

In late 2020 Kent and Medway NHS and Social Care Partnership Trust (KMPT) launched the Transforming Neurodiversity Support programme, supported by a programme board made up of a majority of people with lived experiences.

Our vision...

*The Transforming Neurodiversity Support programme offers support **to and alongside** autistic people, those with a learning disability and attention deficit hyperactivity disorder (ADHD).*

It is our goal to ensure that all staff are trained to support an individual as a whole, including their families/ carers and loved ones when it is needed (before, during and after diagnosis).

It is our ambition that this programme will help create access to new local treatment, new opportunities and local care for those in crisis, those who have an ongoing struggle, and will work in partnership with different services and organisations to improve Mental Health services.

What we did first

With the launch of this programme four key areas were agreed on that would have the most immediate impact on the experiences of care that people receive. Projects were developed that spanned physical health assessments and diagnostic overshadowing, workforce education, transformation of specialist services and fundamental to all this was to support all services that KMPT are commissioned to provide to make sure that they are aware of the needs of autistic people and people with a learning disability, and also constantly looking at ways in which improvement can be made to further improve outcomes.

The Greenlight toolkit trial

Rather than reinvent the wheel it was agreed that the Greenlight toolkit that had been used previously by the trust would be revisited but this time it would co-developed and delivered with experts by experience and members of the workforce in a trial service. The outcomes and experiences would be evaluated and further assurance would be sort from people who use services.

Our Early Intervention of Psychosis (EIP) service self-selected following discussions with senior operational leaders to trial a new trust approach to the Greenlight Toolkit. The journey from start to finish included:

- A meeting with all EIP Team managers from across Kent and Medway (K&M) with expert peers and colleagues from our learning disability services to explain what the Greenlight toolkit is and the benefits to the services and the people they serve.
- A follow up meeting with each EIP team to agree on the paperwork and support required by them to carry out the audit, which included:
 - o Co-production and delivery with colleagues who sit on the above programme board
 - o Agreeing which audits could and should be used for the trial – basic and better were agreed as starting points
 - o A review and update of language throughout the current toolkit e.g. changing “people with autism” to “autistic people” etc.
 - o Trailing different methods for audit completion i.e. hard copy, digital copy, online copies all in full and easy read formats

- Agreeing a method for triangulation and assurance of findings by offering the opportunity for user of the service to also complete the audit and then reviewing with expert peers.
- Developing a post evaluation to identify what went well and areas for development

At the time of writing we have received 5 team audits out of 6 and a further 11 completed audits from people using the EIP service. It is also to be noted that all teams had the choice to either complete audits individually or as teams and due to capacity and pace all chose to complete as a team. A review of the impact of this approach will be considered in the evaluation of the trial. It was also reported by the project lead that many of the teams made contacted during this stage to gain assurance that they were completing the audit correctly.

All audit findings were shared with the NDTi and analysed against similar organisations' findings from across England, the findings of which will be included in the final evaluations.

Headlines from the trial so far

- Staff and users of the EIP service had a preference in using digital audits in the form of a word document but not the hard or online versions.
- Further required changes were flagged re: current language in both the full and easy read audit versions so that it would be as accessible as possible to whoever may be completing the audits in the future.
- The staff teams who completed the audit expressed how useful they had found the discussions that had taken place while completing the audit, prompting them to think about ways in which their service could continue to evolve and develop.
- A key area all teams felt the audit helped them flag as an area for development was that of physical health checks.
- Comparing the audit findings to other organisations and even between internal teams has demonstrated a series of additional benefits which will, once developed further, inform team and service developments in given audit areas.
- Expert peers who have collaborated on the trial have reported how they have found the process positive for themselves and their ambition for people to receive good care interventions and outcomes.

So what next?

The Greenlight trial findings along with comments, both from the evaluation and audits, are being collated into a final evaluation report and easy read summary along with lessons learned and recommendations for wider organisation roll-out. It has already been agreed amongst operational leaders and expert peers that really an iterative approach is likely to be the most sustainable method to embedding the Greenlight toolkit as business as usual.

It is anticipated the final report with findings and recommendations will be ready by the end of March 2022 and will be presented via verbal personal story at the public trust board in May 2022, with roll out and embedding being started from April 2022 onwards.

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