

# ***Assessing & managing capacity in urgent care – luck or judgement?***

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Andy Eaton  
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Engineers House

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# Why capacity on an urgent care day?

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- ❑ To explore some urgent care dilemmas around patient's capacity to make decisions
  - ❑ To explore ways of supporting patients and ourselves when patients make decisions we might deem to be unwise
  - ❑ To calibrate amongst peers what can safely and efficiently be managed in the community
  - ❑ To consider what really is in the best interests of patients and ourselves when trying to get through a duty day / shift
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# Case RD – Roger Doddery

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# Principles of Mental Capacity Act 2005

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- ❑ Assume capacity
  - ❑ Help people to have capacity in all practical ways before deciding they do not have capacity
  - ❑ People are entitled to make unwise decisions
  - ❑ Decisions for people without capacity should be in their best interests and the least restrictive option
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# The 4 Point Capacity Test

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- Can they understand the information given?
  - Can they retain the information given?
  - Can they balance, weigh up or use the information?
  - Can they communicate their decision?
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# GMC Capacity Tool

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[http://www.gmc-uk.org/Mental\\_Capacity\\_flowchart/](http://www.gmc-uk.org/Mental_Capacity_flowchart/)

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# Case PEL – Paul E Legg

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# What does the GMC say? (aka the "Does he take sugar?" guide)


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- Talk directly to the patient / involve carer with permission
  - Keep a commentary going about what is happening / likely to happen
  - Allow more time (for discussion...)
  - A physical examination must be carried out if indicated
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# Practical ways to help ...

- ❑ Visual aids, talking mats, pictures
- ❑ Health passports (My health book)
- ❑ “What usually works?”




This is my  
**Health Care Passport**

For people with learning disabilities using health services

My name is:

If I need health care this book needs to go with me, it gives health care staff important information about me.

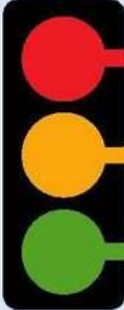
**It needs to hang on the end of my bed if in hospital** and a copy should be put in my notes.



This passport belongs to me. Please make sure I keep it with me.

Nursing and medical staff please look at my passport before you do any interventions with me.

**EVERY adult has the right to make his or her own decisions and you MUST assume I have capacity to make them unless YOU prove otherwise.**



Things you must know about me

Things that are important to me

My likes and dislikes

Epsom and St Helier University Hospitals NHS Trust  
Kingston Hospital NHS Trust  
Croydon University Hospital Healthcare NHS Trust  
St George's Healthcare NHS Trust  
Foundation of Nursing Studies  
Croydon Community Learning Disability Team

Kingston Community Learning Disability Team  
Merton Team for People with Learning Disabilities  
Richmond Specialist Healthcare Team (Learning Disabilities)  
Sutton Clinical Health Team for People with Learning Disabilities  
Wandsworth Community Learning Disability Team

# Case MCA - Molly Chumley-Anderson

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<http://www.devon.gov.uk/mca-protocol-for-admitting-to-hospital.pdf>

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# Discuss a gameplan to tackle these duty doctor tasks on your list?

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- Cough for 10 days in 22 yo asthmatic - req antibiotics
  - You need a cup of tea / biscuit
  - 48 yo builder, lying on floor with back pain, can't get up
  - 53 yo run out of bisoprolol – going on holiday tomorrow
  - Palliative patient needs more JIC meds chemist closes in one hour
  - 6yo sent home from school with fever and a rash
  - Your partner wants you to call them back because your 5 year old child has a fever and you have run out of under 6 Calpol - can they give Calpol6+ ?
  - Vomiting in a 9 month old, nappies smell awful
  - You need a pee
  - Ambulance crew waiting on scene with 84 yo after a fall
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