

## **April 2017 Trust Board – Noel’s Story**

April’s Trust Board story was told by Andrew Birkenshaw, Health Facilitation Nurse. It was about Noel, a 49 year old man with learning disabilities, autism and epilepsy. Noel first came into contact with the Trust’s Health Facilitation team when he was diagnosed with cancer in his bowel and his bladder and needed an operation within four weeks of diagnosis. Due to his autism, Noel found any changes difficult and especially changes to his body. He had a history of not tolerating interventions well and of pulling out tubes and cannulas. The Health Facilitation team worked closely with a number of different health professionals (in total, 15 health professionals from five organisations) to facilitate Noel’s hospital admission, procedure and post-operative care. Social stories were used to inform Noel about his illness and to guide him through his patient journey. As a result of careful planning, Noel’s procedure was a success and he was discharged from the Trust in April 2017, six months earlier than originally anticipated.

The following points were highlighted in the Board discussion:

- This is an excellent patient story that demonstrates the quality of care that can be achieved when people from different disciplines, different services and different organisations work together to create a person-centred hospital admission support plan.
- The commitment that went into planning his care meant a man with learning disabilities (LD) and autism, who would have found any healthcare intervention difficult, was able to have quality, safe and effective lifesaving treatment.

The work of the Health Facilitation team in supporting Noel has been shortlisted for one of the Trust’s You’re a Star Awards. Winners will be revealed July 2017.