Adjustments.

What did we hear?

We attended the workshop on Reasonable Adjustments as part of the conference and listened to various experiences of disabled people, both at local and regional hospitals. We were asked to participate on a case study to ensure the right reasonable adjustments were made, engaging in reflective practise on different professional and patient perspectives.

The Overall Findings:

- Some hospital staff are doing excellent work in providing reasonably adjusted care - several examples were listed in our first report.
- The provision of Reasonable Adjustments requires individual members of staff to see the "value" of reasonable adjustments, and to go "above and beyond" what is typically practiced - does not appear to be routine within hospitals.
- Disabled people reported "mixed" experiences during their hospital journey.



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Follow up

Healthwatch will...

Healthwatch Bristol analyses all the feedback and local work that we hear about, and uses this to inform the Healthwatch Bristol quarterly reports which are shared with Healthwatch Bristol partners; including Bristol (BNSSG) Clinical Commissioning Group, the Bristol Health and Wellbeing Board, Bristol City Council, the Care Quality Commission, NHS England and

Healthwatch England. The quarterly report is also presented to the Healthwatch Bristol Advisory Group to propose further uptake of the issues identified in the report. The report will be available on the Healthwatch Bristol website:

www.healthwatchbristol.co.uk

You told us several valuable pieces of feedback about services, and also how support could work better for you - this will be part of our overall report which will be published later this year.

We're asking the same questions of a range of stakeholders as part of our mission to **demonstrate breadth of community reach by developing relationships with stakeholders.**

The full Getting Things Changed final report is here: <https://bit.ly/2sz9k2W>

If you or someone you know is not getting reasonably adjusted care either during planned or emergency hospital admission, do let us have your feedback and comments. Or if you have had an example of excellent care, we pass all our comments on and this helps shape new reasonable adjustments and sharing best practice.

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