

Learning Disability Improvement Standards for NHS Trusts

What people said



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Introduction



NHS Improvement has 4 **standards** that NHS trusts should meet when they work with people with learning disabilities.



Standards are a way of measuring how good a service is.

They help the NHS improve the care it provides.



We asked patients and staff of all the NHS trusts to complete a survey.



The survey asked questions about how the NHS trusts were using the standards.



This is a report on what people said in the survey.

The 4 standards



The 4 standards are about:

1. Giving people with learning disabilities or autism their rights



2. Involving people and listening to people



3. Making sure NHS trusts have the right staff with the right training



4. Special health services for people with learning disabilities

1. Giving people with learning disabilities or autism their rights



What patients with learning disabilities and autism said

Two out of every three people said that staff did talk to them about their rights.



Nearly everyone said that they were treated with respect.



Three quarters of people said that staff told them not to do something without explaining why.



Three quarters of people said that staff didn't check to see if they had an **advocate**.

An **advocate** is someone who supports you to speak up or speaks on your behalf.





Most people said that staff explained their medication to them.



Most people said they received high quality care.

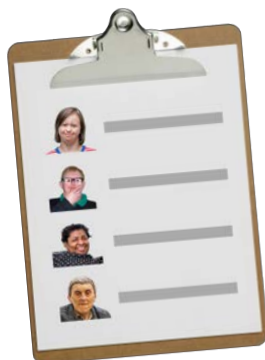


What staff in NHS trusts said

Most trusts did help people with learning disabilities to use an advocate.



Most trusts don't know if someone has a learning disability. Only a very few computer records say that someone has a learning disability.



About a third of staff said they had a list of people with a learning disability who were waiting for treatment or an assessment.



About one in every seven staff said that they looked at how long people with learning disabilities were having to wait.



Many people die in hospital. Staff look at the deaths of people with learning disabilities in hospital and see if there is anything that could have been done better.



About a quarter of the deaths of people with learning disabilities in hospital led to a change in the way staff work.

2. Involving people and listening to people



What patients with learning disabilities and autism said

About six out of 10 people with learning disabilities have a **health passport**.



A **health passport** is a document that you can give to any health professional to explain your health needs and ways to treat you.



About six out of 10 hospital staff read the health passport.



About one in every three people have wanted to make a complaint.

Only a few people actually made the complaint.

About one in three people understood how to make a complaint.



About two in every three people knew who to talk to if they were unhappy about their care.⁴

What staff in NHS trusts said



About two in every three staff said that their trust had meetings where people with learning disabilities and carers could speak out.



About four in every 10 staff said that managers at their trust met with people with learning disabilities.



About four in every 10 staff said that their trusts had toilets and changing places that were suitable for people with learning disabilities.



Most trusts have places that family members can stay overnight.



About half of trusts make it easy for people with learning disabilities to make a complaint.

3. Making sure NHS trusts have the right staff with the right training



What patients with learning disabilities and autism said



Three quarters of people said that staff explained things to them in a way that they could understand.



About seven out of 10 people said they had enough time to talk to staff.



About seven out of 10 people were supported by the same staff most of the time.



Three quarters of people said that staff listened to them.



Less than half of people said that someone from the learning disability team kept in contact with them while they were in hospital.



Less than half saw a **Learning Disability Liaison nurse**.



A **Learning Disability Liaison Nurse** helps someone with learning disabilities with communicating and getting on well while they are in hospital.



Less than half of people were happy with the **Learning disability Liaison Nurse**.



Most people said they were happy with the care they received from the NHS trust.

What staff in NHS trusts said



Nearly all staff said that there was someone in their trust who was responsible for improving services for people with learning disabilities.



About a third of staff said their trust had a plan to give more jobs to people who work with people with learning disabilities.



Only about half of staff have had training to communicate with people with learning disabilities.



Most staff would speak up if someone with learning disabilities was getting too much medication.



Most staff know how to make things easier for people with learning disabilities.



Only about one in three people said their trust had enough staff with the right skills to work with people with learning disabilities.



About two in every three patients with a learning disability said that staff listened to them.

4. Special health services for people with learning disabilities



We didn't ask people with learning disabilities any questions about this standard this year.



What staff in NHS trusts said

All staff said that patients, and their carers were fully involved at every stage while they were getting treatment.



Almost all staff said that they thought about whether the patient might be better getting treatment in the community, instead of in hospital.



Seven out of 10 staff said that community health staff were involved when the patient goes into hospital.



Less than half of staff said that they used the proper ways of looking at the care and treatment of people with learning disabilities.



About six out of 10 staff said that people with learning disabilities and their families are involved in checking that their medication is right.

For more information

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