

Autism and Learning Disabilities Partnership Boards – Special Meeting



Cawston Park Hospital Question & Answer Session



Wednesday 6 January 2022



11.00am – 1.00pm



Meeting held using Zoom



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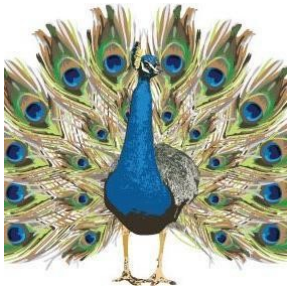
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Introduction (1)



Cawston Park was a special hospital in Norfolk



It was for people with learning disabilities and autism who needed lots of help.

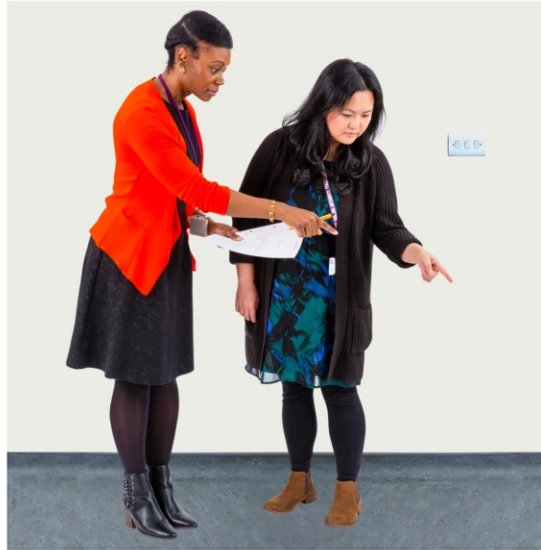


Something went wrong.
Three patients at the hospital died between April 2018 and July 2020

Introduction (2)



A Safeguarding Adults Review (SAR) is done when someone is harmed or dies.



The review checks what happened and looks to see if anything could have been done differently to keep people safe



The Adult Safeguarding Board did a SAR for all three people who died.

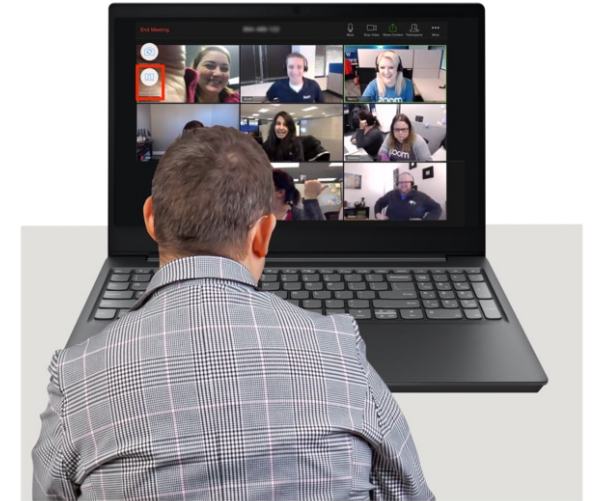
Introduction (3)



Heather Roach from the Safeguarding Board told the partnerships about what happened.



People in the partnerships had a lot of questions. They wanted to talk to important people at Norfolk County Council and the NHS.



This meeting was set up on Zoom to let people from all over Norfolk do this in a safe way.

A panel of three people answered questions



James Bullion, who is in charge of Social Care at Norfolk County Council



Cath Byford, who is the Head Nurse for the Norfolk & Waveney Clinical Care Commissioning Group (CCG)



Heather Roach, who is the independent chair of the Norfolk Adults Safeguarding Board.

How are you going to make sure that what happened at Cawston Park doesn't happen again? (1)



Norfolk County Council and the CCG are working together to make sure nothing like this happens again.



The CCG are trying to make sure that fewer people have to stay in hospitals for a long time in the first place.

How are you going to make sure that what happened at Cawston Park doesn't happen again? (1)



They are doing this by improving the support people with learning disabilities, their families and carers can get in their local community.



The annual health checks, health passports and extra support for people with learning disabilities sometimes need are also being improved.

How are you going to make sure that what happened at Cawston Park doesn't happen again? (2)



Some people with learning disabilities are staying in hospital at the moment.



To make sure they are safe, an **enhanced safe and wellbeing review** is being done.

This will check that they are being well cared for.

How are you going to make sure that what happened at Cawston Park doesn't happen again? (3)



The reviews will see what people in hospital do every day, how healthy they are, whether their mental health is OK, and what medicines they are taking.



The people doing the reviews will talk to patients, families, and advocates to make sure their views are heard.



The reviews will be completed by the end of **January 2022.**

How are you going to make sure that what happened at Cawston Park doesn't happen again? (4)



At the moment, people who work for the CCG visit people in hospital once every six weeks and do a **Care and Treatment Review (CTR)** every six months.



This is to make sure the care they are getting in hospital is good enough.

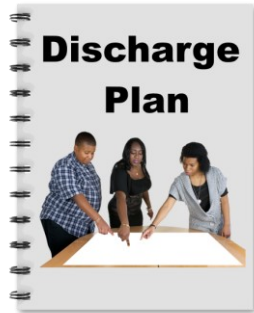


They are going to keep doing this.

How are you going to make sure that what happened at Cawston Park doesn't happen again? (5)



When people don't need to be in hospital any more, they are **discharged from hospital**.



Discharge planning makes sure that they will be OK outside the hospital and will be able to become part of the community.



Discharge planning has been improved

After what happened, what are you doing to help us trust you again? (1)



The Panel understand how hard it must be to trust people who organise care.



By law, Norfolk County Council and the NHS have to do the best they can for people in Norfolk.



It can take a long time to make changes, which makes this harder to believe.

After what happened, what are you doing to help us trust you again? (2)



The Panel promised that the groups they represented were going to do more in future.

They will tell people what they are doing to make things better more often.

When there might be a problem, they will get involved earlier rather than waiting to see what happens.

After what happened, what are you doing to help us trust you again? (3)



There are going to be more opportunities for people working in organisations to talk to people in the community.



This will let people in the community know what is going on.



It will also let people working for organisations know about things that could be problems before they get worse.

After what happened, what are you doing to help us trust you again? (4)



These opportunities to talk could be meetings like this one.



They could also involve the Learning Disability and Autism Partnerships.



The Learning Disability and Autism Partnerships are independent and have leaders with **lived experience**.

After what happened, what are you doing to help us trust you again? (5)



A new group called a **Coalition for Change** is being set up.

It will involve people with **lived experience** and **from many different organisations** who want to make improvements.



It is meeting in **February** to decide the goals it wants to achieve and how to pay for them.

After what happened, what are you doing to help us trust you again? (6)



The reviews care providers have to go through have been made much tougher.



The people doing the reviews are planning to talk to patients, their families and their carers much more.



When people warn about a problem it will be dealt with quickly.

Are you listening to people who live in Secure Services? (1)



Everyone's views are important.



Opening Doors is an organisation for people in Norfolk with learning disabilities.



When the Learning Disability Strategy was written, people from Opening Doors were contacted to find out what they thought.

Are you listening to people who live in Secure Services? (2)



Some people who use Opening Doors know what living in a secure hospital is like.



Unfortunately, we don't know if these people commented on the strategy.



People who have stayed in secure services are specifically going to be asked for their views when the Strategy is reviewed.

Is what happened at Cawston Park happening anywhere else in the country? (1)



The Panel could not answer this, but they hope it is not happening elsewhere.



There are reviews happening all over the country to make sure people are being cared for properly.



NHS England wants to make sure everyone in hospital is safe.

Is what happened at Cawston Park happening anywhere else in the country? (2)



Part of Heather Roach's job is making sure things like this don't happen.



She works with people all over the country doing similar jobs.



They are using what she learned at Cawston Park to check their own local areas.

Is what happened at Cawston Park happening anywhere else in the country? (3)



As part of his job, James Bullion talks to other people who are in charge of Social Care in different parts of the country.



They are going to check what is happening in their local areas as well.

What was the process that sent people to Cawston Park? (1)



When people are having a serious health problem, they sometimes need to be taken to somewhere they can be cared for by specialist staff.



Cawston Park was a **secure hospital** that was supposed to be good at looking after people with learning disabilities or autism.

What was the process that sent people to Cawston Park? (2)



To decide if someone needs to be cared for in a secure hospital, a **Care and Treatment Review (CTR)** or a **Local Area Emergency Protocol (LAEP)** need to be done.



Once it is decided how much care the person needs, the cost of caring for them in a secure hospital is agreed and a contract is signed.

What was the process that sent people to Cawston Park? (3)



As Cawston Park was a hospital, the NHS would pay these costs.

Norfolk had made some agreements to send people to Cawston Park, but other counties also wanted to send people there.



These other counties made different agreements, which caused problems.

What was the process that sent people to Cawston Park? (4)



One of the problems was that the reports about people from outside Norfolk were not as good as they could have been.



The way that these reports are made have been improved to fix this problem in the future.

What is happening at other places run by Jeestal Group?



Jeestal Group no longer run any hospitals for people with learning disabilities.



They still run some care homes, but Norfolk County Council and the CQC are checking on them closely to make sure people living in them are looked after.

Why were people at Cawston Park given too many medicines? (1)



Cawston Park was a hospital with nurses who were trained to give out medicines and make sure people got the right doses.



Unfortunately, they did not follow the STOMP agenda properly.

Why were people at Cawston Park given too many medicines? (2)



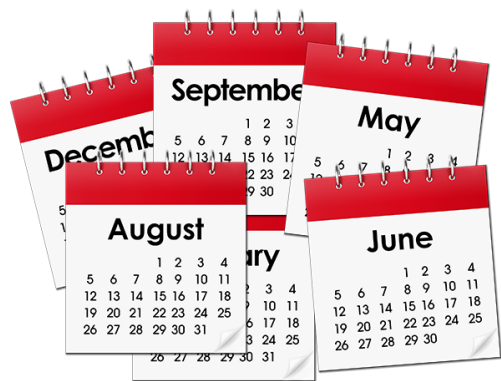
STOMP stands for **Stopping Over Medication of People.**

The STOMP Agenda wants people with a learning disability, autism or both to only be given the right amount of medicine for them.

Why were people at Cawston Park given too many medicines? (3)



The medicines people are given and the amount they have to take is going to be checked more carefully in future.



People will have their medicines reviewed every six months as part of a **Care and Treatment Review**.

Was Cawston Park watched to make sure it was doing a good job? (1)



Yes, but there were problems.

As Cawston Park was a hospital, the NHS had a responsibility to check it was running well.

People from the Norfolk and Waveney CCG were doing these checks regularly.

Was Cawston Park watched to make sure it was doing a good job? (2)

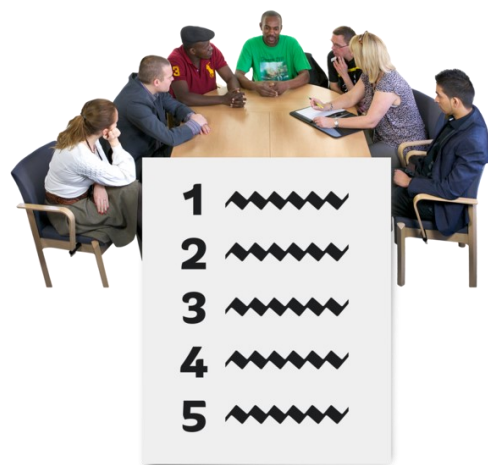


An independent group called the **Care Quality Commission** (CQC) make sure health and social care services are running well.



People who worked for the CQC also visited Cawston Park regularly.

Was Cawston Park watched to make sure it was doing a good job? (3)

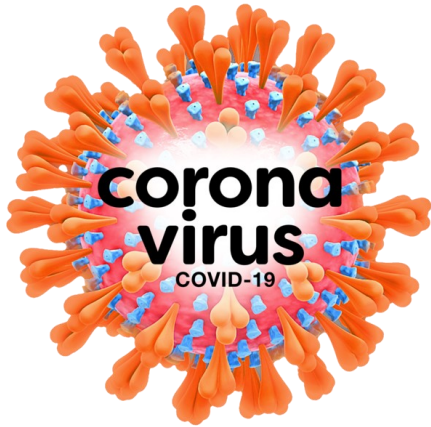


There were monthly meetings at Cawston Park to talk about the contracts to care for people



These meetings also talked about ways to fix things that the CQC checks found and any other improvements that needed to be made.

Was Cawston Park watched to make sure it was doing a good job? (4)



The coronavirus pandemic made doing good checks more difficult.

In 2020 there wasn't a coronavirus vaccine, so to stop the disease spreading visits had to be stopped.

This made it easier for Cawston Park to hide problems.



Was Cawston Park watched to make sure it was doing a good job? (5)



One of the patients at Cawston Park died in 2020.

Safeguarding teams at Norfolk County Council and CCGs investigated whenever there is a death or other serious problem is found.

This was how people learned about the problems at Cawston Park.

Was Cawston Park watched to make sure it was doing a good job? (6)



Now that there are vaccines and other useful tools like masks, it is safe for the people doing checks to visit places like Cawston Park again.



The checks that are done on these visits are now a lot tougher and are designed to stop these problems happening again.

What were staff at Cawston Park doing if they weren't looking after patients? (1)



Staff at Cawston Park were being paid lots of money to make sure people they were looking after did things that interested them.



The Safeguarding Review found that they were not doing this.

What were staff at Cawston Park doing if they weren't looking after patients? (2)



We don't know what they were doing instead



When the CCG checks places like Cawston Park in the future, they are going to ask more detailed questions about the activities that they do with patients.

What happened to the people who lived at Cawston Park?



Everyone who lived at Cawston Park Hospital has now been moved to somewhere else where they will be safe.



People who work at the Council and the CCG are checking in on them to make sure they are okay.

What happened to the people who worked at Cawston Park?



We don't know.

They will have had to find new jobs.

Was anyone charged with anything to do with Cawston Park? (1)



The police and the **Crown Prosecution Service** are still working on the case.



Because of the way the law is written at the moment, it is very hard to charge the people who ran Cawston Park Hospital with a crime.

Was anyone charged with anything to do with Cawston Park? (2)



The Law Commission is an independent group that wants to make sure the law is fair and up-to-date.



They have been asked to see if there should be changes to the law that would make it easier to charge the people who ran Cawston Park.

Are there enough staff to do reviews to make sure people are safe where they are? (1)



Yes, we think so.



Most of the work will be done by people working for the CCG.

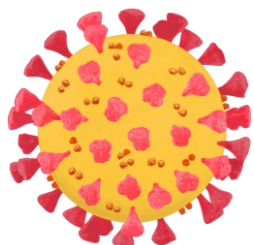


There are more LD nurses working for the CCG than ever.

Are there enough staff to do reviews to make sure people are safe where they are? (2)



It will be difficult though.



People are still getting sick from Coronavirus



Lots of people who work as carers decide they want to get a new job after a while.

Are there enough staff to do reviews to make sure people are safe where they are? (3)



This is why we need your help!



If you see something you are worried about, please tell someone.



There are useful contact numbers and email addresses on the next page.

Why can't the NHS or Council care for people directly, instead of using companies? (1)



In 1994, Parliament passed a law called the **Home Care and Community Services Act**.



This says that local authorities like Norfolk County Council can't provide social care to people in England on their own.



Some care has to be provided by private companies.

Why can't the NHS or Council care for people directly, instead of using companies? (2)



This isn't necessarily a bad thing!



The Panel wants to make sure the profits of private companies make go back into caring for people.



Local authorities still do lots of important work.

If there's a problem, will there be a named person that people can go to for help? (1)



Yes, this is a planned improvement for social care.

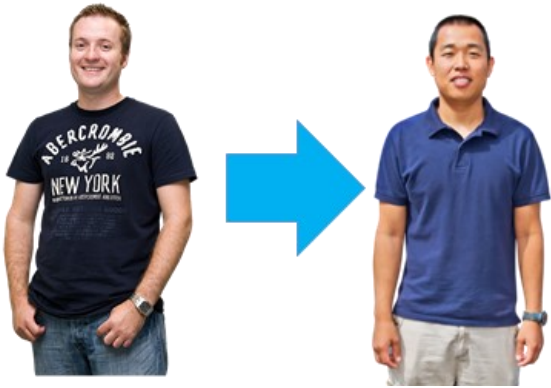


There are going to be changes to the way the Front Door service people use to ask about social care



It will mean people who receive social care in Norfolk will have one main person who they will work with.

If there's a problem, will there be a named person that people can go to for help? (2)



This person might change over time, as people get new jobs or retire, but the idea of having a single main person will remain.



This plan has been agreed by Norfolk County Council's Cabinet. It will be completed in 2023.

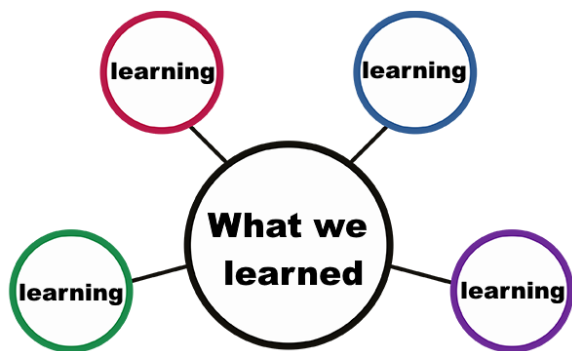


The Panel hopes people will be told more about what is happening over time.

Who is working with Norfolk to help make things better? (1)



Norfolk works closely with NHS England to make sure hospitals for people with learning disabilities are good enough.

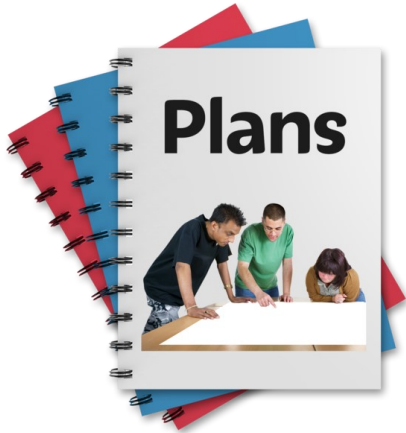


The things that have been learned from understanding what happened at Cawston Park have been spread throughout the country. Experienced people from Norfolk are helping with this.

Who is working with Norfolk to help make things better? (2)



People who work for the CCG and people who work for the CQC are working together closely.



They are sharing their plans for the future.

These plans could mean that new places like Cawston Park will not be allowed to open in the future.

Who is working with Norfolk to help make things better? (3)



As well as NHS England and the CQC, Norfolk is working with independent partnerships for learning disabilities, autism and safeguarding.



These partnerships are **local** and **national**. In Norfolk there is the Norfolk Autism Partnership, the Learning Disability Partnership and the Norfolk Safeguarding Adults Board.

Who is working with Norfolk to help make things better? (4)



These partnerships let people who use services talk to the people who provide them and give advice.

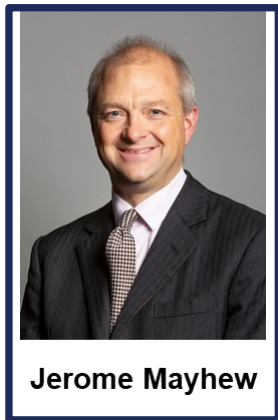


This advice can help the people who organise services make better choices. This is called **community commissioning**. It leads to improvements that fit the needs of local people.

Who is working with Norfolk to help make things better? (5)



The Law Commission are working with Norfolk to see if the law needs to be changed so that the owners of places like Cawston Park can be charged with a crime.



Local MPs like Jerome Mayhew are very interested in helping them.

If I see something wrong, who should I tell?

There are lots of people you can tell if you think something could be wrong



**Care Quality
Commission (CQC)**

Phone: 03000 61 61 61

Email:

enquiries@cqc.org.uk



**Norfolk and Waveney
Clinical Commissioning Group**

**Norfolk and Waveney
CCG**

Phone: 01603 595857

Email:

nwccg.complaintsservice@nhs.net



NORFOLK MASH
Safeguarding is everybody's responsibility

**Norfolk County Council,
Multi-agency
Safeguarding hub
(MASH)**

Phone: 0344 800 8020

Support available (1):



People were able to give their feedback in other ways. For example, Tom met with some of the self-advocates separately.



We held a ‘pre meet’ to talk through how the main meeting would work, and a ‘feedback meet’ afterwards to ask how the main meeting went.

Support available (2):



We also held a feedback session following the main meeting. This was to provide support or to any answer questions if needed.



We plan to continue to offer this support to our members in the future.