

Inequality in Health Care

Nicola Smith, Director

Introduction

- 'Death by Indifference' and 'Getting it Right'
- 'Tackling indifference' NHS QIS Report
- 'Six Lives' Department of Health
- Fatal accident inquiries
- Mencap survey 2010

Reasons for inequality

- Lack of understanding of complex needs
- Poor communication with families
- Judgements about quality of life/use of resources
- Lack of knowledge of the legislation and legal rights not being respected

Communication

‘the failure of nursing staff to enlist the aid of,
and obtain information from, relatives’ –
Donnet FAI

‘Death by Indifference’ - Mencap

Adults with Incapacity Act

- Dealing with guardians and attorneys
- Managing disagreements
- Assessing capacity and using appropriate procedures
- Applying the principles

Reasonable Adjustments

- Disability Discrimination Act
- Duty to be proactive
- What this might mean in practice

Overcoming barriers

- Apply the principles
- Routinely consider reasonable adjustments
- Record decisions to treat or not treat
- Properly identify those with a formal role
- Inform, consult and listen
- Use 47 certificates and treatment plans appropriately
- Carry out capacity assessments
- Staff trained to an appropriate level and aware where to get advice
- Staff kept updated



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