

Accessible Care (Education) and Treatment Reviews.

Towards a Reasonable Adjustments Informed
Universal Practice for C(E)TR Reviews.

Version 1



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About NDTI

The [National Development Team for Inclusion \(NDTi\)](#) is a social change organisation working to enable people at risk of exclusion, due to age or disability, to live the life they choose. We inspire and support policymakers, services, and communities to make change happen; change that leads to better lives.

As part of their wide portfolio of work, NDTi recruit, train and support Experts by Experience, Clinical Experts and Delegated Chairs to take part in Care (Education) and Treatment Reviews (C(E)TRs) for the South East and South West.

Care (Education) and treatment reviews (C(E)TRs) are part of NHS England's commitment to transforming services for people of all ages with a learning disability and autistic people. C(E)TRs are for people who have been admitted to a mental health hospital or for people who are at risk of admission. They are undertaken by commissioners to ensure that people are only admitted to hospital when absolutely necessary and for the minimum amount of time possible.

NDTi plays a key role supporting people with the skills and resources needed to participate as independent panel members. Enabling individuals needing C(E)TRs in hospitals, units and community settings across the South of England to have their care and treatment reviewed.

About This Work

This document was developed by NDTi and panel members who, together identified 20 universal themes about what makes a good review from the perspective of a panel member.

The content is drawn from conversations and feedback people shared about their experiences of being panel members, especially where experiences were shaped by reasonable adjustments.

The 20 themes, when actioned, have been shown to allow panel members to fulfil their roles, leading to a positive experience of the C(E)TR process. When they are not actioned, people are more likely to report a poor C(E)TR experience. In some cases, disabled panel members are not able to fully participate in C(E)TRs or have to withdraw altogether.

Supporting panel members who have a disability to fulfil their roles as set out in the Care and Treatment Review Code and Toolkit is a legal responsibility under the Equality Act 2010. The employer (NHS) is obliged to make reasonable adjustments to remove or reduce any substantial disadvantage a panel member may face. Furthermore, in addition to the changes needed to either the physical environment or working practices, employers have a duty to consider and plan for these adjustments in advance.

The purpose of sharing these 20 themes, which NDTi have chosen to call Accessible C(E)TRs, is to ensure each review remains focused on the person at the centre of it.

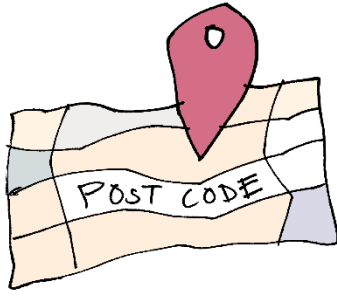
By identifying and addressing these 20 themes that support a review to be accessible, it is hoped that a universal practice can be established, that will: remove the most common blocks and barriers to panel member's participation; reduce the workload of NHS teams working to meet the adjustments; and reduce the likelihood of receiving complaints relating to the panel member experience.

This guide, in addition to highlighting the areas needing attention, also offers examples and suggestions about how each theme can be actioned.

This document is aimed at anyone planning a C(E)TR in any area. The 20 themes, when actioned, will help any panel member including individuals with lived experiences such as those who are autistic, have a learning disability or are a family member to be able to participate fully in any review.

This guide has been co-produced by NDTi and panel members.

Version 1.0 is intended to invite discussion about action. It should not be considered as a demand or expectation, but a contribution to a wider conversation about how best to support panel members to fulfil their roles.



Information about the Venue and Site

(is available and shared at the point of booking)

Rationale

Panel members need information about the venue and site, so they can plan their journey and for the day.

Reasonable Adjustment

Information relating to the venue and site should be available and shared at the point of the booking.

The information about the venue and site to include (as a minimum):

- The address and postcode.
- A map of the venue (especially for large sites), with clearly marked buildings, parking locations, walking routes, smoking points, fire assembly points, and distances and walking times between locations.
- A map of the internal layout of venue, with key points marked including, the meeting room, toilets, exits, reception, fire doors, kitchen, quiet room or space and any 'out of bounds' areas.
- Photos of the venue, including the entrances and any particular landmarks.
- Any works being carried out which might affect access to the building.
- Any entry or access information.

Information that could be helpful to have in addition includes:

- A *What 3 Words* code for the door location, especially if the building is difficult to find. Website: [what3words.com](https://www.what3words.com)
- Details of the closest train station and travel time to the venue, by public transport, taxi, or on foot.
- Details of the closest bus stop, bus numbers and walking time from the bus stop to the venue.
- Local taxi firm details.

Benefits of Implementing

If this information is shared at the point of the booking, it would support panel members to:

- Plan their travel to the venue.
- Manage their anxiety about the 'unknown'.
- Plan for their wellbeing.
- Manage their cognitive load.
- Research and identify additional information or additional support needed to make the journey.
- Make an informed decision about whether they can take on the role.



Information about Parking

(Is available and shared at the point of booking)

Rationale

In addition to information about the venue and site, panel members need to know where and how to park at the venue.

Panel members have told us that parking issues is a frequent and considerable point of stress. As such it is included here as a standalone theme.

Reasonable Adjustment

Information relating to the parking situation at venues to be available and shared at the time of booking.

Where parking is available, information to include:

- The address and postcode of the parking location.
- A map of the venue (for large sites), with clearly marked buildings, parking locations and walking routes.
- Details of how to book a parking space (if needed).
- Details about if you need to pay for parking and how you do this.
- The approximate distance / time needed to walk between parking location and building.
- The location of accessible parking spaces.

Information that could be helpful to have in addition includes:

- A *What 3 Words* code for the door location, especially if the parking spaces are difficult to find.

Where parking is not available, information to include:

- Details of closest public parking location.

Benefits of Implementing

If this information is shared at the point of the booking, it would support panel members to:

- Plan their travel to the venue.
- Manage their anxiety about the 'unknown'.
- Plan for their wellbeing.
- Manage their cognitive load.
- Research and identify additional information or additional support needed to make the journey.



A Panel Plan for Arrival

Rationale

Panel members often report not being clear about what to do on arrival at a venue, with many requesting that someone meet them in the car park before the review and supporting them to the room. This request is often made to the venue staff, which cannot always be met.

Reasonable Adjustment

The panel to agree a plan for what they will do on arrival.

This plan could include:

- Agreeing on a designated meeting place for panel members to meet before entering the building.
- Agreeing a specific time to meet.
- Confirming any information about the venue that requires specific actions by panel members e.g. having Personal Protective Equipment, having ID, handing phones in at reception etc.

This plan will be different for each review, each venue, and each panel.

Benefits of Implementing

Having a plan for arrival agreed ahead of the review day would:

- Reduce pressure on the venue to arrange for staff to meet and welcome panel members.
- Support people to manage their anxiety.



Information about Venue / Site-Specific Practices and Expectations

Rationale

Panel members need to have information about the working practices of each venue and site they visit, as each one will have different working practices and expectations.

Reasonable Adjustment

Panel Members are provided with a clear statement around working practices and expectations of them during their time at the venue.

Ideally this statement would be shared along with the booking confirmation email.

This statement might include information about:

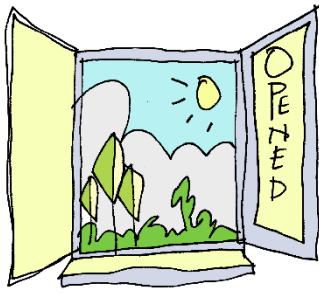
- Security access procedures – e.g. use of lockers etc.
- Arrival procedure and how long this will take – e.g. sign in, check in at reception, ask for key person etc. Contact number for reception.
- Visitor ID requirements – e.g. what is needed and in what format etc.
- Mobile phone use restrictions on site.
- Covid regulations and requirements for visitors.
- Provision and/or availability of food and drink on the day.
- Dress code for the venue, if other than smart casual



Benefits of Implementing

If information about the venue and the expectations for visitors is shared ahead of the review, it would support panel members to:

- Manage their anxiety about the 'unknown'.
- Prepare well for the review.
- Manage their cognitive load.



Supportive Sensory Environment

Rationale

Panel members want to understand the sensory environment of each venue they will be visiting.

It is understood and accepted that panel members are aware of, and able to identify broadly similar factors that contribute to a positive, or negative sensory experience.

The sensory environment is one of the main reasons for a panel member to report a poor C(E)TR experience.

Reasonable Adjustment

Create a standardised sensory environment guide / request, that informs venues of the minimum requirements the room needs to meet.

The Standardised Sensory Environment request would include as a minimum:

- Natural light.
- Minimal noise from external sources.
- Minimal noise from electronics (humming).
- Personal space (room needs to be ample in size for this).
- Lights that can be altered (dimmed / turned off).
- Windows that can be opened for fresh air.
- Confirmation about whether the venue can provide a room that meets the requirements set out in the sensory environment request.

In addition, it is important to create a positive sensory environment for the person at the centre of the review, and other panel members. This includes making the panel aware of any sensory issues for patients, for example an aversion to patterned clothes, certain colours or the smell of perfume.

Using this information, the venue could provide a statement about the room they can provide, which can be shared with the panel at the time of booking to check for suitability.

This information would ideally be shared at the time of booking the review and could be included in theme number 1: Information about the venue and site.

If the venue makes a statement to say they can meet the above needs, the venue should then ensure that they provide this on the day. If there are changes to what people have been told, this needs to be communicated as soon as possible.

Benefits of Implementing

Having information about the sensory environment would support panel members to:

- Prepare for the day.
- Manage their anxiety.



Quiet Room or Space

Rationale

Panel members benefit from being able to leave the room the review is taking place in and may require a quiet space to 'decompress'.

Reasonable Adjustment

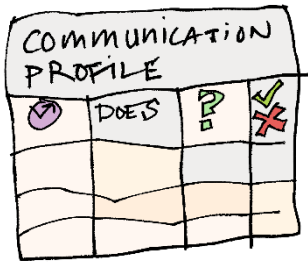
Each review has a quiet room booked alongside the meeting room, which also meets the sensory standards stated above, and is available to panel members to use during the review.

Or, confirmation is provided that panel members can get outside during the day, and what is needed to allow this to happen.

Benefits of Implementing

If a quiet room or space was provided, it would support panel members to:

- Manage their anxiety or feelings of being overwhelmed.
- Leave the review to continue, whilst meeting their own needs.



Information and Paperwork about the person shared in a timely manner

Rationale

Panel members like to be well prepared for the review, and many of them like to read the paperwork about the person at the centre of the review before they arrive.

Reasonable Adjustment

All paperwork about the person at the centre of the review to be shared with panel members no less than 48 hours ahead of the review date.

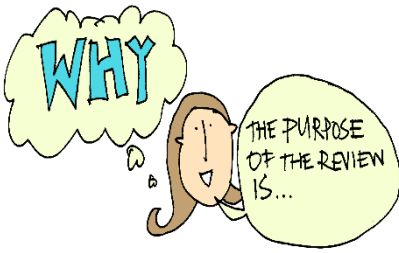
In cases where the Chair and venue are tasked with sharing paperwork, responsibilities for who sends what should be clearly defined and allocated.

There is often a lot of paperwork associated with reviews. Where possible the chair should give a steer on which documents are key to read.

Benefits of Implementing

If the information and paperwork about the person is available ahead of the review it would support panel members to:

- Prepare well ahead of the review.
- Manage their anxiety.
- Get to understand the person at the centre of the review.
- Have time to request additional documents where needed.



Purpose of the Review

Rationale

Panel members like to be clear about the reasons why the review is taking place and know that the person at the centre of the review has also had this information clarified.

Reasonable Adjustment

A requirement to be in place that the purpose of the review is clearly stated at multiple points to ensure the panel, the commissioners, and the team around the person, are clear about why they are meeting.

Potential points could be:

- At the point of booking.
- In the booking confirmation email.
- On the agenda.
- At the start of the review.

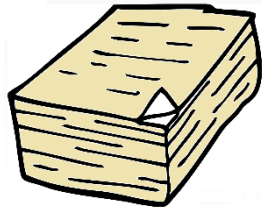
This information should also be clearly shared with the person's team so they can support the person at the centre of the review with their preparation.

All paperwork about the person at the centre of the review to be shared with panel members no less than 48 hours ahead of the review date.

Benefits of Implementing

If the purpose of the review is clarified, it would support panel members to:

- Be better prepared to identify relevant information and issues in what people share.
- Prepare questions that suit the purpose of the review.
- Ensure that the person at the centre of the review has a tailored review.



Supporting Paperwork and Emails

Rationale

Panel members need to be able to access and make sense of the information that is shared.

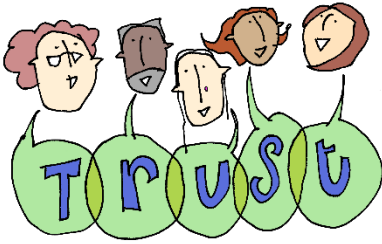
Reasonable Adjustment

- All documents shared with panels need to be compatible with older software or devices.
- Emails used for sharing documents and paperwork need to be kept to a minimum, clear labelled and ideally sent by a single point of contact.
- Where multiple documents are sent – the commissioner should provide steer on the most relevant / recent documents for panel members to read.

Benefits of Implementing

If the paper work is easy to access and it would support panel members to:

- Be able to navigate the content.
- Be self-sufficient in managing the documents when received.



Knowing Who Will Be in the Room

Rationale

Panel members want to know who they are working with, and whose care and treatment they are reviewing.

Reasonable Adjustment

Communication ahead of the review needs to be clear about who will be attending the review. For each review, panel members would be provided with a list of attendees, which states people's full names, roles and whether they will be present virtually or in person.

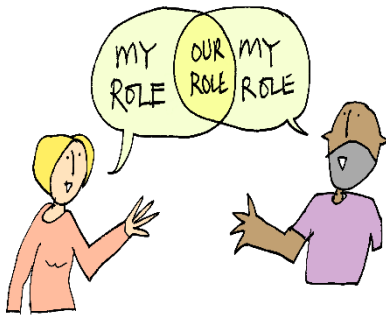
All panel members to have and provide a pen portrait about themselves, which are shared with the other panel members and the person at the centre of the review at the time of booking.

The person at the centre of the review to have their own pen portrait and where necessary a communication profile, which is shared with the panel members at the time of booking.

Benefits of Implementing

If information about who will be in the room is shared ahead of the review, it would support panel members to:

- Manage their anxiety about meeting unknown people.
- Support people to be seen as people.
- Prepare well for the review.
- Promote and work within a person-centred practice.



Expectations of Panel Members Clearly Communicated / Agreement on How the Review Will Run

Rationale

Panel members value knowing what is expected from them and other panel members for any given review, as it allows them to be prepared and able to fulfil their role.

Reasonable Adjustment

All panel members to be clear about roles.

On the day of the review panels members should discuss and agree:

- The expectations for each role.
- What each person will do, and not do.
- How the review will run and any changes e.g. needing to move room, use a smaller space, have a particular panel member do a specific task.

This conversation needs to be inclusive of each panel member and should ideally consider the needs of each person at the table on that day. For example, asking an Autistic Expert by Experience who has shared they are feeling overwhelmed to take on a 1:1 interview with the family may not be reasonable. In such a case a group discussion may be more suitable.

Benefits of Implementing

If the purpose of the review is clarified, it would support panel members to:

- Be clear about what they will be doing.
- Address any overlap of panel members roles.
- Manage their energy.
- Manage their anxiety.



Confirmation That Reasonable Adjustments Have Been Understood and Can Be Met

Rationale

Panel members want to know if their reasonable adjustments have been read, understood and can be met.

Reasonable Adjustment

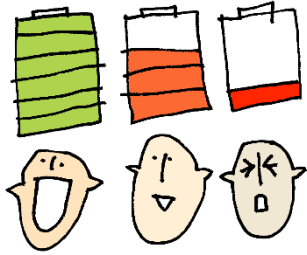
Chairs to contact panel members ahead of the review via email or phone call, to confirm they have read, understood and can meet the requested reasonable adjustments.

Where the chair has reasonable adjustments, the booking team / commissioner acts as a point of contact.

Benefits of Implementing

If panel members receive confirmation that any requested reasonable adjustments have been read, understood, and can be met, it would:

- Support people to manage their anxiety.
- Build trust between panel members.
- Support people to prepare well for the review.
- Support people to be specific about their needs.
- Provide an opportunity to talk about any details for the day.



Wellbeing on arrival

Rationale

Panel members want to feel ready and able to start the review and need time to do this. A person-centred approach to checking in on arrival start has been shown to benefit panel members.

Reasonable Adjustment

Time to be allocated at the start of each review for a structured check in to take place.

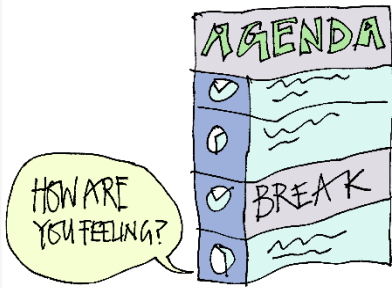
The check in could include discussion about:

- How people are feeling on arrival.
- What people need (emotional, physical, practical) to be able to work well today.
- Anything that they need to share that may impact on their role today.

Benefits of Implementing

If a structured arrival to the day was provided, it would:

- Give panel members the opportunity to share their needs with the rest of the panel and identify a plan to address and respond to these needs.
- Allow panel members to raise and have any anxieties or issues addressed.
- Support the panel to connect as people.
- Strengthen relationships.
- Promote positive communication.



Scheduled Breaks

Rationale

Panel members need breaks to meet their personal needs, so that they can attend to the review.

Reasonable Adjustment

Breaks to be clearly outlined in the agenda and the times of breaks re-stated and agreed at the beginning of the day.

Breaks to factor in the security measures of the venue, and the time it takes to walk around the site.

Where changes to breaks are needed, this is to be discussed and agreed.

A review finishing early should not occur because breaks are shortened or missed.

Benefits of Implementing

If a structured end to the day was provided, it would support panel members to:

- Manage their anxiety.
- Manage their energy levels.
- Plan their input and engagement.
- Create strategies for coping (especially for more challenging reviews).
- Move, eat, and rest.



Reflect on the Review

Rationale

Panel members have varying experiences of reviews and often feedback about things that did not work well, complaints and issues they had, many of which could have been addressed on the day.

Reasonable Adjustment

Time to be allocated at the end of each review to reflect on the review.

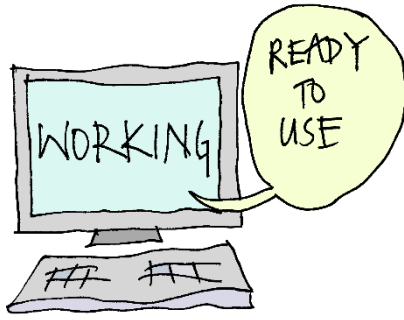
Reflection should encompass a range of themes including, booking, planning, venue and the panel and seek to understand what worked well, what didn't and what could have been improved.

As a future development idea - the responses could be captured on an electronic form, which is then shared with the commissioner and used as a source of data to inform of their quality assurance processes.

Benefits of Implementing

If an opportunity to review the review was provided, it would support panel members to:

- Raise, and where possible, address issues before leaving.
- Promote team level feedback which would reduce the quantity of feedback shared after the review.
- Create an opportunity for people to give and receive positive feedback (a frequent request).
- Identify themes and areas for praise or improvement.
- Ensure that commissioners are getting the information they need to improve the programme in real time.



Technology is Working Well

Rationale

Panel members highly value the availability of technology that works well and is being used well.

Reasonable Adjustment

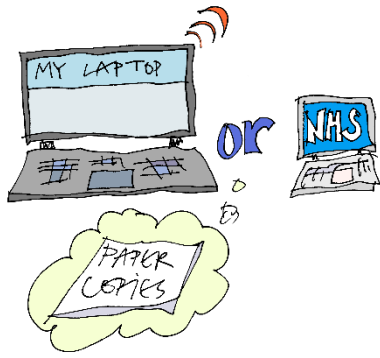
As a minimum:

- All technology, both software and hardware to be checked by the venue / chair, and an email sent ahead of the review confirming that everything is ready for use.
- On the day, the venue to provide a contact person for all technological support. This person should be available at the start of the day and throughout if needed.

Benefits of Implementing

If the technology is working well, it would support panel members to:

- Manage feelings of being overwhelmed.
- Improve the quality of the reviews.
- Focus on the content of the review rather than any technological mishaps.



Ability to Use Personal Laptops

Rationale

Panel members need to be able to use their personal laptops to access paperwork now that it is shared digitally.

Reasonable Adjustment

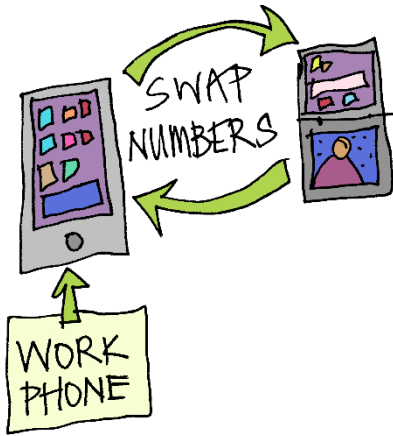
As a minimum:

- Venues to provide a Wi-Fi connection for use by panel members so they can use their personal laptops.
- If panel members are not able to use their own laptops, they should be given access to an NHS laptop to access their emails on the day of the review.
- As a last resort all paperwork to be printed and shared as a hard copy for face-to-face reviews.

Benefits of Implementing

If the ability to use personal laptops is implemented, this would support panel members to:

- Use adaptive technology.
- Meet their own needs.
- Manage feelings of being overwhelmed and anxiety.



A Way to Communicate on the Day That is Not Email Based

Rationale

Panel members need to be able to communicate quickly and easily on the day about matters relating to the review.

As many panel members are not able to access NHS emails on their mobile phones, they may miss information about last minute changes to the review when it is sent via email.

Reasonable Adjustment

Panel members to exchange mobile phone numbers ahead of the review and to contact each other via text, or phone call if needed.

As a minimum requirement, the Chair shares their contact with the panel ahead of the review day.

NB. Ideally, all panel members will have a 'work' phone for use at reviews.

Benefits of Implementing

If panel members had each other's work numbers ahead of the review, it would:

- Increase opportunities to share information.
- Reduce the need for internet access.
- Support people to manage their anxiety about the availability of Wi-Fi or access to email.



Knowing What Will Happen if There are Unforeseen Changes / Issues Concerning the Panel

Rationale

Panel members want to be included in the plans for the day, especially if an unexpected situation arises.

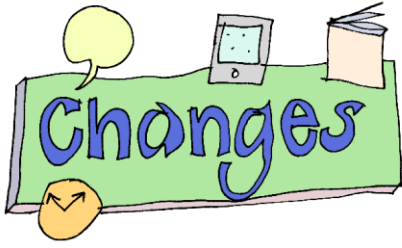
Reasonable Adjustment

A Plan B guide is created and made available to all panel members as a reference. It would outline what will happen if, due to unforeseen circumstances, a change is required to the running of the day. This would also include reasons for cancellation.

Benefits of Implementing

If this information is available ahead of the review, it would:

- Clarify roles in the 'new situation'.
- Enable easy communication between people.
- Clarify what is and what is not acceptable behaviour or practice.
- Provide a grab sheet with pre-made decisions, for use at a potentially difficult moment.



Changes to Agenda Clearly Communicated

Rationale

Panel members recognise that even the best planned days need to change, and value these changes being clearly communicated.

Reasonable Adjustment

All changes to be clearly communicated in a timely manner, and where needed, time given to adjust to the new schedule.

This could be done verbally or using a digital / analogue aid that moves sections of the agenda to different time slots. This would ensure there is an up-to-date agenda on hand that reflects the current needs of the person at the centre of the review and their team.

Benefits of Implementing

If changes to the running of the day are clearly communicated, it would:

- Help people manage their anxiety.
- Help people manage their energy and focus.
- Ensure that nothing gets missed.