



The DSR, C(E)TRs, and the Reasonable Adjustments Digital Flag

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Dynamic Support Register (DSR)

- Eligibility: people who are autistic and/or have a Learning Disability who are at risk of admission to hospital (including placement breakdown or unable to attend school) due to their mental health and/or behaviour that challenges
- Aim: To get the right support in place to avoid preventable mental health inpatient admissions, or support people to leave hospital when it is the right time to do so, including:
 - Care, Education, and Treatment Reviews (CETRs)
 - Local Area Emergency Protocol Meetings (LAEPs)
 - Key workers



What happens when someone is accepted onto Frimley ICB's Dynamic Support Register (DSR)?

Someone is 'green' if there are 'some [effectively managed] risks that could lead to the person being admitted ... to a mental health hospital'

They will be:

- Escalated to the ICB to ensure local services are working together and offering appropriate support.
- C(E)TR may occur, but a network meeting is more likely
- Regularly reviewed to ensure that their RAG rating remains appropriate

Someone is 'amber' if there is an "immediate risk [of admission] ... without urgent intervention"

They will be:

- Offered a key worker (if 25 or under)
- Recommended to have a C(E)TR/LAEP. Repeat C(E)TRs/LAEPs can be requested.
- Consideration of Independent funding requests (IFRs) to support admission avoidance
- Regularly reviewed to ensure that their RAG rating remains appropriate

Someone is 'red' if there is "immediate risk [of admission]"

They will be:

- Offered a key worker (if 25 or under)
- Offered a C(E)TR/LAEP. A C(E)TR will be repeated 3-monthly
- Consideration of Independent funding requests (IFRs) to support admission avoidance
- Regularly reviewed to ensure that their RAG rating remains appropriate

Someone is 'RAG' rated as blue if they are a current inpatient.

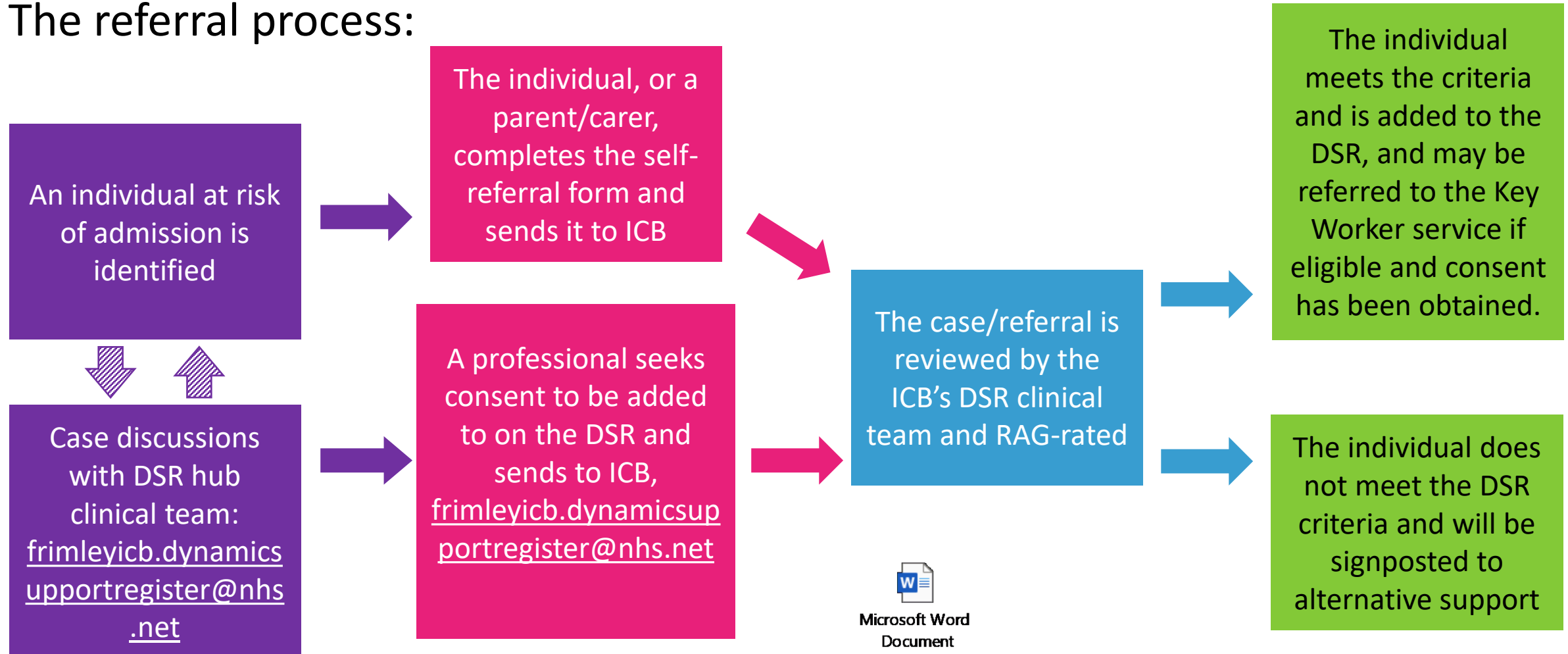
They will be offered:

- C(E)TRs at time points recommended by NHSE, e.g., post-admission, at regular review intervals, if there is frequent restrictive practice, etc.
- Commissioner oversight visits to ensure that care offered in hospital settings is appropriate, safe, and effective.



East Berkshire Dynamic Support Register (DSR)

The referral process:





Care, Education, and Treatment Reviews (CETRs)

Care, Education, and Treatment Reviews (CETR)

- A Care, Education, and Treatment Review (CETR) is a meeting that is chaired by a LDA commissioner within the ICB, or an external delegated chair, who is supported by a panel also consisting of an expert by experience and a clinical expert.
- The panel will review documents and care plans, to understand the current support in place for the person, and meet with the person and their family and/or advocates, to understand the person's needs and wants, as well as their current situation.
- The panel will meet with the professional network supporting the individual, including staff from mental health services, social care, and education, as well as commissioners and any other relevant professionals.

Standard CTR
agenda:



Microsoft Word
Document



Care, Education, and Treatment Reviews (CETRs)

The panel will then meet themselves to develop meaningful actions that will benefit the individual, improve their quality of life, and reduce their risk of admission.

These actions will be shared between the individual, their family and/or advocates, and the professional network, as appropriate



Microsoft Excel
re-enabled Works!

A CETR can be requested by a professional, or by an individual or their family, by emailing frimleyicb.eastberksctrbooking@nhs.net

In crisis situations, a Local Area Emergency Protocol (LAEP) meeting may be offered first.

**CETR
request
form**



Microsoft Word
Document

**CETR consent
forms**



Adobe Acrobat
Document



Reasonable Adjustments Digital Flag (RADF)

- This project aims to identify people who would benefit from reasonable adjustments, starting with autistic people and people with a learning disability, and highlight what would help them access healthcare more effectively.
- These are uploaded as SNOMED codes via the National Care Record System (NCRS; [National Care Records Service \(NCRS\) - NHS Digital](#)), rather than being inputted to the local patient record system.
- These codes will then pull through onto any patient record system that connect to the NHS SPINE, e.g., EMIS, SystmOne, RiO, etc., and will be visible to practitioners in primary care, dentistry, hospitals, CMHT/CTPLD, etc.
- This will appear as specific symbol on the person's record, depending on the system it may be a green flag, or an exclamation mark, or a blue wheelchair symbol. When you click on the appropriate symbol, it will show the requested adjustments. These might include details of their disability, and the specific reasonable adjustments requested, across 11 categories.



Reasonable Adjustments Digital Flag (RADF)

How can we communicate with this patient?

Do they use photos, Makaton, high-tech communication devices? Do they need easy read resources/braille, and is English their first language?

How can we book an appointment/ contact this patient?

Do they need an SMS, email, a telephone call, or contact via a carer?

What needs to be prepared ahead of the appointment so that the patient can access it fully?

Does the person need an advocate, or an interpreter? Do they need familiarisation with the care environment?

Do they need blinds closed, lights dimmed, or a quiet place to wait?



Reasonable Adjustments Digital Flag (RADF)

- **Communication support** – e.g., uses photos, Makaton, or high-tech communication device for communication
- **Requires communication professional** – e.g., needs an advocate, BSL interpreter
- **Requires specific contact method** – e.g., SMS text reminder, emails, telephone calls, or via a carer
- **Requires specific information format** – e.g., easy read, braille, verbally, font size
- **Additional communication needs and support** – e.g., Healthcare passport, atypical pain response, needs carer present
- **Community Language Support** – e.g., an interpreters who speaks the relevant language
- **Adjustments for providing Additional Support to patients** – e.g., has a lasting power of attorney, needs supervision
- **Adjustments for Individual Care Requirements** – e.g., minimal waiting time, an extended appointments
- **Adjustments in relation to the environment of care** – e.g., wheelchair access, low noise and/or light environments, familiarisation with the care environment, preference for male/female staff.
- **Adjustments to support Additional needs** – e.g., dysphagia therapy, constipation care, risk of falls indicated
- **Bespoke Reasonable adjustments**



Reasonable Adjustments Digital Flag (RADF)

- NHSE mandate that all ICS' will roll-out the RADF to autistic people, and those with a learning disability, in their local systems from April 2024, as per recent ISN.
- Easy read forms have been shared with local care homes via the ICB's Care Home Forum, and both versions have been shared with local stakeholders via local charities, parent carer forums, and some LD-focused participation groups, e.g., Speak Out and Be Heard.
- Identifying autistic people in the community who are more independent has proved challenging, and CMHTs may be working with some of these people and be able to share this form with these people.

Easy read request form



Adobe Acrobat
Document

Plain English request form



Microsoft Word
Document