



Benchmarking Network

NHS

Improvement

Performance against the learning disability improvement standards

Appendices: Findings from the benchmarking exercise

July 2019

NHS England and NHS Improvement



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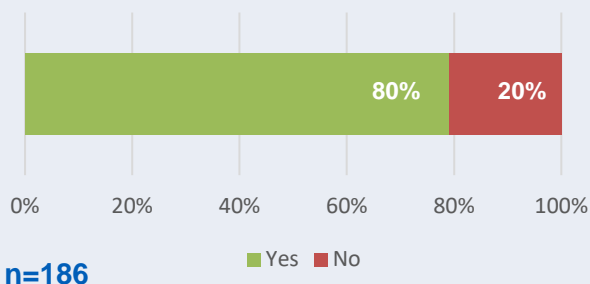
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Appendix 1

Standard 1: Respecting and protecting rights

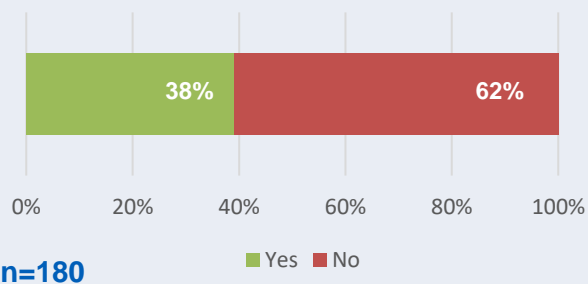
Organisational level – access

Figure 1: Procedures in place to ensure that the pathways of care for people with learning disabilities are concordant with all guidance



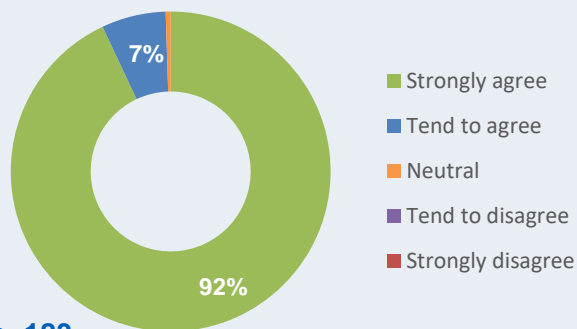
n=186

Figure 2: Organisation currently holds a list of people with learning disabilities waiting for assessment and/or treatment



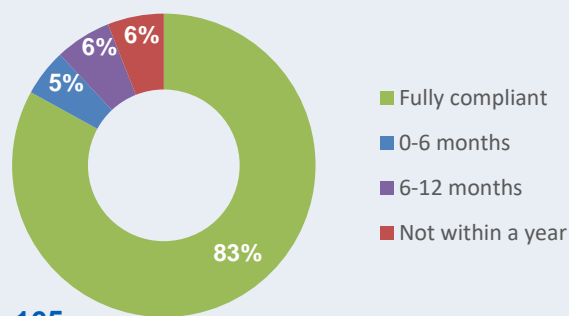
n=180

Figure 3: Service users in hospital should always have access to statutory and/or general advocacy services



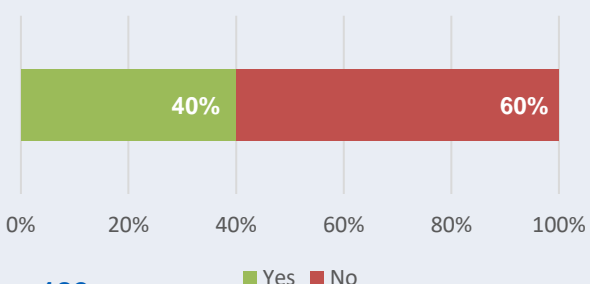
n=183

Figure 4: Organisation expects to be fully compliant with the advocacy statement



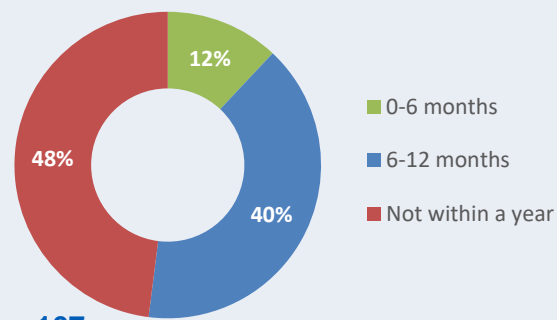
n=165

Figure 5: Policies which require staff to regularly contact service users who have a learning disability on the waiting list regarding scheduling



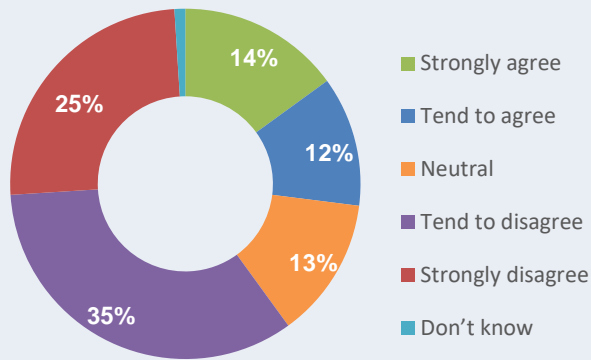
n=182

Figure 6: Organisation expects to have scheduling policies in place



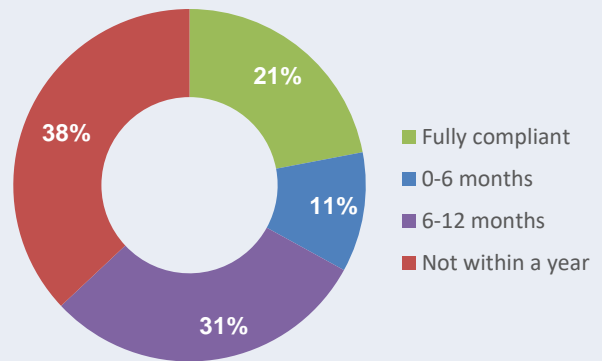
n=107

Figure 7: Our organisation routinely monitors waiting times for people with learning disabilities and reports waiting list size and times to the board.



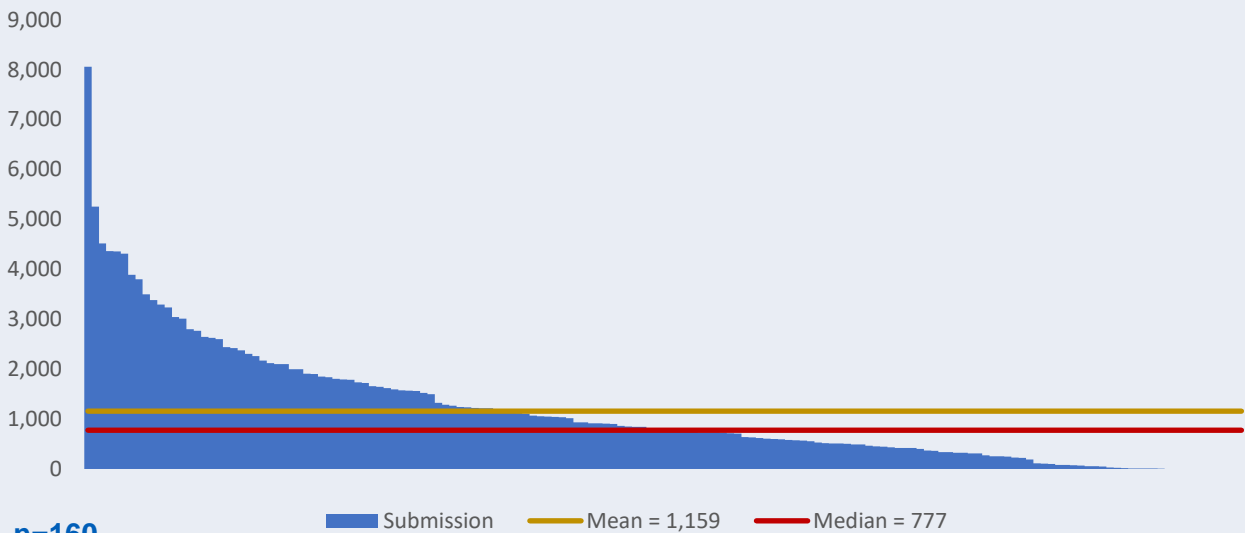
n=179

Figure 8: Organisation expects to be fully compliant, regarding the monitoring of waiting times



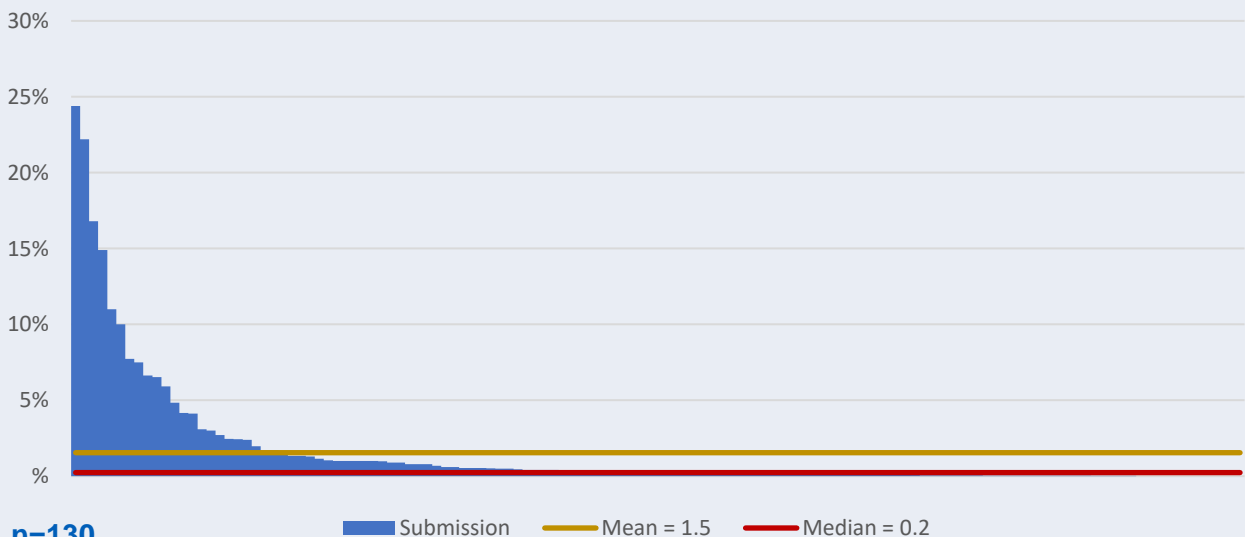
n=160

Figure 9: Number of people with a learning disability flag on the electronic patient record within your trust 2017/18



n=160

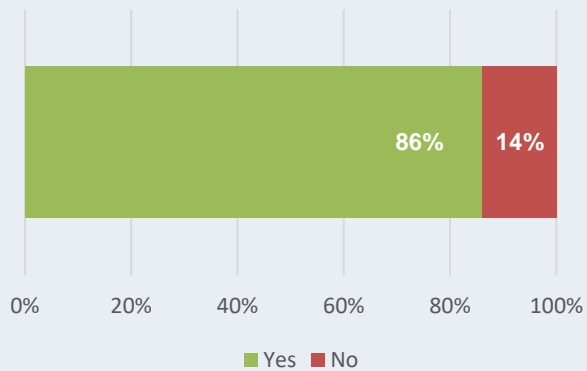
Figure 10: Percentage of people on the electronic patient record with a learning disability 2017/18



n=130

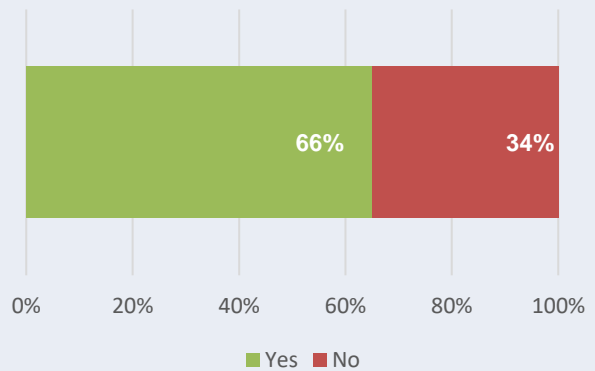
Organisational level – quality

Figure 11: Our service conducts post-incident reviews and debriefs following incidents where restrictive interventions have been used



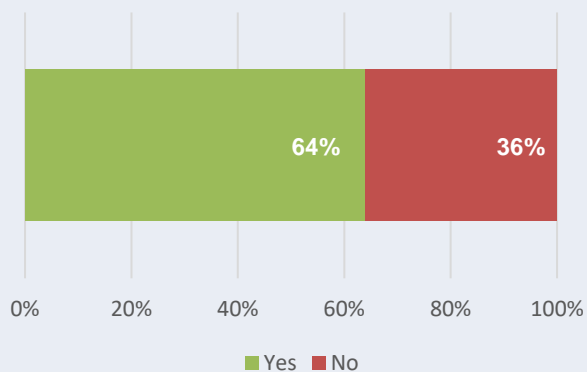
n=161

Figure 12: Service delivery outcome measures are in place to understand how effective your services are for people with learning disabilities



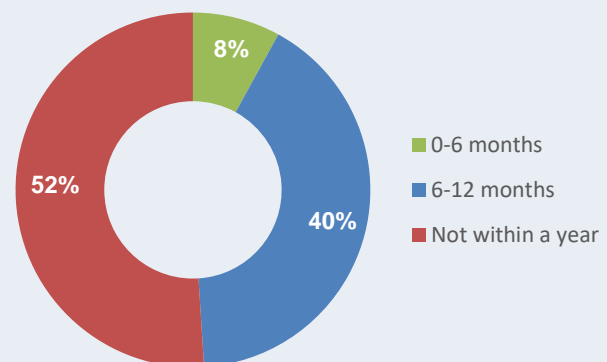
n=181

Figure 13: Our organisation is able to isolate/disaggregate specific outcome data regarding patients with learning disabilities



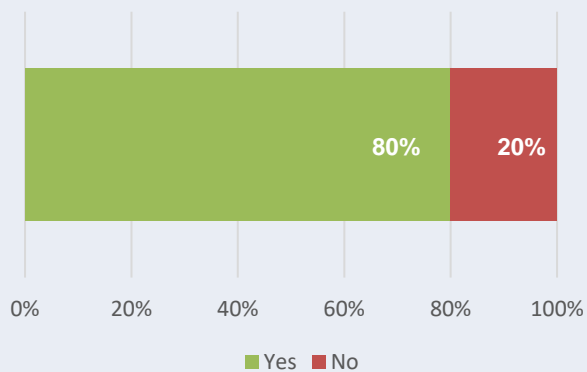
n=179

Figure 14: Organisation expects to be able to isolate/aggregate learning disability outcomes



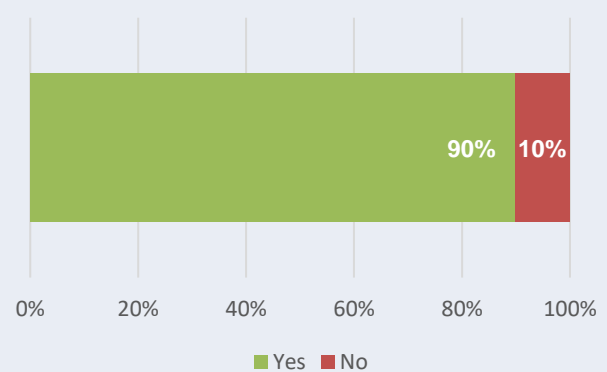
n=73

Figure 15: Does your organisation regularly audit any restrictions and deprivations of liberty it places on people?



n=178

Figure 16: If so, is this supported by local policy within trust-run services?



n=153

Figure 17: Incidences of use of physical restraint specifically applied to people with learning disabilities

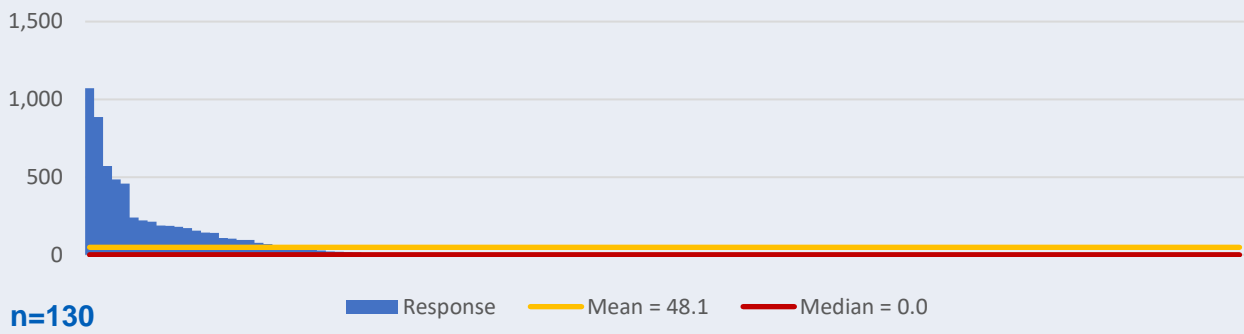


Figure 18: Incidences of use of physical restraint specifically applied to people with learning disabilities per 100,000 occupied bed days

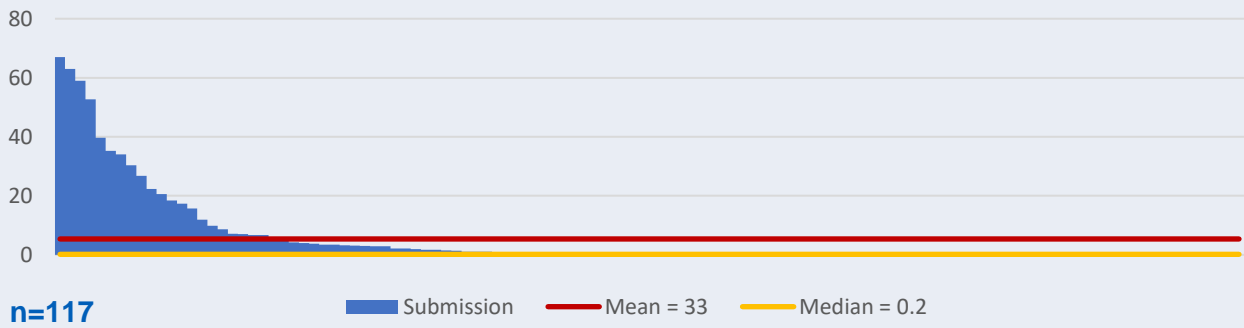


Figure 19: Number of people with learning disabilities who experienced the use of restraint

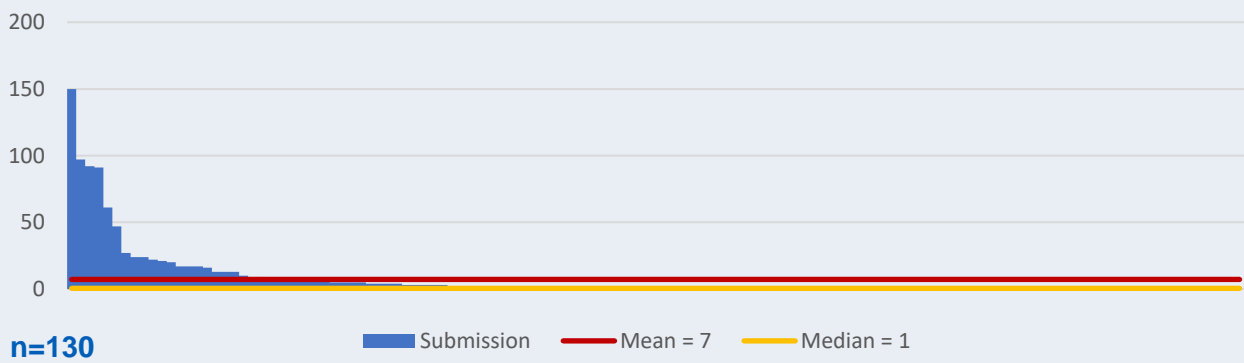


Figure 20: Number of people with learning disabilities who experienced the use of restraint per 100,000 occupied bed days

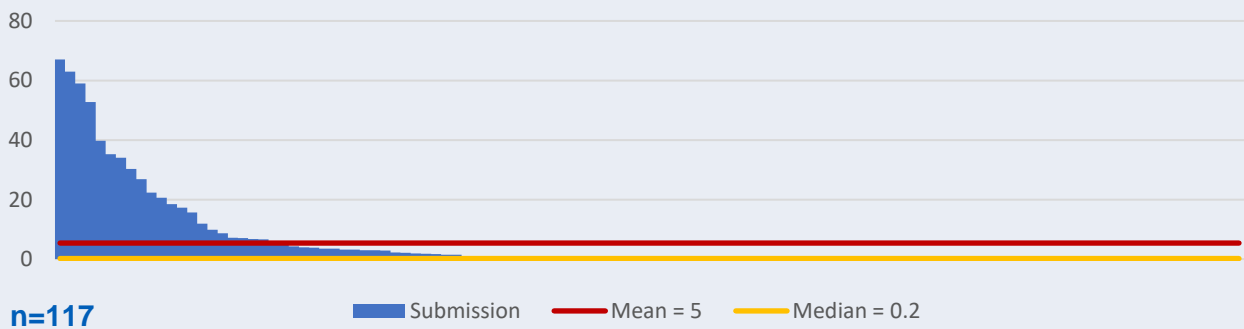


Figure 21: Number of adverse incidents relating to people with learning disabilities

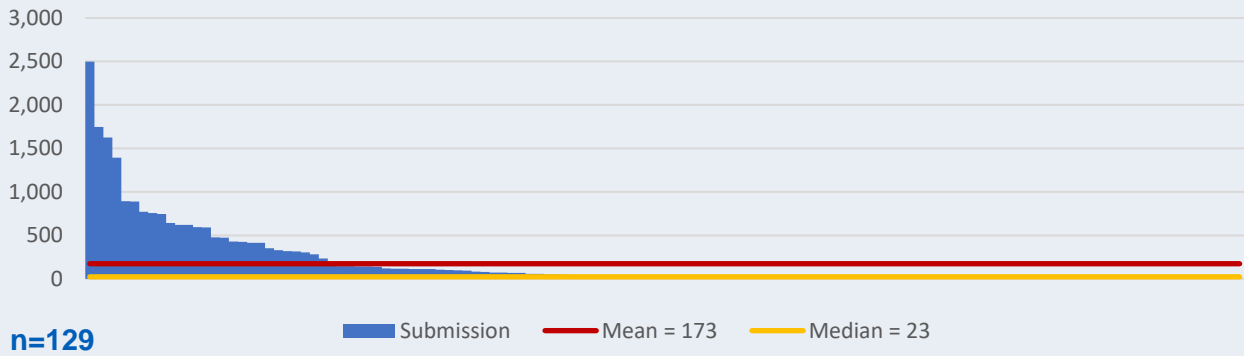


Figure 22: Number of adverse incidents relating to people with learning disabilities per 100,000 occupied bed days

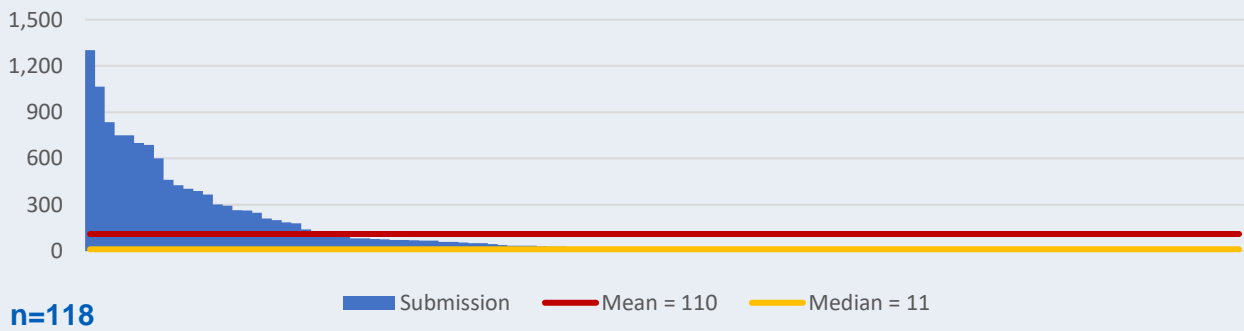


Figure 23: Number of formal complaints regarding/received by people with learning disabilities

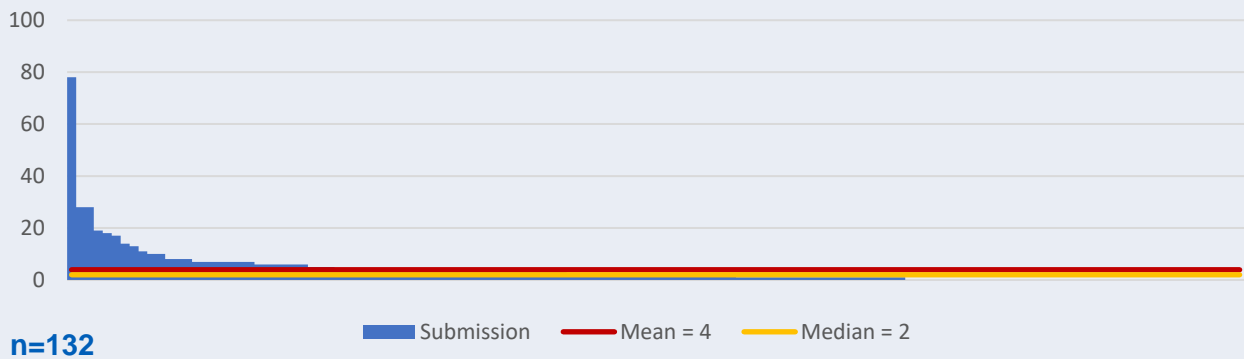
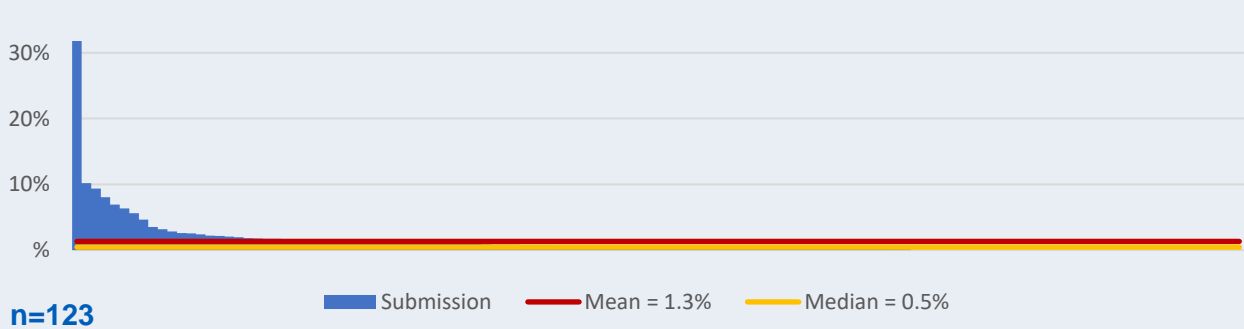
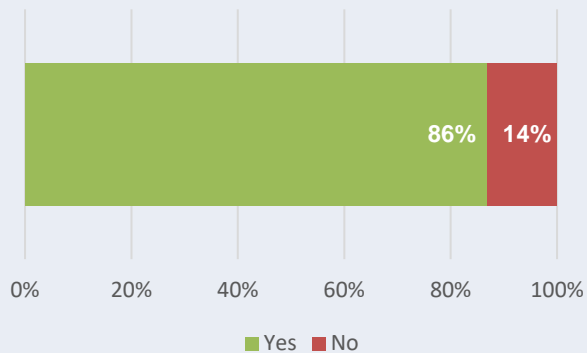


Figure 24: Number of formal complaints regarding/received by people with learning disabilities as a % of total complaints received



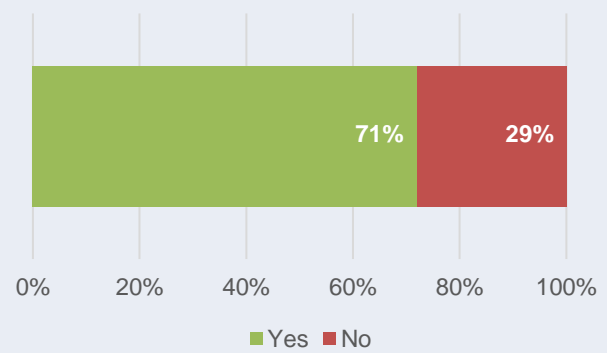
Organisational level – LeDeR

Figure 25: Our organisation ensures that those staff who have trained to be LeDeR reviewers are actively released to undertake these reviews



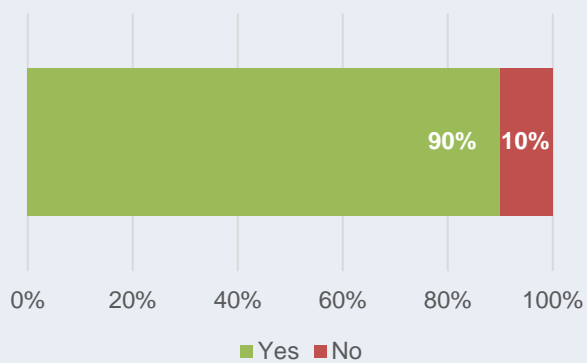
n=166

Figure 26: Commitment to ensure that staff trained to deliver LeDeR reviews undertake the minimum of 2/3 reviews per year



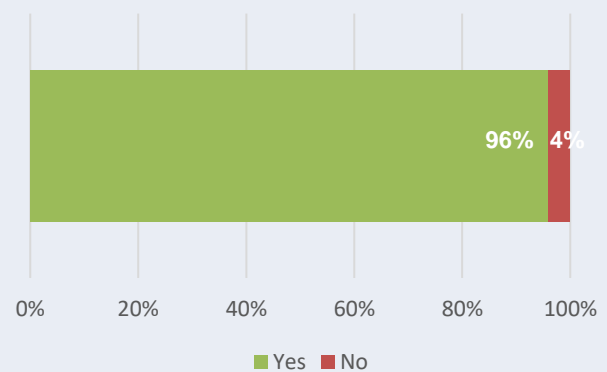
n=167

Figure 27: Our organisation ensures it has representation at your local LeDeR strategy group



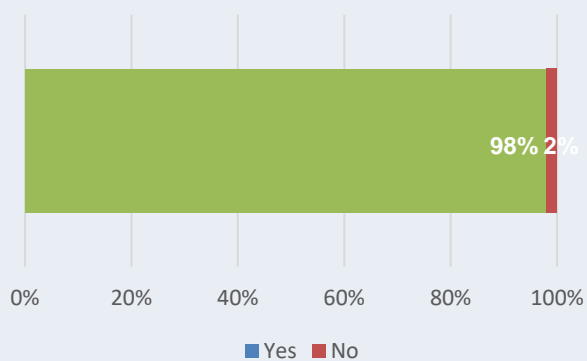
n=176

Figure 28: Our organisation ensures LeDeR reviewers are afforded timely access to case notes to conduct LeDeR reviews



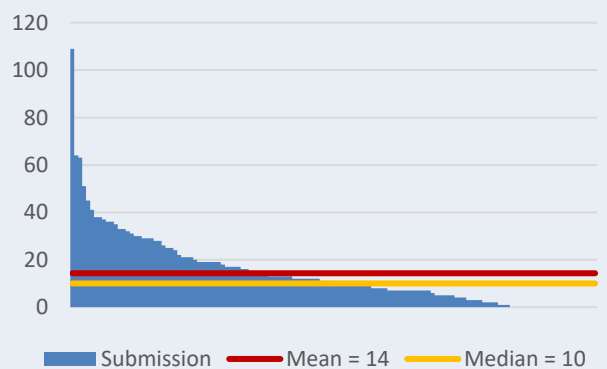
n=176

Figure 29: Following reviews, our organisation implements actions to reduce preventable deaths



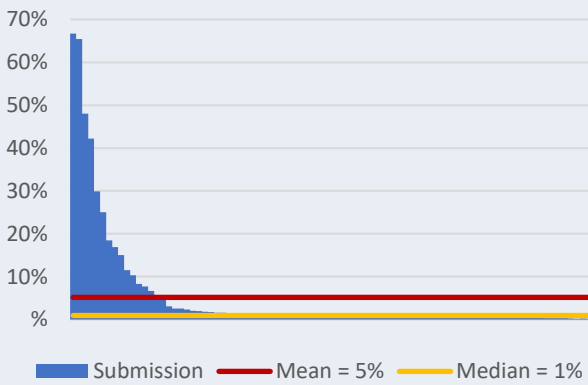
n=173

Figure 30: Number of people with learning disabilities who died during 2017/18 while on active caseload or within 3 months of case being closed/discharge



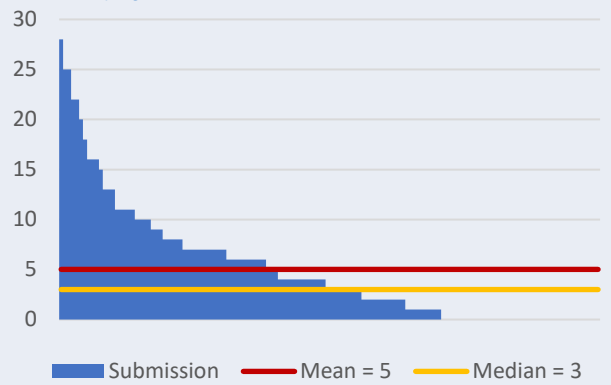
n=133

Figure 31: Deaths of people with learning disabilities on an active caseload as a % of total deaths



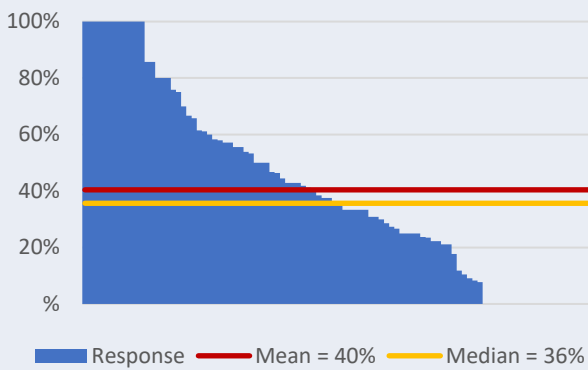
n=85

Figure 32: Number of deaths of people with learning disabilities as a result of choking incidents, sepsis, epilepsy, gastrointestinal obstructions and pneumonia



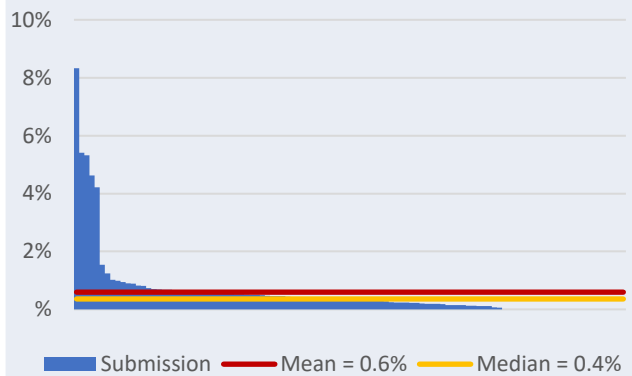
n=136

Figure 33: % of deaths of people with learning disabilities as a result of choking incidents, sepsis, epilepsy, gastrointestinal obstructions and pneumonia



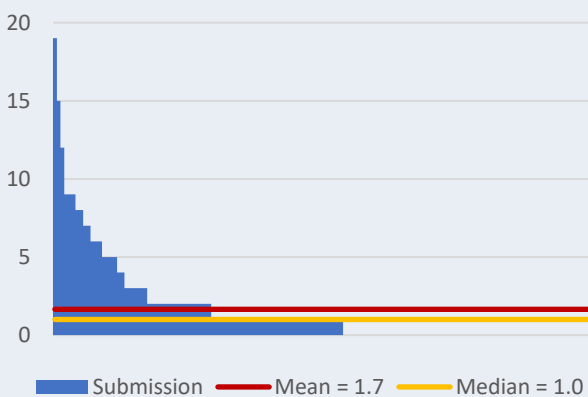
n=98

Figure 34: % of deaths of total hospital deaths as a result of choking incidents, sepsis, epilepsy, gastrointestinal obstructions and pneumonia



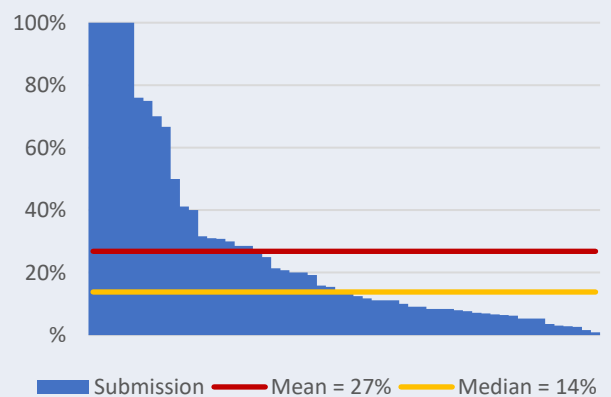
n=107

Figure 35: Number of action plans relating to deaths of people with learning disabilities implemented



n=143

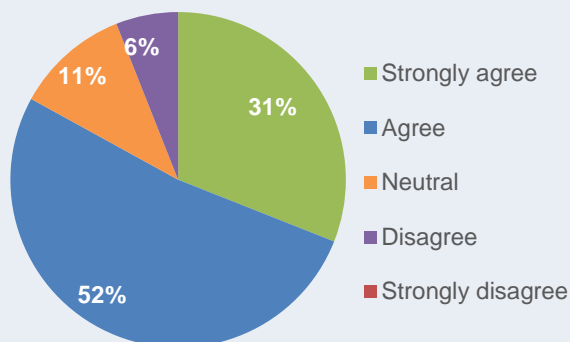
Figure 36: % of deaths of people with learning disabilities where an action plan was implemented



n=56

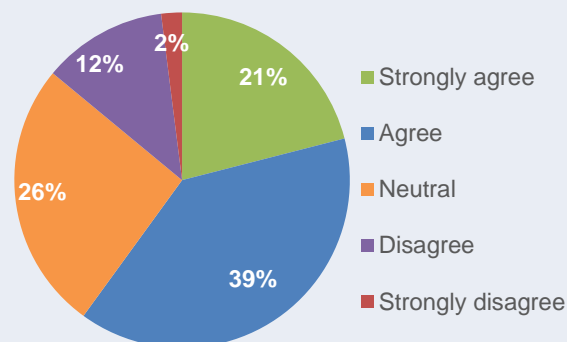
Staff survey

Figure 37: Staff actively determine, record and share communication and information to make reasonable adjustments to care pathways to ensure people with learning disabilities have the right care and support



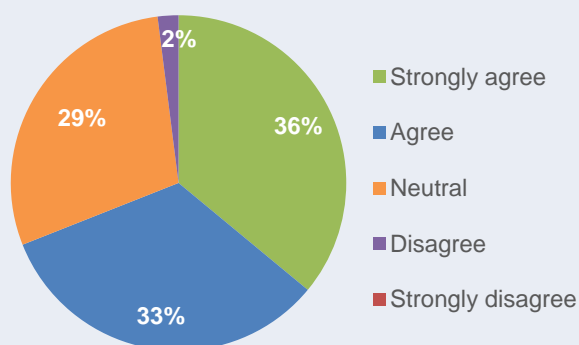
n=2,156

Figure 38: Staff identify on the electronic patient record (learning disabilities flag) people known to have a learning disability, and record reasonable adjustments to improve the patient's outcomes



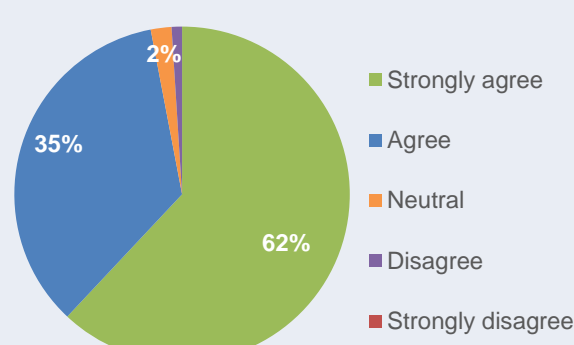
n=2,151

Figure 39: If a person with a learning disability dies, the trust investigates the death and if needed puts in place actions to stop it happening again



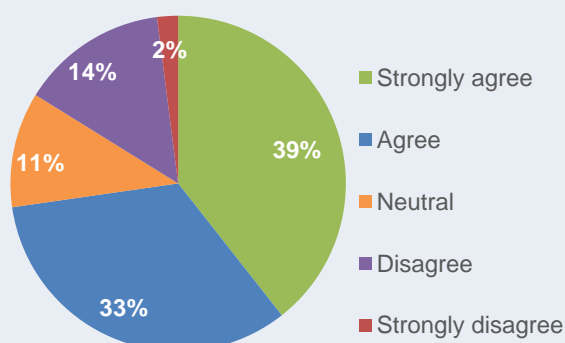
n=2,135

Figure 40: I am aware of the Mental Capacity Act in relation to the needs of people with learning disabilities



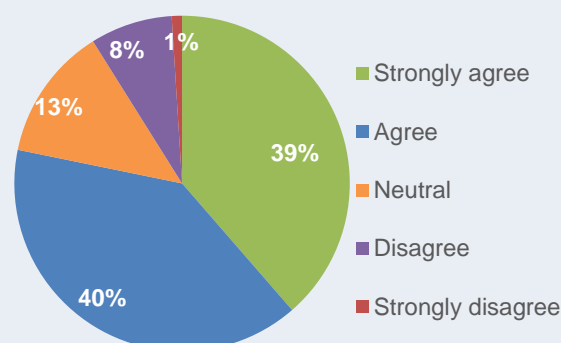
n=2,147

Figure 41: I have had training about the importance of minimising and reducing the use of restrictive interventions on people with learning disabilities









n=2,151

Figure 42: The levels of care provided to a person with a learning disability are at least as good as the level of care provided to a person who does not have a learning disability



n=2,151

Service user survey

<p>Figure 43: Did staff talk to you about your rights?</p>  <p>✓ Yes 68%</p> <p>✗ No 32%</p> <p>n=613</p>	<p>Figure 44: Were you treated with respect?</p>  <p>✓ Yes 94%</p> <p>✗ No 6%</p> <p>n=627</p>
<p>Figure 45: In hospital, if you were stopped from doing something, did the hospital staff help you understand why?</p>  <p>✓ Yes 74%</p> <p>✗ No 26%</p> <p>n=498</p>	<p>Figure 46: Did staff check whether you had an advocate?</p>  <p>✓ Yes 73%</p> <p>✗ No 27%</p> <p>n=590</p>
<p>Figure 47: Staff explained my medication to me clearly, so that I understood the reasons for taking it</p>  <p>😊 Agree 63%</p> <p>😐 Unsure 26%</p> <p>😞 Disagree 11%</p> <p>n=634</p>	<p>Figure 48: I received high quality care</p>  <p>😊 Agree 78%</p> <p>😐 Unsure 12%</p> <p>😞 Disagree 10%</p> <p>n=635</p>

Appendix 2

Standard 2: Inclusion and engagement

Organisational level – engagement

Figure 49: Members of the executive team regularly meet with and take advice from people with learning disabilities who use services; and with frontline workers

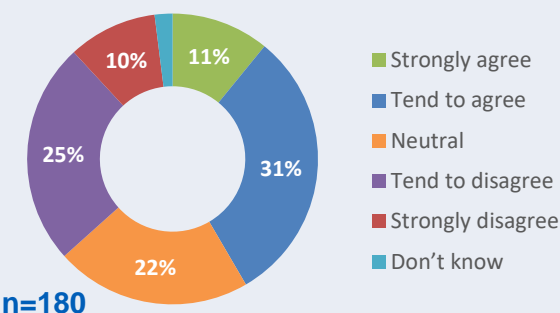


Figure 50: Trust council of governors and/or trust board subcommittees have a dedicated post/position for a person(s) with learning disabilities or their carers/families

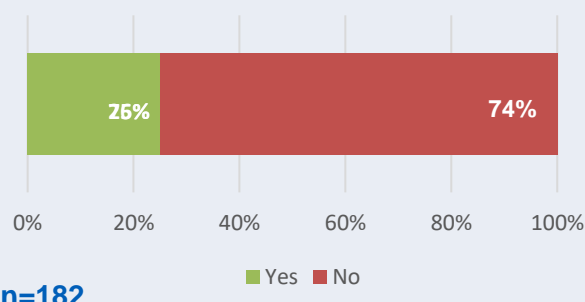


Figure 51: Our organisation has dedicated forums to engage the views of people with learning disabilities and their carers/families

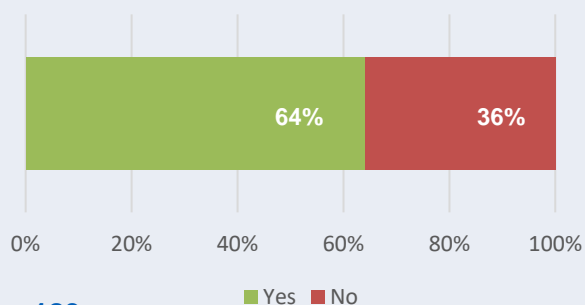


Figure 52: How often does this forum meet?

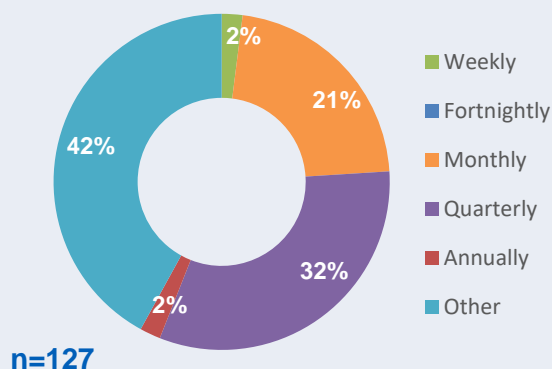


Figure 53: Our organisation undertakes equality impact assessments (EIAs) and considers the impact on people with learning disabilities when planning changes to the way services are delivered

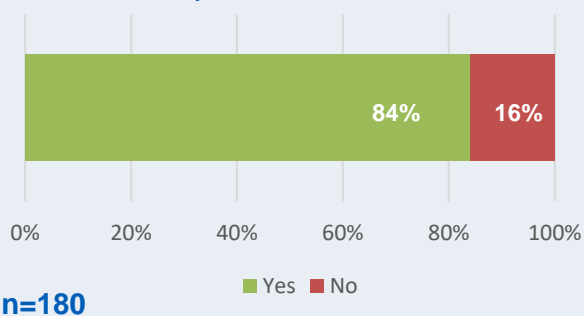
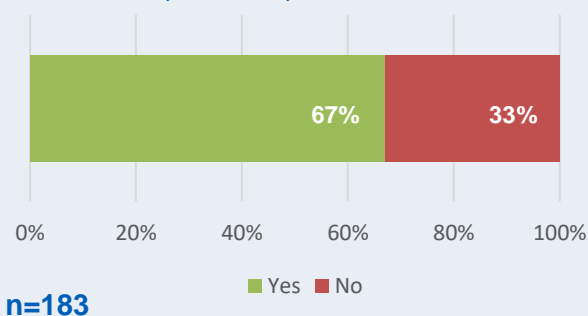


Figure 54: Our organisation actively involves people with learning disabilities and their families to check the quality of the services being provided and develop improvement plans as a result



Organisational level – reasonable adjustments

Figure 55: Which reasonable adjustments are offered by your organisation?

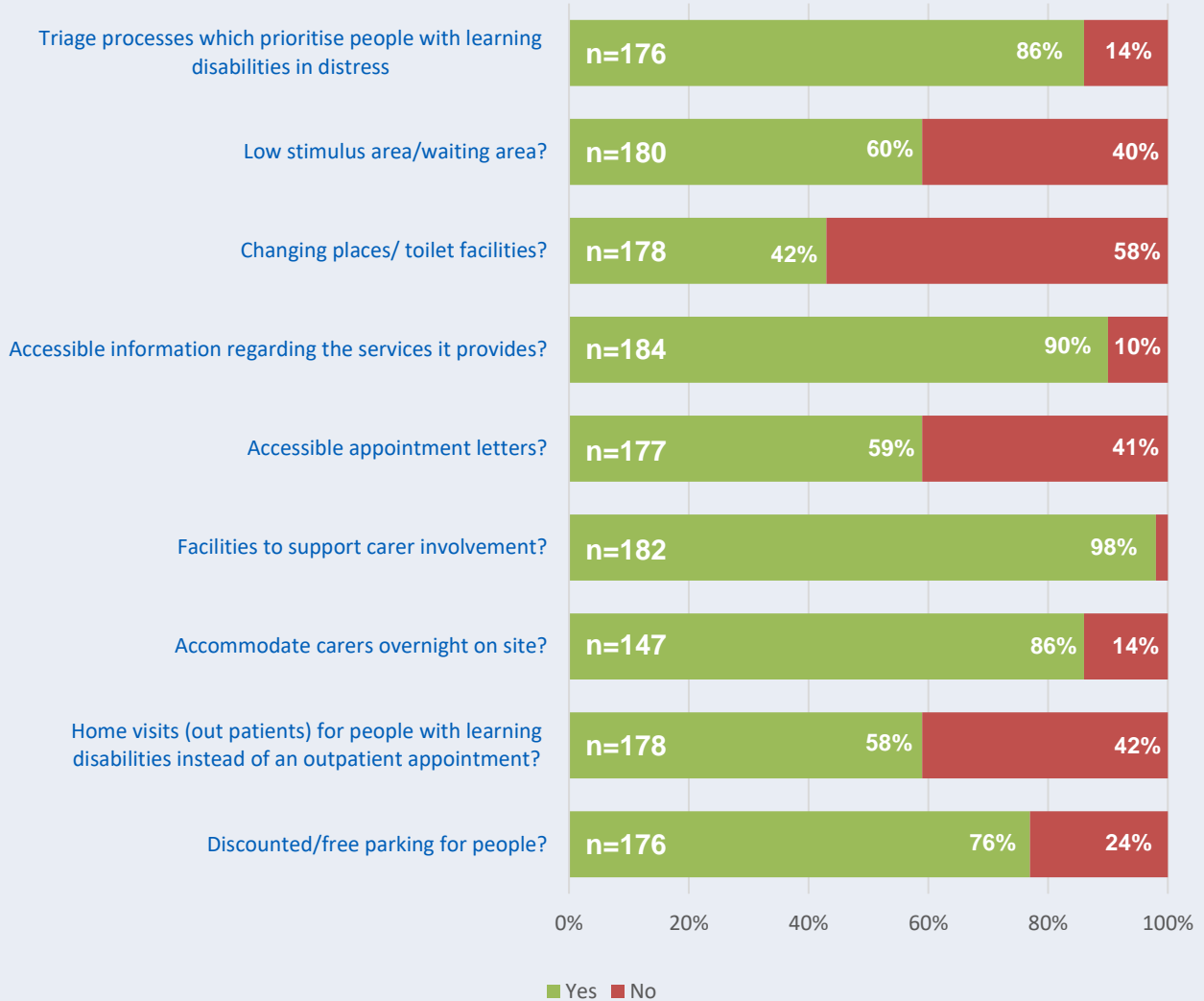
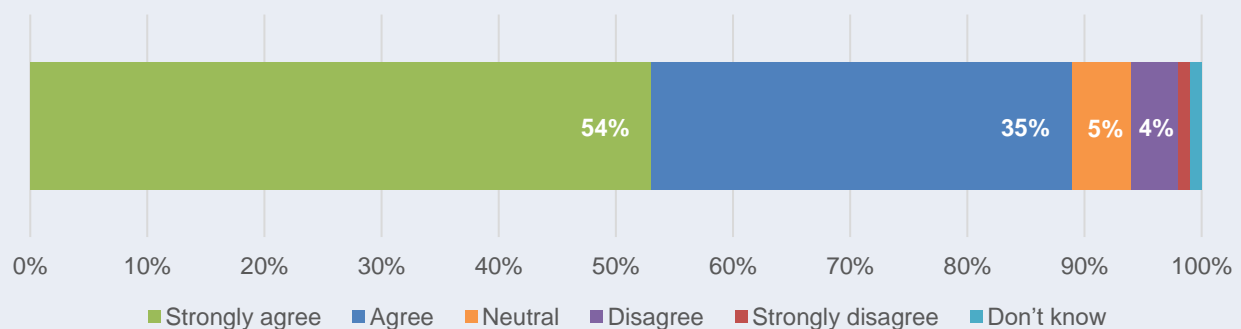


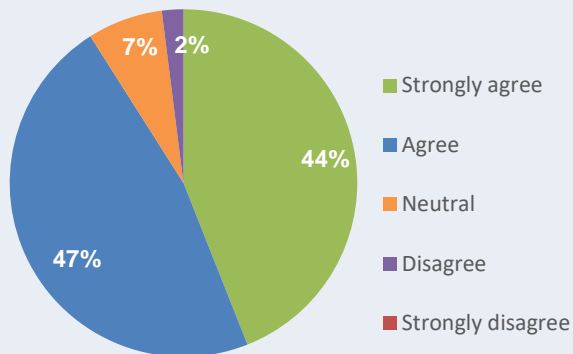
Figure 56: Our organisation makes reasonable adjustments to complaints processes, to avoid people with a learning disability having excessive form filling or having to write excessive amounts of detail during the complaints process



n=181

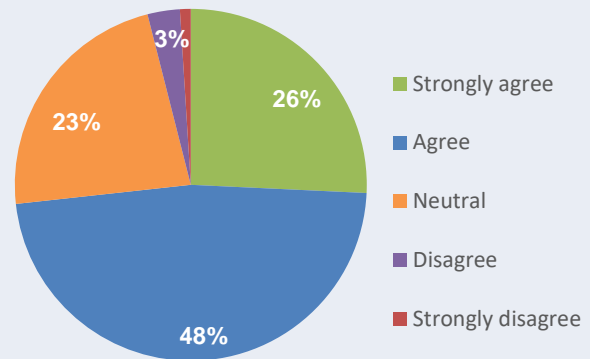
Staff survey

Figure 57: Staff work in partnership with people and their families/carers in planning and making decisions about their health, treatment and care, to respect their right to autonomy



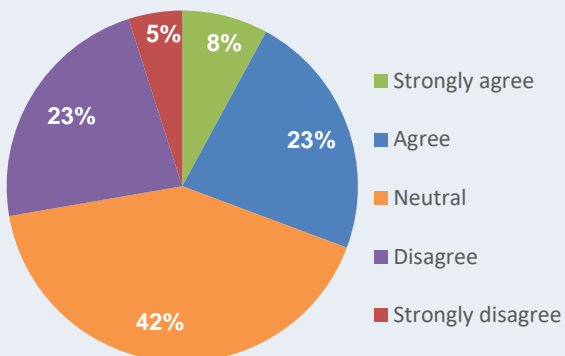
n=2,149

Figure 58: People with a learning disability are involved in training staff how best to support people with a learning disability



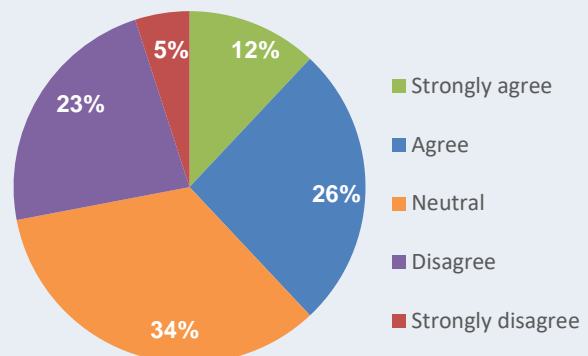
n=2,148

Figure 59: People with a learning disability are regularly involved in the review of a department or service, to help make improvements



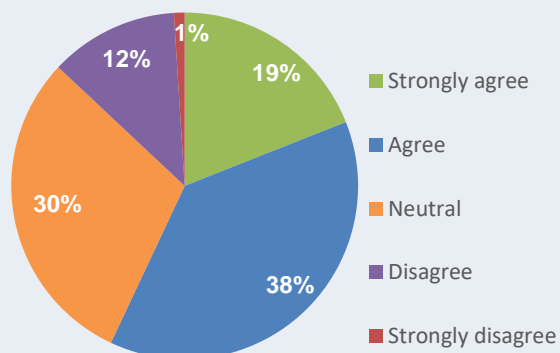
n=2,145

Figure 60: If things go wrong, the trust works with people with a learning disability, their families and/or carers to ensure things are put right for the person and to stop similar problems arising again












n=2,147

Figure 61: Staff always explain to people with learning disabilities their rights



n=2,153

Service user survey

<p>Figure 62: Do you have a health/hospital passport?</p>  <p>✓ Yes 60%</p> <p>✗ No 40%</p> <p>n=610</p>	<p>Figure 63: Did staff read and do what it says in your health/hospital passport?</p>  <p>✓ Yes 63%</p> <p>✗ No 37%</p> <p>n=380</p>	<p>Figure 64: Did you ever feel like you wanted provide feedback about your care?</p>  <p>✓ Yes 31%</p> <p>✗ No 69%</p> <p>n=618</p>
<p>Figure 65: Did you make a complaint?</p>  <p>✓ Yes 13%</p> <p>✗ No 87%</p> <p>n=614</p>	<p>Figure 66: I was given easy read information on how to make a complaint.</p>  <p>😊 Agree 33%</p> <p>😐 Unsure 34%</p> <p>☹️ Disagree 33%</p> <p>n=634</p>	<p>Figure 67: I knew who to speak to if I was unhappy about my care.</p>  <p>😊 Agree 66%</p> <p>😐 Unsure 18%</p> <p>☹️ Disagree 16%</p> <p>n=634</p>
<p>Figure 68: Have you had an annual health check with your GP within the last year?</p>  <p>✓ Yes 81%</p> <p>✗ No 19%</p> <p>n=622</p>	<p>Figure 69: All the staff who cared for me knew I had a learning disability and supported me in a way that I chose.</p>  <p>😊 Agree 80%</p> <p>😐 Unsure 9%</p> <p>☹️ Disagree 12%</p> <p>n=635</p>	<p>Figure 70: Everyone who treated me understood my needs.</p>  <p>😊 Agree 75%</p> <p>😐 Unsure 11%</p> <p>☹️ Disagree 15%</p> <p>n=635</p>

Appendix 3

Standard 3: Workforce

Organisational level – LD workforce

Figure 71: Partnership agreement with another trust to access learning disability liaison nurse services

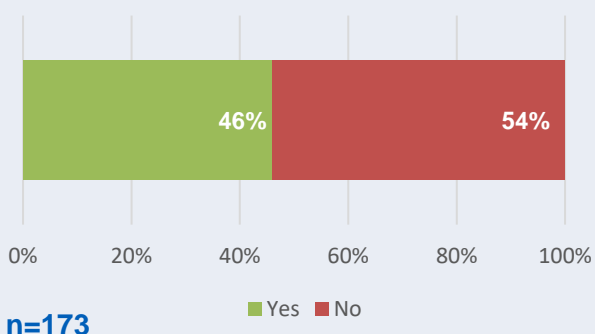


Figure 72: Number of designated learning disability liaison nurses employed (WTE)

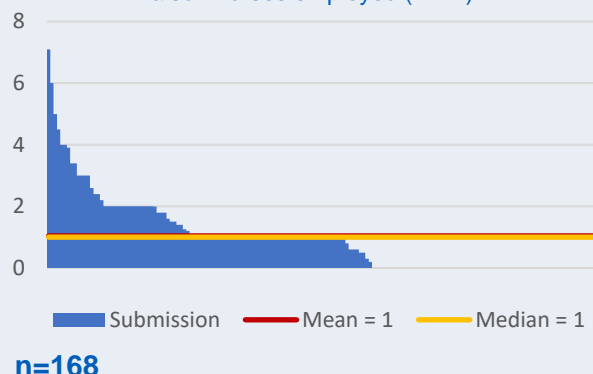


Figure 73: Trust employs people with learning disabilities

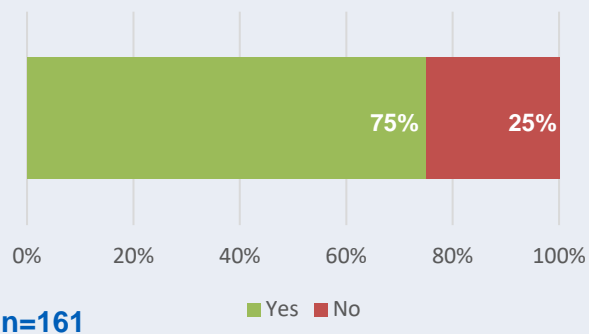


Figure 74: WTE of workforce employed with a learning disability (paid employment only)

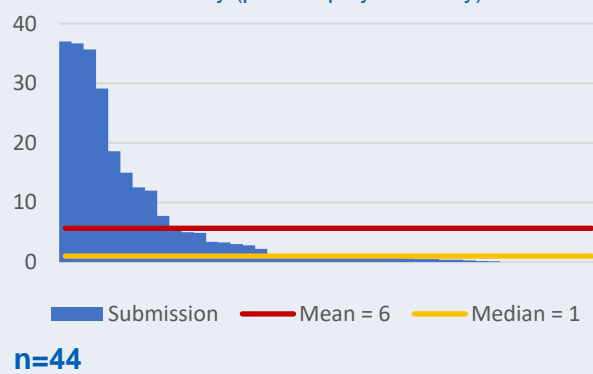


Figure 75: Our workforce plan includes data on current and future issues arising from retention/recruitment difficulties relating to the learning disabilities workforce

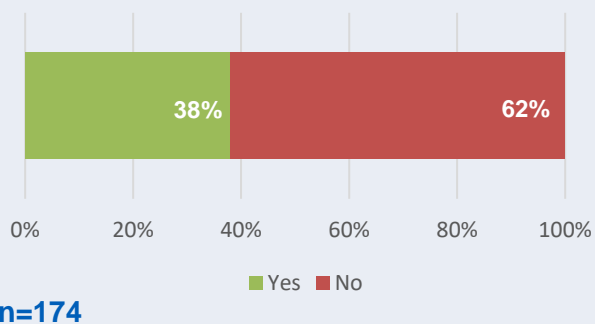
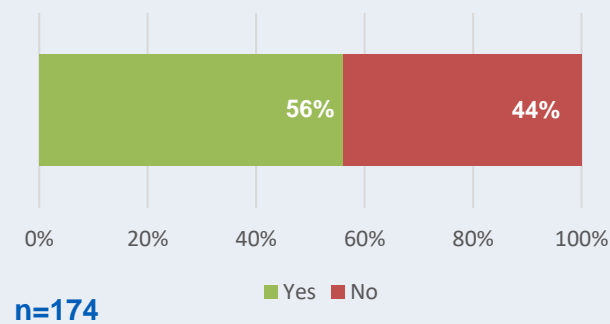
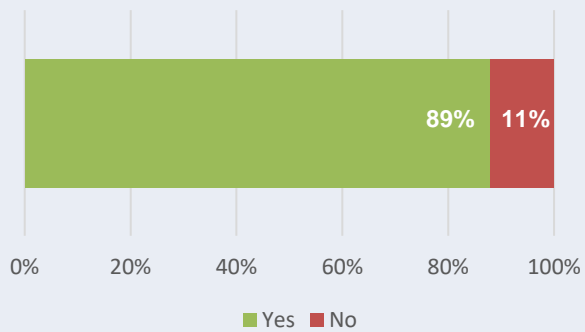


Figure 76: Our workforce plan includes provisions to support the development of new roles in learning disabilities care?



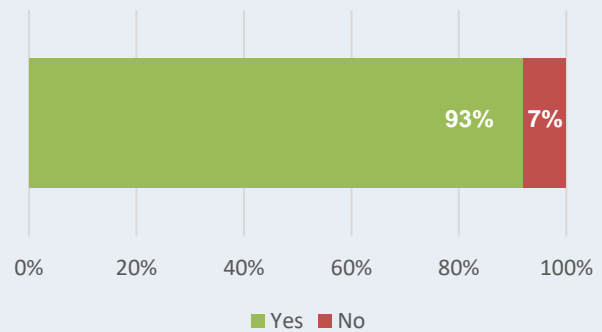
Organisational level – leadership

Figure 77: Our organisation has a clearly identified operational lead(s) for improving service delivery to people with learning disabilities



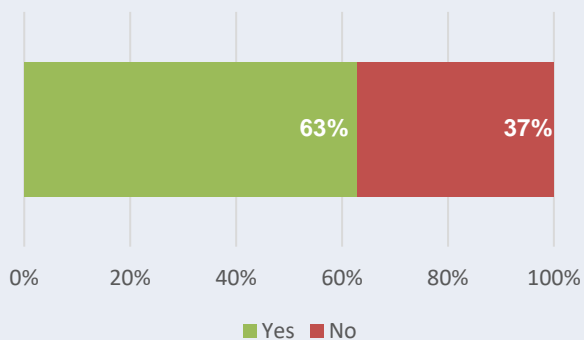
n=185

Figure 78: Our organisation has a board-level lead responsible for monitoring and assuring the quality of service being provided to people with learning disabilities



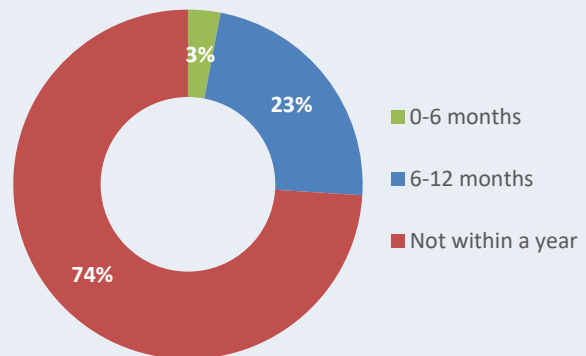
n=183

Figure 79: People with learning disabilities who have multiple long-term conditions are assigned an identified co-ordinator/lead practitioner, either from our trust or from another NHS provider



n=179

Figure 80: If no, when will your organisation expect to be compliant with the co-ordinator/lead practitioner assignment statement?



n=62

Organisational level – training

Figure 81: Our organisation provides internal training to help those who provide day-to-day care and support to understand how to recognise and respond to signs of emerging health problems for people with learning disabilities

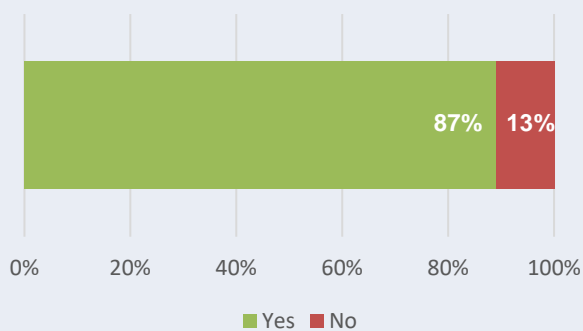


Figure 82: Our trust induction programme invites people with learning disabilities to contribute to staff training

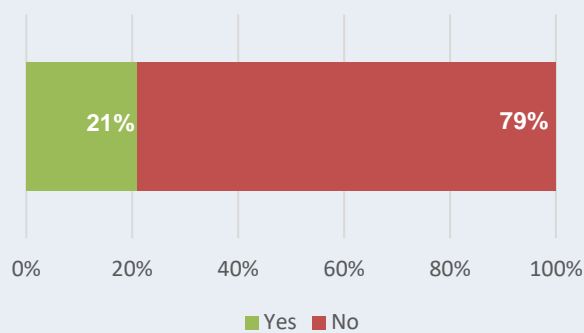


Figure 83: Staff are trained in the use of a range of health screening tools which are adapted to the needs of people with learning disabilities

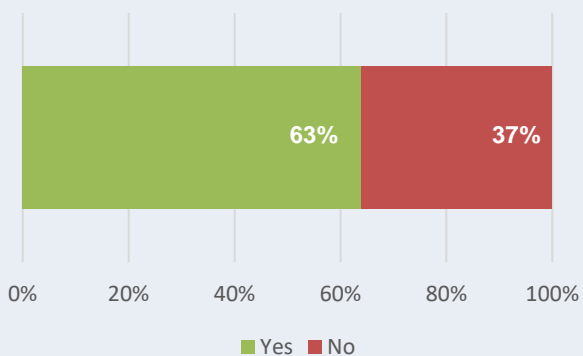


Figure 84: Staff receive up-to-date training covering learning disabilities/autism awareness

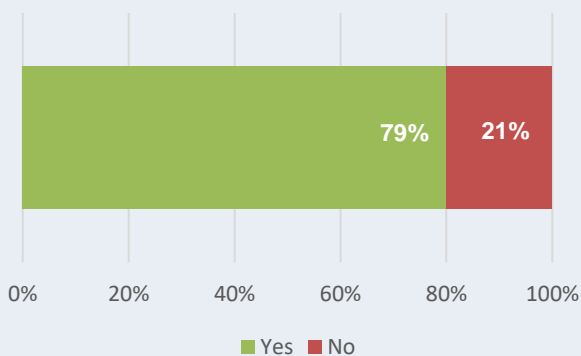


Figure 85: If staff receive up-to-date training covering learning disabilities/autism awareness, does this training include how to modify communication for people with learning disabilities/autism?

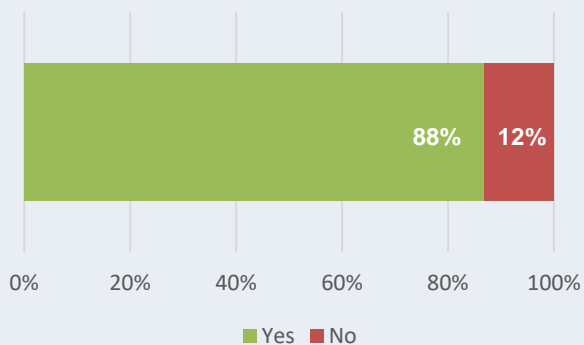


Figure 86: % of staff trained in how to modify communication for people with learning disabilities/autism

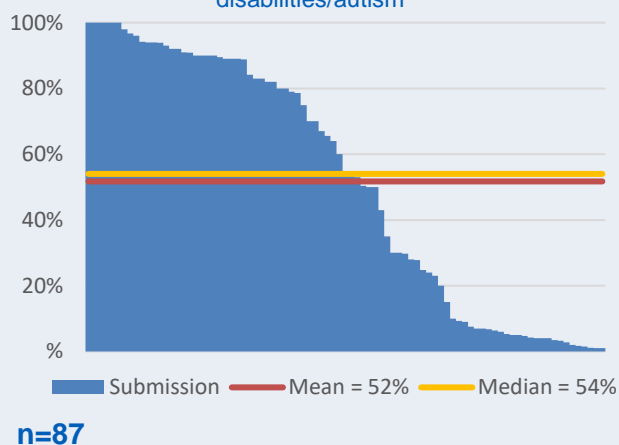
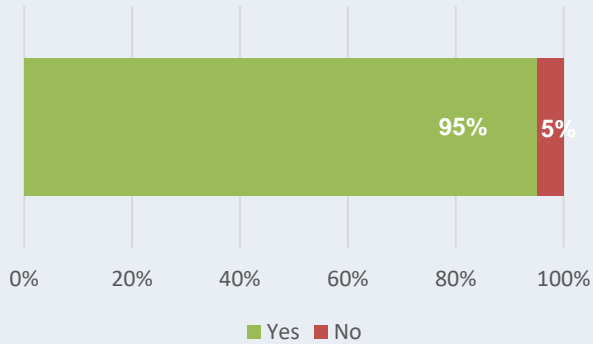
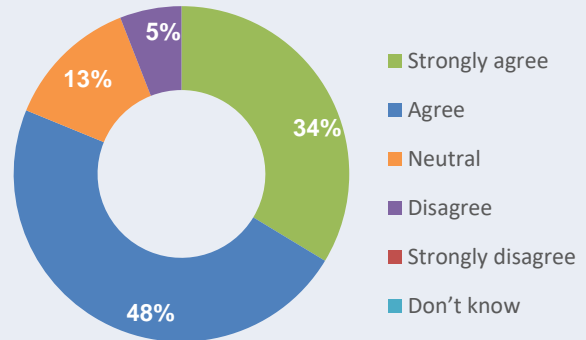


Figure 87: Staff are trained on the Human Rights Act and anti-discriminatory practice



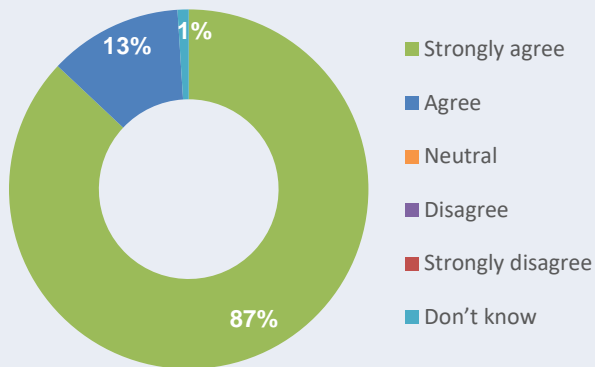
n=183

Figure 88: Our staff are trained to recognise their responsibilities to make, record, report and share reasonable adjustments to the delivery of care and support, when working with people with learning disabilities



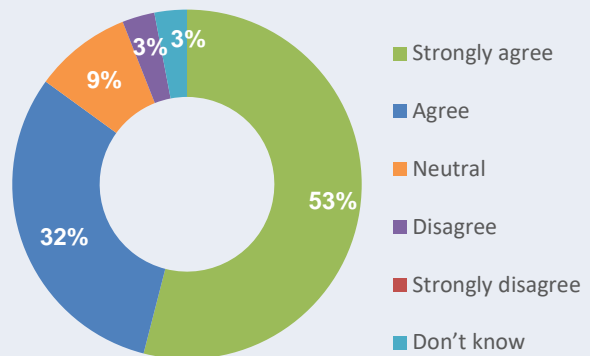
n=185

Figure 89: Our staff are trained to identify a person at risk of abuse and help the person to understand and make sense of safeguarding processes and procedures



n=186

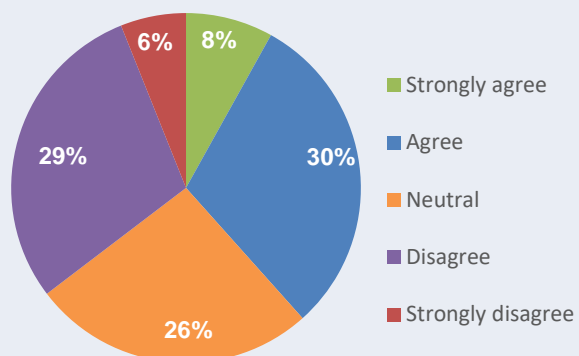
Figure 90: Our staff feel empowered to raise concerns about medication, to ensure that people are not over-medicated



n=184

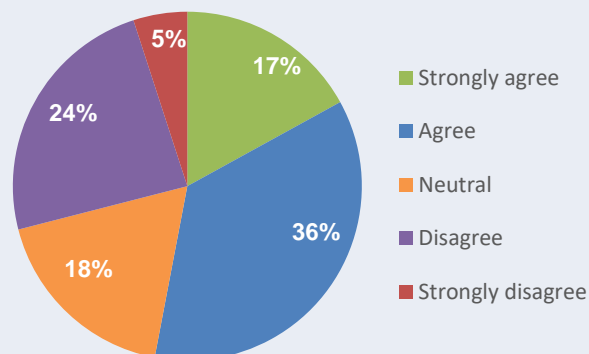
Staff survey

Figure 91: The trust has sufficient staff with the right skills to support and care for people with a learning disability



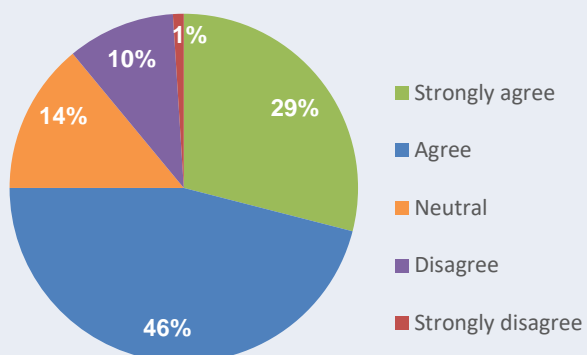
n=2,152

Figure 92: Staff receive regular training in learning disabilities and autism awareness, health issues associated with learning disabilities, safeguarding and managing people with challenging needs


































n=2,144

Figure 93: Staff know how to access specialist learning disabilities advice and clinical leadership when addressing specific needs of people with learning disabilities



n=2,154

Service user survey

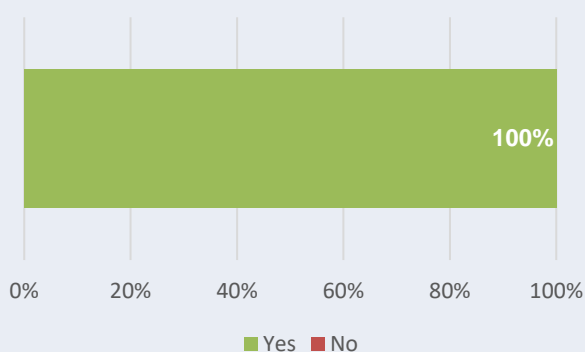
<p>Figure 94: The staff explained things to me in a way I could understand</p>  <p>  Agree 75%  Unsure 12%  Disagree 14% </p> <p>n=635</p>	<p>Figure 95: I feel I had enough time to talk to the staff</p>  <p>  Agree 71%  Unsure 17%  Disagree 13% </p> <p>n=635</p>	<p>Figure 96: I was supported by the same staff most of the time</p>  <p>  Agree 70%  Unsure 16%  Disagree 15% </p> <p>n=635</p>
<p>Figure 97: I feel the staff listened to me</p>  <p>  Agree 75%  Unsure 14%  Disagree 11% </p> <p>n=634</p>	<p>Figure 98: Someone from the community learning disability team kept in regular contact with me while I was in hospital</p>  <p>  Agree 44%  Unsure 28%  Disagree 28% </p> <p>n=634</p>	<p>Figure 99: Did you see a Learning disability liaison nurse?</p>  <p>  Yes 46%  No 54% </p> <p>n=585</p>
<p>Figure 100: I feel happy with the support I received from the learning disability liaison nurse</p>  <p>  Agree 43%  Unsure 51%  Disagree 6% </p> <p>n=634</p>	<p>Figure 101: I am happy with the care the I received from my NHS trust</p>  <p>  Agree 79%  Unsure 11%  Disagree 10% </p> <p>n=635</p>	

Appendix 4

Standard 4: Specialist learning disabilities services

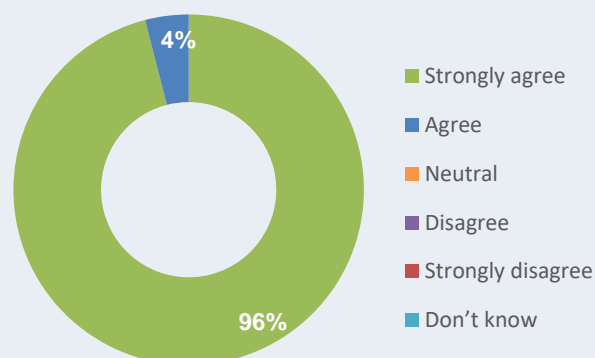
Organisational level – inpatient

Figure 102: Our organisation ensures that people with learning disabilities and their families are fully involved in admission, assessment, formulation, care planning, care reviews and discharge planning



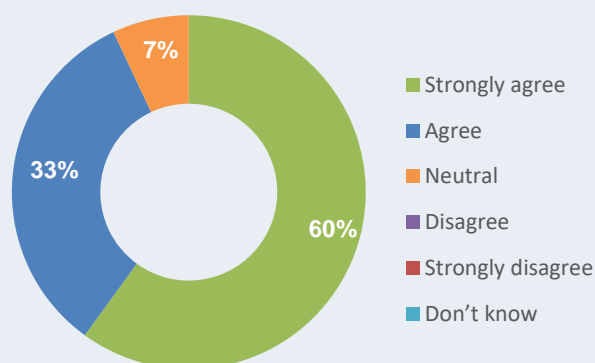
n=46

Figure 103: Our organisation always considers whether the needs of people with learning disability might be better met in a community setting



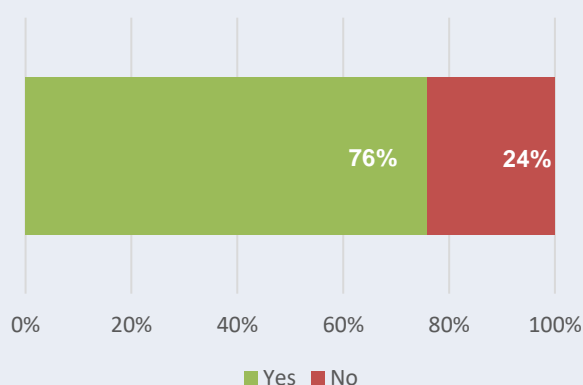
n=48

Figure 104: Someone from hospital is identified at the point of admission to work closely on discharge planning with the community-based CPA care co-ordinator



n=43

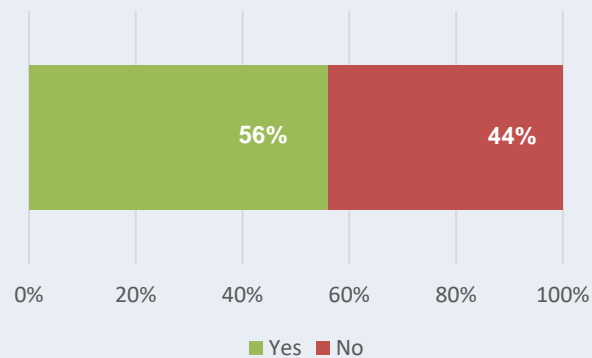
Figure 105: Does your clinical governance system monitor target discharge dates and actual discharge dates for people with learning disabilities?



n=41

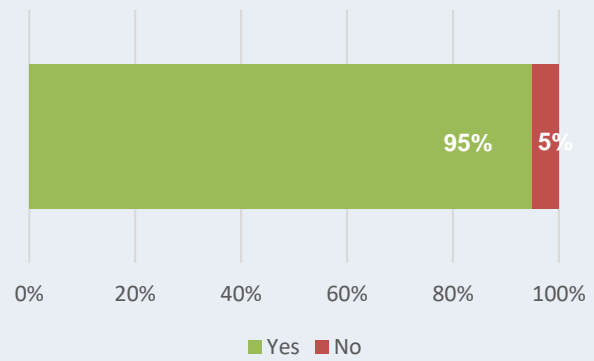
Organisational level – community

Figure 106: Our service provides specialist community forensic assessments, treatment and management to people living in the community (including offence-specific therapeutic interventions)



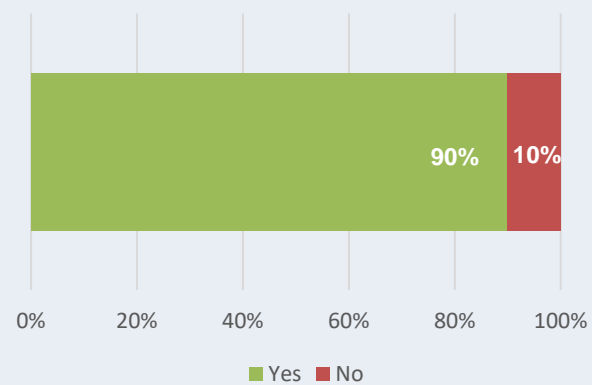
n=45

Figure 107: Our intensive community support team provide person-specific training to other agencies



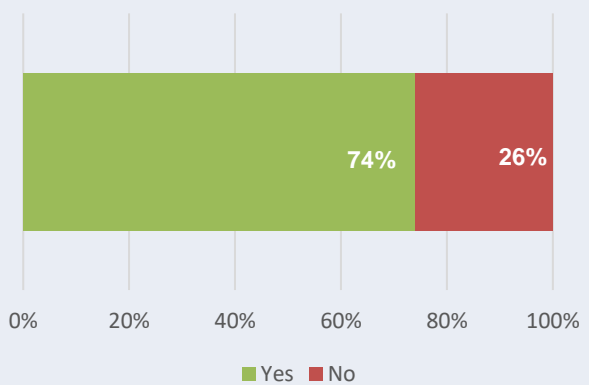
n=39

Figure 108: Intensive community support team staff co-ordinate the transitions from inpatient settings



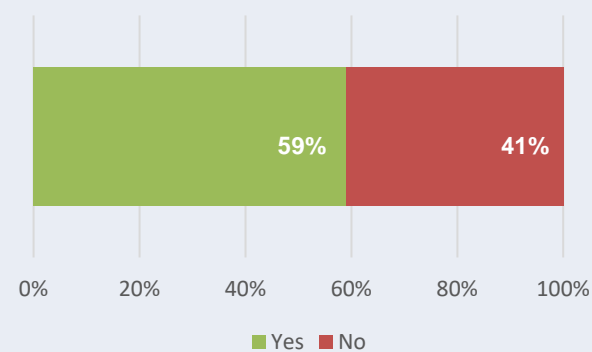
n=39

Figure 109: Intensive community support team staff provide crisis support



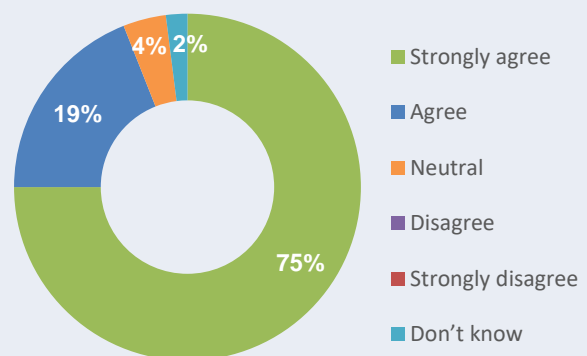
n=39

Figure 110: Intensive community support team available 7 days per week



n=39

Figure 111: Our community specialist practitioners are always able to remain fully involved and contribute to MDT planning processes when someone is admitted to hospital



n=47

Organisational level – pathway

Figure 112: Which of your organisation's services operate according to an established/well-documented clinical pathway?

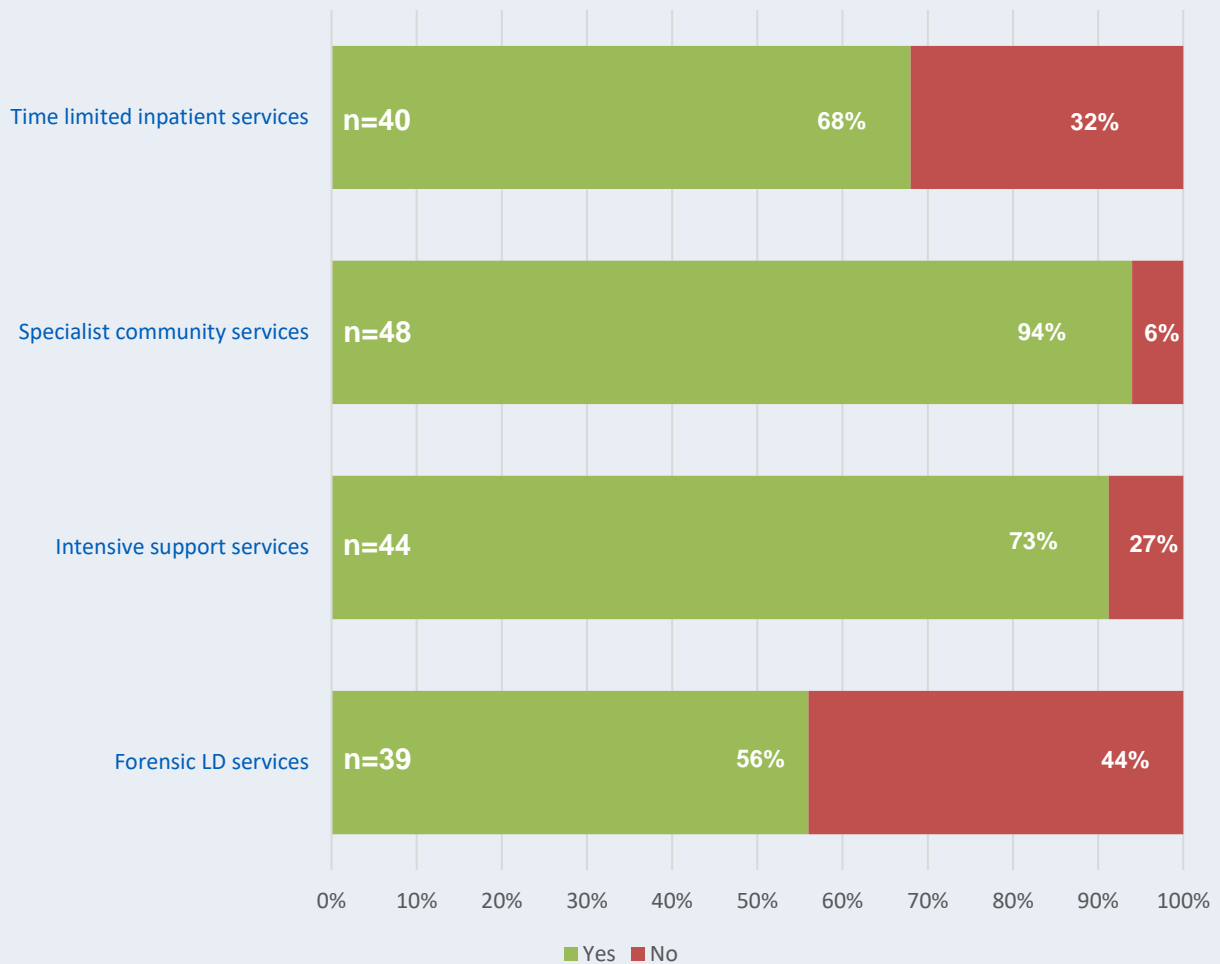
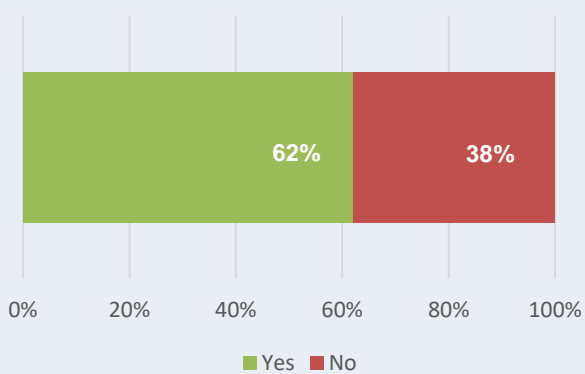
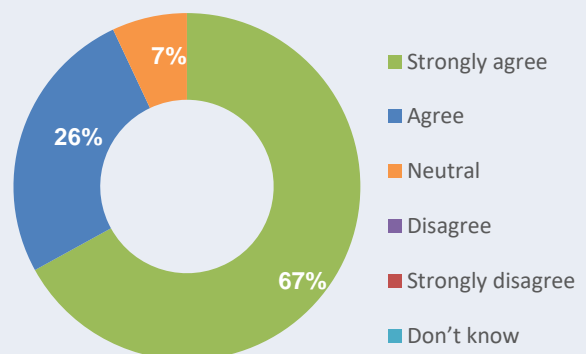


Figure 113: Our organisation has a policy to safeguard people from the inappropriate prescribing of psychotropic medication



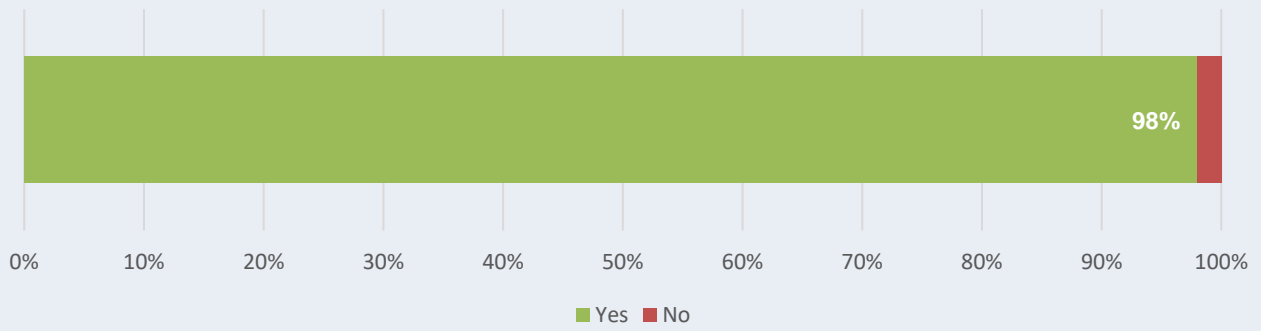
n=45

Figure 114: Our organisation provides individualised behaviour support plans for all people with learning disabilities who have been assessed as being at risk of being exposed to restrictive interventions



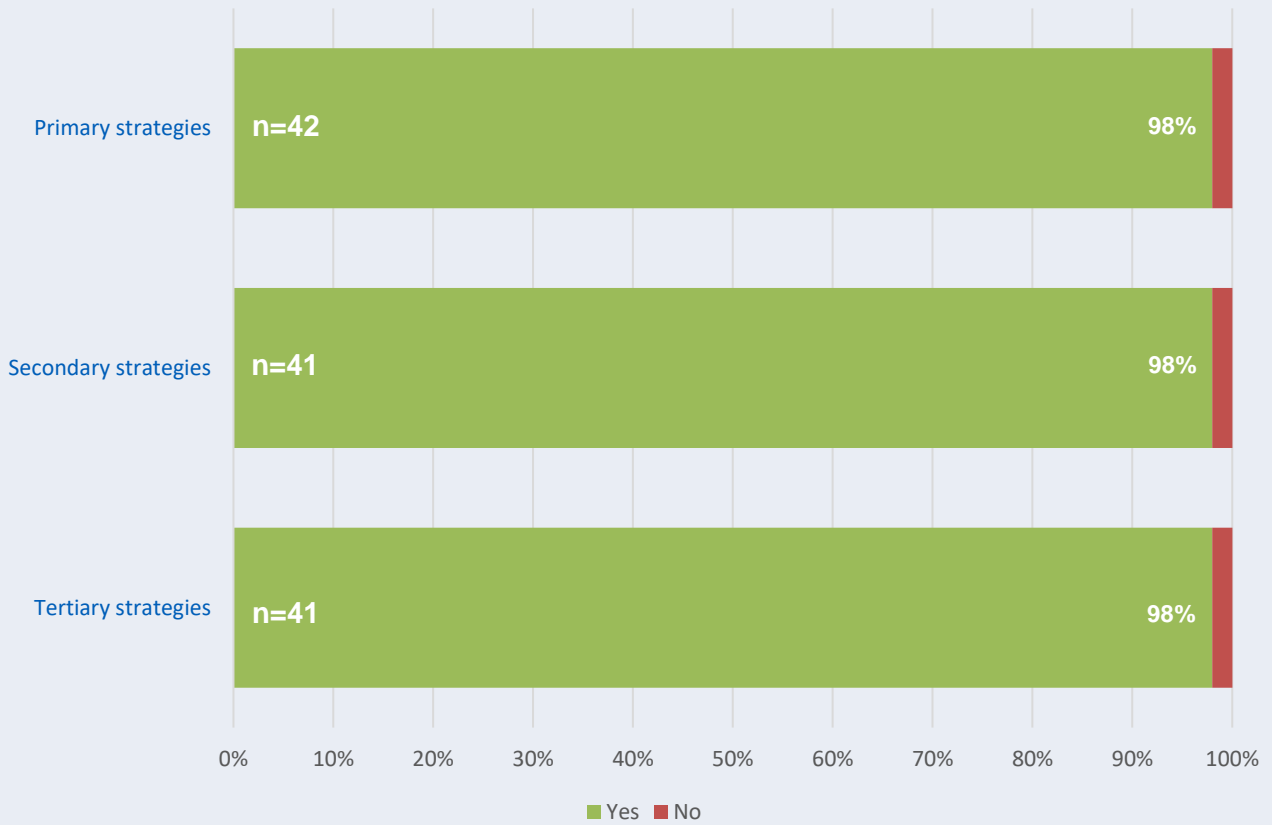
n=46

Figure 115: Does your organisation provide positive behavioural support (PBS)?



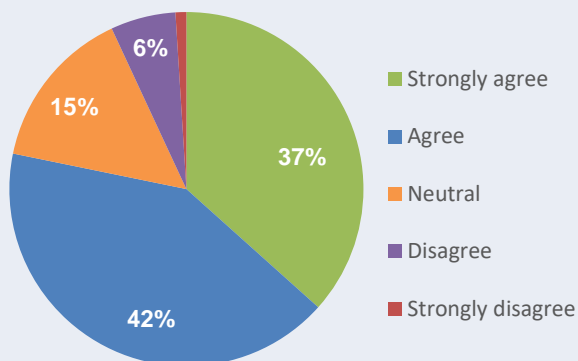
n=46

Figure 116: For patients supported in accordance with PBS, do their hospital care plans include:



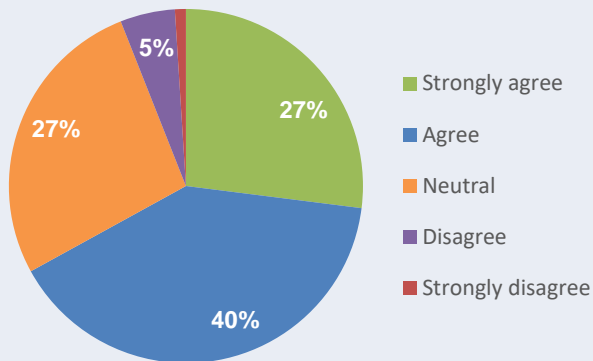
Staff survey (all organisations)

Figure 117: Hospital staff have access to community learning disability in-reach services to support people with learning disabilities and who provide hospital staff with advice



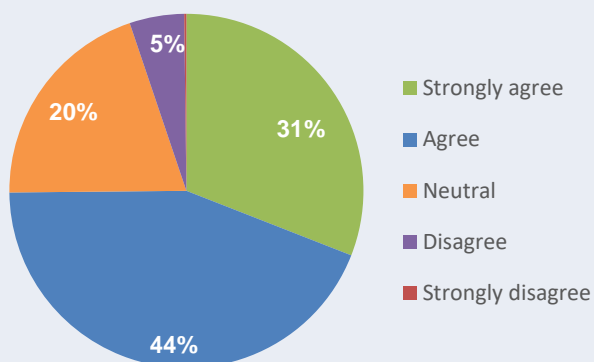
n=529

Figure 118: Staff always use the CTR process to develop treatment plans and discharge plans that are appropriate, safe and inclusive for people with learning disabilities



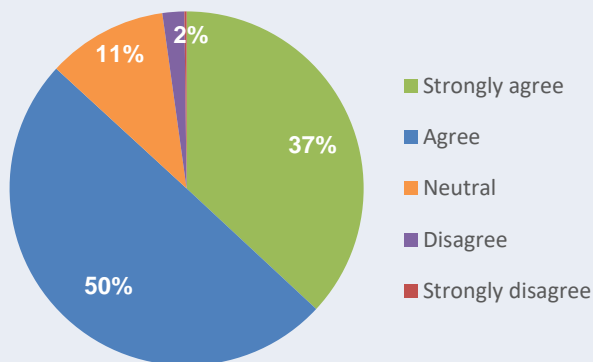
n=528

Figure 119: People and families are involved in the regular review of medication appropriateness for people with learning disabilities



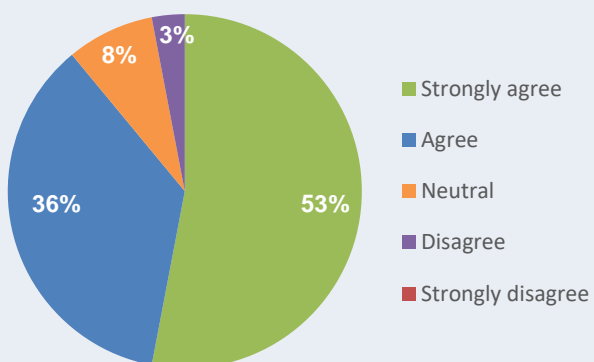
n=529

Figure 120: Staff routinely follow NICE guidance clinical pathways



n=532

Figure 121: I am aware there is a trust policy on minimising the use of restrictive interventions and I am supported in helping achieve this



n=533

Service user survey

The questions relating to specialist learning disability services were answered as part of the questions within the respecting and protecting rights, inclusion and engagement and workforce surveys.

Following consultation, it is intended that specific survey questions will be developed for the specialist learning disability services section. These are to be co-designed with people with learning disabilities, families and carers, clinicians and managers.

Appendix 5 – Data tables

Page/figure	Respecting and protecting rights - Organisational level	Response	All trusts		Universal		Specialist	
			National	n=	National	n=	National	n=
p3, 1	Does your organisation have procedures in place to ensure that the pathways of care for people with learning disabilities, autism or both are concordant with all current and contemporary guidance?	Yes	80%	149	77%	103	87%	46
		No	20%	37	23%	30	13%	7
		Total	-	186	-	133	-	53
p3, 2	Do you currently hold a list of people with learning disabilities waiting for assessment and/or treatment?	Yes	38%	68	25%	32	68%	36
		No	62%	112	75%	95	32%	17
		Total	-	180	-	127	-	53
p3, 3	To what extent do you agree or disagree with this statement: Service users in hospital should always have access to statutory and/or general advocacy services?	Strongly agree	92%	169	91.5%	119	94%	50
		Agree	7%	13	7.7%	10	6%	3
		Neutral	1%	1	0.8%	1	0%	0
		Disagree	0%	0	0%	0	0%	0
		Strongly disagree	0%	0	0%	0	0%	0
		Don't know	0%	0	0%	0	0%	0
p3, 4	When will your organisation expect to be fully compliant with the above?	Fully compliant	83%	137	79%	92	92%	45
		0-6 months	5%	8	6%	7	2%	1
		6-12 months	6%	10	7%	8	4%	2
		Not within a year	6%	10	8%	9	2%	1
		Total	-	165	-	116	-	49
p3, 5	Does your organisation have policies which require staff to regularly contact service users who have a learning disability (and referrers) on the waiting list and be flexible regarding scheduling?	Yes	40%	73	38%	49	45%	24
		No	60%	109	62%	80	55%	29
		Total	-	182	-	129	-	53
p3, 6	If no, when will your organisation expect to have the above policies in place?	0-6 months	12%	13	11%	9	15%	4
		6-12 months	40%	43	36%	29	54%	14
		Not within a year	48%	51	53%	43	31%	8
		Total	-	107	-	81	-	26
p4, 7	To what extent do you agree or disagree with this statement: Our organisation routinely monitors waiting times for people with learning disabilities and reports waiting list size and length of waiting times to the board?	Strongly agree	14%	25	8%	10	28%	15
		Agree	12%	22	8%	10	23%	12
		Neutral	13%	23	13%	16	13%	7
		Disagree	35%	62	40%	51	21%	11
		Strongly disagree	25%	45	30%	38	13%	7
		Don't know	1%	2	1%	1	2%	1
Total	-	179	-	126	-	53		

Page/figure	Respecting and protecting rights - Organisational level	Response	All trusts		Universal		Specialist	
			National	n=	National	n=	National	n=
p4, 8	When will the organisation expect to be fully compliant with the above?	Fully compliant	20.6%	33	13%	15	40%	18
		0-6 months	10.6%	17	9%	10	16%	7
		6-12 months	30.6%	49	30%	35	31%	14
		Not within a year	38.1%	61	48%	55	13%	6
		Total	-	160	-	115	-	45
p4, 9	Average number of people currently with a learning disability flag on the electronic patient record within your trust 2017/18	-	1,159	160	996	114	1,560	46
p4, 10	% of people currently with a learning disability flag on the electronic patient record within your trust 2017/18	-	1.6%	130	0.6%	92	3.8%	38
p5, 11	Does your service conduct post-incident reviews and debriefs following incidents where restrictive interventions including physical restraint have been used?	Yes	86%	139	82%	90	96%	49
		No	14%	22	18%	20	4%	2
		Total	-	161	-	110	-	51
p5, 12	Does your organisation have any service delivery outcome measures in place to understand how effective your services are for people with learning disabilities?	Yes	66%	119	57%	74	86.5%	45
		No	34%	62	43%	55	13.5%	7
		Total	-	181	-	129	-	52
p5, 13	If required, is your organisation able to isolate/disaggregate specific outcome data regarding patients with learning disabilities?	Yes	64%	114	61%	78	69%	36
		No	36%	65	39%	49	31%	16
		Total	-	179	-	127	-	52
p5, 14	If no, when will your organisation expect to be fully compliant with the above?	0-6 months	8%	6	5.8%	3	14%	3
		6-12 months	40%	29	38.5%	20	43%	9
		Not within a year	52%	38	55.8%	29	43%	9
		Total	-	73	-	52	-	21
p5, 15	Does your organisation regularly audit any restrictions and deprivations of liberty it places on people?	Yes	80%	142	82%	103	75%	39
		No	20%	36	18%	23	25%	13
		Total	-	178	-	126	-	52
p5, 16	If so, is this supported by local policy within trust-run services?	Yes	90%	138	94%	102	82%	36
		No	10%	15	6%	7	18%	8
		Total	-	153	-	109	-	44
p6, 17	Average number of incidences of use of physical restraint specifically applied to people with learning disabilities in 2017/18	-	48	130	4	85	131	45
p6, 18	Number of incidences of use of physical restraint specifically applied to people with learning disabilities per 100,000 occupied bed days	-	33	117	3	76	87	41
p6, 19	Average number of people with learning disabilities who experienced use of restraint in 2017/18	-	7	130	1	86	19	44

Page/figure	Respecting and protecting rights - Organisational level	Response	All trusts		Universal		Specialist	
			National	n=	National	n=	National	n=
p6, 20	Number of people with learning disabilities who experienced use of restraint per 100,000 occupied bed days	-	5	117	1	77	13	40
p7, 21	Average number of adverse incidents your organisation recorded relating to people with learning disabilities in 2017/18	-	173	129	61	91	443	38
p7, 22	Number of adverse incidents your organisation recorded relating to people with learning disabilities per 100,000 occupied bed days	-	110	118	33	84	299	34
p7, 23	Average number of formal complaints regarding/received by people with learning disabilities during 2017/18	-	4	132	3	89	6	43
p7, 24	Number of formal complaints regarding/received by people with learning disabilities as a % of total complaints received	-	1%	123	1%	84	2%	39
p8, 25	Does your organisation ensure that those staff who have trained to be LeDeR reviewers are actively released to undertake these reviews?	Yes	86%	143	83%	96	94%	47
		No	14%	23	17%	20	6%	3
		Total	-	166	-	116	-	50
p8, 26	Is your organisation currently meeting the commitment to ensure that staff trained to deliver LeDeR reviews undertake the minimum of 2/3 reviews per year?	Yes	71%	118	68%	79	76.5%	39
		No	29%	49	32%	37	23.5%	12
		Total	-	167	-	116	-	51
p8, 27	Does your organisation ensure it has representation at your local LeDeR strategy group?	Yes	90%	159	89%	110	94%	49
		No	10%	17	11%	14	6%	3
		Total	-	176	-	124	-	52
p8, 28	Does your organisation ensure LeDeR reviewers are afforded timely access to case notes to conduct LeDeR reviews?	Yes	96%	169	96%	119	96%	50
		No	4%	7	4%	5	4%	2
		Total	-	176	-	124	-	52
p8, 29	Following reviews, does your organisation implement actions to reduce preventable deaths?	Yes	98%	169	98%	121	96%	48
		No	2%	4	2%	2	4%	2
		Total	-	173	-	123	-	50
p8, 30	Average number of people with learning disabilities who died while on an active caseload or within 3 months of case being closed or discharge in 2017/18	-	14	133	11	90	20	43
p9, 31	Deaths of people with learning disabilities on an active caseload as a % of total deaths	-	5%	85	2%	65	17%	20
p9, 32	Number of deaths of people with learning disabilities as a result of choking incidents, sepsis, epilepsy, gastrointestinal obstructions and pneumonia	-	5	136	5	94	4	42
p9, 33	% of deaths of people with learning disabilities as a result of choking incidents, sepsis, epilepsy, gastrointestinal obstructions and pneumonia	-	40%	98	47%	66	28%	32

Page/figure	Respecting and protecting rights - Organisational level	Response	All trusts		Universal		Specialist	
			National	N=	National	N=	National	N=
p9, 34	% of deaths of total hospital deaths as a result of choking incidents, sepsis, epilepsy, gastrointestinal obstructions and pneumonia	-	0.6%	107	0.5%	84	0.9%	23
p9, 35	Number of action plans relating to deaths of people with learning disabilities implemented	-	2	143	1	103	2	40
p9, 36	% of deaths of people with learning disabilities where an action plan was implemented	-	27%	56	26%	34	28%	22

Page/figure	Respecting and protecting rights - Staff survey	Response	All trusts		Universal		Specialist	
			National	N=	National	N=	National	N=
p10, 37	Staff actively determine, record and share communication and information to make reasonable adjustments to care pathways to ensure people with learning disabilities have the right care and support	Strongly agree	31.4%	677	26.5%	407	43.5%	270
		Agree	51.9%	1120	55.2%	847	44.0%	273
		Neutral	10.7%	231	11.8%	181	8.1%	50
		Disagree	5.8%	124	6.3%	97	4.4%	27
		Strongly disagree	0.2%	4	0.2%	3	0.2%	1
		Total	-	2156	-	1535	-	621
p10, 38	Staff identify on the electronic patient record (learning disabilities flag) people known to have a learning disability, and record reasonable adjustments to improve the patient's outcomes	Strongly agree	21.0%	452	18.3%	280	27.7%	172
		Agree	39.2%	844	39.6%	607	38.2%	237
		Neutral	26.4%	568	27.6%	423	23.4%	145
		Disagree	11.8%	254	12.7%	195	9.5%	59
		Strongly disagree	1.5%	33	1.7%	26	1.1%	7
		Total	-	2151	-	1531	--	620
p10, 39	If a person with a learning disability dies, the trust investigates the death and if needed puts in place actions to stop it happening again	Strongly agree	36.2%	773	30.5%	464	50.3%	309
		Agree	32.8%	701	32.8%	499	32.9%	202
		Neutral	29.0%	619	34.6%	527	15.0%	92
		Disagree	1.7%	36	1.7%	26	1.6%	10
		Strongly disagree	0.3%	6	0.3%	5	0.2%	1
		Total	-	2135	-	1521	-	614
p10, 40	I am aware of the Mental Capacity Act in relation to the needs of people with learning disabilities	Strongly agree	62.3%	1337	56.4%	864	76.8%	473
		Agree	34.5%	740	39.7%	608	21.4%	132
		Neutral	2.1%	45	2.4%	36	1.5%	9
		Disagree	1.0%	22	1.4%	22	0.0%	0
		Strongly disagree	0.1%	3	0.1%	1	0.3%	2
		Total	-	2147	-	1531	-	616
p10, 41	I have had training about the importance of minimising and reducing the use of restrictive interventions on people with learning disabilities	Strongly agree	39.4%	848	33.3%	510	54.8%	338
		Agree	32.8%	706	35.6%	546	25.9%	160
		Neutral	11.4%	246	12.4%	191	8.9%	55
		Disagree	14.1%	304	16.1%	247	9.2%	57
		Strongly disagree	2.2%	47	2.6%	40	1.1%	7
		Total	-	2151	-	1534	-	617
p10, 42	The levels of care provided to a person with a learning disability are at least as good as the level of care provided to a person who does not have a learning disability	Strongly agree	38.5%	827	38.8%	595	37.5%	232
		Agree	39.8%	855	41.5%	635	35.5%	220
		Neutral	12.8%	275	11.8%	181	15.2%	94
		Disagree	8.0%	172	7.0%	108	10.3%	64
		Strongly disagree	1.0%	22	0.8%	13	1.5%	9
		Total	-	2151	-	1532	-	619

Page/figure	Respecting and protecting rights - Service user survey	Response	All trusts		Universal		Specialist	
			National	N=	National	N=	National	N=
p11, 43	Did staff talk to you about your rights?	Yes	67.7%	415	60.1%	203	77.1%	212
		No	32.3%	198	39.9%	135	22.9%	63
		Total	-	613	-	338	-	275
p11, 44	Were you treated with respect?	Yes	93.9%	589	93.0%	320	95.0%	269
		No	6.1%	38	7.0%	24	5.0%	14
		Total	-	627	-	344	-	283
p11, 45	In hospital, if you were stopped from doing something, did the hospital staff help you understand why?	Yes	74.3%	370	75.3%	219	72.9%	151
		No	25.7%	128	24.7%	72	27.1%	56
		Total	-	498	-	291	-	207
p11, 46	Did staff check whether you had an advocate?	Yes	72.9%	430	73.5%	244	72.1%	186
		No	27.1%	160	26.5%	88	27.9%	72
		Total	-	590	-	332	-	258
p11, 47	Staff explained my medication to me clearly so that I understood the reasons for taking it	Strongly agree	53.9%	342	49.3%	170	59.5%	172
		Agree	8.7%	55	11.3%	39	5.5%	16
		Neutral	26.0%	165	26.1%	90	26.0%	75
		Disagree	3.0%	19	4.1%	14	1.7%	5
		Strongly disagree	8.4%	53	9.3%	32	7.3%	21
		Total	-	634	-	345	-	289
p11, 48	I received high quality care	Strongly agree	68.2%	433	66.7%	230	70.0%	203
		Agree	10.2%	65	11.6%	40	8.6%	25
		Neutral	12.1%	77	10.7%	37	13.8%	40
		Disagree	2.7%	17	3.2%	11	2.1%	6
		Strongly disagree	6.8%	43	7.8%	27	5.5%	16
		Total	-	635	-	345	-	290

Page/figure	Inclusion and engagement - Organisational level	Response	All trusts		Universal		Specialist	
			National	N=	National	N=	National	N=
p12, 49	To what extent do you agree or disagree with this statement: Members of the executive team regularly meet with and take advice from people with learning disabilities who use services; and with frontline workers?	Strongly agree	10.6%	19	9.4%	12	13.5%	7
		Agree	31.1%	56	27.3%	35	40.4%	21
		Neutral	21.7%	39	20.3%	26	25.0%	13
		Disagree	25.0%	45	28.9%	37	15.4%	8
		Strongly disagree	10.0%	18	11.7%	15	5.8%	3
		Don't know	1.7%	3	2.3%	3	0%	0
		Total	-	180	-	128	-	52
p12, 50	Do you have a dedicated post/position for a person(s) with learning disabilities or their carers/families on your trust council of governors and/or any of your trust board subcommittees?	Yes	26%	47	27%	35	23%	12
		No	74%	135	73%	95	77%	40
		Total	-	182	-	130	-	52
p12, 51	Does your organisation have any dedicated forums to engage the views of people with learning disabilities and their carers/families?	Yes	64%	117	58%	75	79%	42
		No	36%	66	42%	55	21%	11
		Total	-	183	-	130	-	53
p12, 52	If yes, how often does this forum meet?	Weekly	2%	3	1%	1	4.6%	2
		Fortnightly	0%	0	0%	0	0%	0
		Monthly	21%	27	11%	9	41.9%	18
		Quarterly	32%	41	38%	32	20.9%	9
		Annually	2%	2	2%	2	0%	0
		Other	43%	54	48%	40	32.6%	14
		Total	-	127	-	84	-	43
p12, 53	Does your organisation undertake equality impact assessments (EIAs) and consider the impact on people with learning disabilities when planning changes to the way services are delivered?	Yes	84%	151	84%	108	83%	43
		No	16%	29	16%	20	17%	9
		Total	-	180	-	128	-	52
p12, 54	Does your organisation actively involve people with learning disabilities and their families to check the quality of the services being provided and develop improvement plans as a result?	Yes	67%	122	63%	83	75%	39
		No	33%	61	37%	48	25%	13
		Total	-	183	-	131	-	52
p13, 55	Does your organisation's triage processes prioritise people with learning disabilities in distress?	Yes	86%	152	85.5%	106	88.5%	46
		No	14%	24	14.5%	18	11.5%	6
		Total	-	176	-	124	-	52
p13, 55	Does your organisation provide a low stimulus area/waiting area?	Yes	60%	108	62%	79	55%	29
		No	40%	72	38%	48	45%	24
		Total	-	180	-	127	-	53
p13, 55	Does your organisation provide changing places toilet facilities?	Yes	42%	75	45%	56	36%	19
		No	58%	103	55%	69	64%	34
		Total	-	178	-	125	-	53
p13, 55	Does your organisation produce accessible information regarding the services it provides?	Yes	90%	165	88%	115	94%	50
		No	10%	19	12%	16	6%	3
		Total	-	184	-	131	-	53

Page/figure	Inclusion and engagement - Organisational level	Response	All trusts		Universal		Specialist	
			National	N=	National	N=	National	N=
p13, 55	Does your organisation produce accessible appointment letters?	Yes	59%	104	50%	63	80%	41
		No	41%	73	50%	63	20%	10
		Total	-	177	-	126	-	51
p13, 55	Does your organisation have facilities to support carer involvement?	Yes	98%	178	97%	126	100%	52
		No	2%	4	3%	4	0%	0
		Total	-	182	-	130	-	52
p13, 55	Is your organisation able to accommodate carers overnight on site (acute hospitals)?	Yes	86%	127	96%	115	44%	12
		No	14%	20	4%	5	56%	15
		Total	-	147	-	120	-	27
p13, 55	Does your organisation provide home visits (outpatients) for people with learning disabilities instead of an outpatient appointment?	Yes	58%	103	46%	57	87%	46
		No	42%	75	54%	68	13%	7
		Total	-	178	-	125	-	53
p13, 55	Does your organisation provide discounted/free parking for people?	Yes	76%	134	76%	96	76%	38
		No	24%	42	24%	30	24%	12
		Total	-	176	-	126	-	50
p13, 56	To what extent do you agree or disagree with this statement: Our organisation makes reasonable adjustments to complaints processes to avoid people with a learning disability having excessive form filling or having to write excessive amounts of detail during the complaints process?	Strongly agree	54%	97	49%	63	65%	34
		Agree	35%	64	38%	49	29%	15
		Neutral	5%	9	5%	7	4%	2
		Disagree	4%	7	5%	7	0%	0
		Strongly disagree	1%	2	2%	2	0%	0
		Don't know	1%	2	1%	1	2%	1
		Total	-	181	-	129	-	52

Page/figure	Inclusion and engagement - Staff survey	Response	All trusts		Universal		Specialist	
			National	N=	National	N=	National	N=
p14, 57	Staff work in partnership with people and their families/carers in planning and making decisions about their health, treatment and care, to respect their right to autonomy	Strongly agree	44.3%	951	39.7%	608	55.4%	343
		Agree	47.0%	1011	50.6%	775	38.1%	236
		Neutral	6.8%	147	7.3%	111	5.8%	36
		Disagree	1.8%	38	2.2%	34	0.7%	4
		Strongly disagree	0.1%	2	0.1%	2	0.0%	0
		Total	-	2149	-	1530	-	619
p14, 58	People with a learning disability are involved in training staff how best to support people with a learning disability	Strongly agree	25.8%	555	24.4%	373	29.3%	182
		Agree	47.7%	1024	47.8%	730	47.3%	294
		Neutral	23.0%	495	24.8%	379	18.7%	116
		Disagree	2.9%	63	2.5%	38	4.0%	25
		Strongly disagree	0.5%	11	0.5%	7	0.6%	4
		Total	-	2148	-	1527	-	621
p14, 59	People with a learning disability are regularly involved in the review of a department or service, to help make improvements	Strongly agree	7.5%	161	6.6%	101	9.7%	60
		Agree	22.6%	485	19.3%	295	30.7%	190
		Neutral	42.0%	900	46.1%	704	31.7%	196
		Disagree	23.0%	494	23.1%	353	22.8%	141
		Strongly disagree	4.9%	105	4.9%	74	5.0%	31
		Total	-	2145	-	1527	-	618
p14, 60	If things go wrong, the trust works with people with a learning disability, their families and/or carers to ensure things are put right for the person, and to stop similar problems arising again	Strongly agree	12.4%	267	12.4%	190	12.4%	77
		Agree	25.6%	550	23.3%	355	31.4%	195
		Neutral	34.1%	732	36.2%	553	28.8%	179
		Disagree	23.2%	498	22.7%	347	24.3%	151
		Strongly disagree	4.7%	100	5.3%	81	3.1%	19
		Total	-	2147	-	1526	-	621
p14, 61	Staff always explain to people with learning disabilities their rights	Strongly agree	18.7%	403	13.3%	203	32.1%	200
		Agree	38.4%	826	35.3%	540	46.0%	286
		Neutral	30.0%	645	35.3%	541	16.7%	104
		Disagree	12.2%	263	15.3%	234	4.7%	29
		Strongly disagree	0.7%	16	0.9%	13	0.5%	3
		Total	-	2153	-	1531	-	622

Page/figure	Inclusion and engagement - Service user survey	Response	All trusts		Universal		Specialist	
			National	N=	National	N=	National	N=
p15, 62	Do you have a health/hospital passport?	Yes	60.3%	368	63.7%	214	56.2%	154
		No	39.7%	242	36.3%	122	43.8%	120
		Total	-	610	-	336	-	274
p15, 63	Did staff read and do what is says in your health/hospital passport?	Yes	63.4%	241	60.5%	133	67.5%	108
		No	36.6%	139	39.5%	87	32.5%	52
		Total	-	380	-	220	-	160
p15, 64	Did you ever feel like you wanted to make a complaint, raise a concern or provide feedback about your care?	Yes	31.4%	194	29.7%	100	33.5%	94
		No	68.6%	424	70.3%	237	66.5%	187
		Total	-	618	-	337	-	281
p15, 65	Did you make a complaint?	Yes	13.4%	82	10.7%	36	16.5%	46
		No	86.6%	532	89.3%	300	83.5%	232
		Total	-	614	-	336	-	278
p15, 66	I was given easy read information on how to make a complaint	Strongly agree	26.8%	170	18.6%	64	36.7%	106
		Agree	5.8%	37	6.7%	23	4.8%	14
		Neutral	34.2%	217	35.9%	124	32.2%	93
		Disagree	5.7%	36	7.5%	26	3.5%	10
		Strongly disagree	27.4%	174	31.3%	108	22.8%	66
		Total	-	634	-	345	-	289
p15, 67	I knew who to speak to if I was unhappy about my care	Strongly agree	56.8%	360	49.9%	172	65.0%	188
		Agree	8.8%	56	9.3%	32	8.3%	24
		Neutral	18.0%	114	22.3%	77	12.8%	37
		Disagree	3.6%	23	4.9%	17	2.1%	6
		Strongly disagree	12.8%	81	13.6%	47	11.8%	34
		Total	-	634	-	345	-	289
p15, 68	Have you had an annual health check with your GP within the last year?	Yes	81.2%	505	76.0%	259	87.5%	246
		No	18.8%	117	24.0%	82	12.5%	35
		Total	-	622	-	341	-	281
p15, 69	All the staff who cared for me knew I had a learning disability and supported me in a way that I chose	Strongly agree	67.6%	429	64.6%	223	71.0%	206
		Agree	12.1%	77	13.3%	46	10.7%	31
		Neutral	8.7%	55	8.7%	30	8.6%	25
		Disagree	5.7%	36	7.5%	26	3.5%	10
		Strongly disagree	6.0%	38	5.8%	20	6.2%	18
		Total	-	635	-	345	-	290
p15, 70	Everyone who treated me understood my needs	Strongly agree	64.3%	408	58.3%	201	71.4%	207
		Agree	10.2%	65	10.4%	36	10.0%	29
		Neutral	11.0%	70	13.3%	46	8.3%	24
		Disagree	5.7%	36	7.5%	26	3.5%	10
		Strongly disagree	8.8%	56	10.4%	36	6.9%	20
		Total	-	635	-	345	-	290

Page/figure	Workforce - Organisational level	Response	All trusts		Universal		Specialist	
			National	N=	National	N=	National	N=
p16, 71	Do you have a partnership agreement with another trust to access learning disability liaison nurse services?	Yes	46%	80	47%	60	44%	20
		No	54%	93	53%	68	56%	25
		Total	-	173	-	128	-	45
p16, 72	Average number of designated learning disability liaison nurses employed (WTE)	-	1	168	1	123	1	45
p16, 73	Does your trust employ people with learning disabilities?	Yes	75%	121	78%	91	67%	30
		No	25%	40	22%	25	33%	15
		Total	-	161	-	116	-	45
p16, 74	Average WTE of workforce employed with a learning disability (paid employment only)	-	6	44	5	25	6	19
p16, 75	Does your workforce plan include data on current and future issues arising from retention/recruitment difficulties relating to the learning disabilities workforce?	Yes	38%	66	24%	30	71%	36
		No	62%	108	76%	93	29%	15
		Total	-	174	-	123	-	51
p16, 76	Does your workforce plan include provisions to support the development of new roles in learning disabilities care such as: advanced practitioners, nursing associates, apprenticeships, consultant AHPs and nurses, medical prescribers and experts by experience/peer workers?	Yes	56%	97	45.5%	56	80%	41
		No	44%	77	54.5%	67	20%	10
		Total	-	174	-	123	-	51
p17, 77	Does your organisation have a clearly identified operational lead(s) for improving service delivery to people with learning disabilities?	Yes	89%	164	90%	120	85%	44
		No	11%	21	10%	13	15%	8
		Total	-	185	-	133	-	52
p17, 78	Does your organisation have a board-level lead responsible for monitoring and assuring the quality of service being provided to people with learning disabilities?	Yes	93%	170	93%	122	92%	48
		No	7%	13	7%	9	8%	4
		Total	-	183	-	131	-	52
p17, 79	Are people with learning disabilities who have multiple long-term conditions assigned an identified co-ordinator/lead practitioner, either from your trust or from another NHS provider, on basis of a service-level agreement?	Yes	63%	112	59.5%	75	70%	37
		No	37%	67	40.5%	51	30%	16
		Total	-	179	-	126	-	53
p17, 80	If no, when will your organisation expect to be fully compliant with the above?	0-6 months	3%	2	0%	0	12.5%	2
		6-12 months	23%	14	24%	11	18.8%	3
		Not within a year	74%	46	76%	35	68.7%	11
		Total	-	62	-	46	-	16
p18, 81	Does your organisation provide internal training to help those who provide day-to-day care and support to understand how to recognise and respond to signs of emerging health problems for people with learning disabilities?	Yes	87%	159	85%	111	92%	48
		No	13%	23	15%	19	8%	4
		Total	-	182	-	130	-	52
p18, 82	Does your trust induction programme invite people with learning disabilities to contribute to staff training?	Yes	20.5%	38	17%	23	28%	15
		No	79.5%	147	83%	109	72%	38
		Total	-	185	-	132	-	53

Page/figure	Workforce - Organisational level	Response	All trusts		Universal		Specialist	
			National	N=	National	N=	National	N=
p18, 83	Are staff trained in the use of a range of health screening tools which are adapted to the needs of people with learning disabilities?	Yes	63%	116	59%	77	74%	39
		No	37%	67	41%	53	26%	14
		Total	-	183	-	130	-	53
p18, 84	Do staff receive up-to-date training covering learning disabilities/autism awareness?	Yes	79%	145	81.5%	106	74%	39
		No	21%	38	18.5%	24	26%	14
		Total	-	183	-	130	-	53
p18, 85	If yes, does this training include how to modify communication for people with learning disabilities/autism?	Yes	88%	138	89%	103	85%	35
		No	12%	19	11%	13	15%	6
		Total	-	157	-	116	-	41
p18, 86	Percentage of staff who were trained in this in 2017/18	-	52%	87	52%	65	50%	22
p19, 87	Are staff trained on the Human Rights Act and anti-discriminatory practice?	Yes	94.5%	173	95%	124	94%	49
		No	5.5%	10	5%	7	6%	3
		Total	-	183	-	131	-	52
p19, 88	To what extent do you agree or disagree with this statement: Our staff are trained to recognise their responsibilities to make, record, report and share reasonable adjustments to the delivery of care and support when working with people with learning disabilities?	Strongly agree	34%	62	28%	37	47%	25
		Agree	48%	89	54%	71	34%	18
		Neutral	13%	24	14%	19	9%	5
		Disagree	5%	10	4%	5	9%	5
		Strongly disagree	0%	0	0%	0	0%	0
		Don't know	0%	0	0%	0	0%	0
		Total	-	185	-	132	-	53
p19, 89	To what extent do you agree or disagree with this statement: Our staff are trained to identify a person at risk of abuse and help the person to understand and make sense of safeguarding processes and procedures?	Strongly agree	86.6%	161	85.7%	114	89%	47
		Agree	12.9%	24	13.5%	18	11%	6
		Neutral	0%	0	0%	0	0%	0
		Disagree	0%	0	0%	0	0%	0
		Strongly disagree	0%	0	0%	0	0%	0
		Don't know	0.5%	1	0.8%	1	0%	0
		Total	-	186	-	133	-	53
p19, 90	To what extent do you agree or disagree with this statement: Our staff feel empowered to raise concerns about medication, to ensure that people are not over medicated?	Strongly agree	53%	98	45.8%	60	71.7%	38
		Agree	32%	59	35.1%	46	24.5%	13
		Neutral	9%	16	11.5%	15	1.9%	1
		Disagree	3%	6	4.6%	6	0%	0
		Strongly disagree	0%	0	0%	0	0%	0
		Don't know	3%	5	3.0%	4	1.9%	1
		Total	-	184	-	131	-	53

Page/figure	Workforce - Staff survey	Response	All trusts		Universal		Specialist	
			National	N=	National	N=	National	N=
p20, 91	The trust has sufficient staff with the right skills to support and care for people with a learning disability	Strongly agree	8.0%	173	8.1%	124	7.9%	49
		Agree	30.3%	653	29.9%	458	31.4%	195
		Neutral	26.4%	569	28.1%	430	22.4%	139
		Disagree	29.1%	626	28.2%	432	31.2%	194
		Strongly disagree	6.1%	131	5.7%	87	7.1%	44
		Total	-	2152	-	1531	-	621
p20, 92	Staff receive regular training in learning disabilities and autism awareness, health issues associated with learning disabilities, safeguarding and managing people with challenging needs	Strongly agree	16.5%	354	14.2%	217	22.2%	137
		Agree	36.2%	777	35.1%	536	39.1%	241
		Neutral	17.9%	384	18.6%	284	16.2%	100
		Disagree	24.4%	524	26.6%	406	19.1%	118
		Strongly disagree	4.9%	105	5.5%	84	3.4%	21
		Total	-	2144	-	1527	-	617
p20, 93	Staff know how to access specialist learning disabilities advice and clinical leadership when addressing specific needs of people with learning disabilities	Strongly agree	29.0%	625	28.5%	437	30.3%	188
		Agree	45.5%	979	45.2%	693	46.0%	286
		Neutral	14.0%	301	13.8%	212	14.3%	89
		Disagree	10.3%	223	10.9%	167	9.0%	56
		Strongly disagree	1.2%	26	1.6%	24	0.3%	2
		Total	-	2154	-	1533	-	621

Page/figure	Workforce - Service user survey	Response	All trusts		Universal		Specialist	
			National	N=	National	N=	National	N=
p21, 94	The staff explained things to me in a way I could understand	Strongly agree	63.0%	400	55.6%	192	71.7%	208
		Agree	11.7%	74	16.8%	58	5.5%	16
		Neutral	11.7%	74	11.6%	40	11.7%	34
		Disagree	5.2%	33	7.5%	26	2.4%	7
		Strongly disagree	8.5%	54	8.4%	29	8.6%	25
		Total	-	635	-	345	-	290
p21, 95	I feel I had enough time to talk to the staff	Strongly agree	60.5%	384	53.6%	185	68.6%	199
		Agree	10.1%	64	11.3%	39	8.6%	25
		Neutral	16.5%	105	18.3%	63	14.5%	42
		Disagree	4.4%	28	6.7%	23	1.7%	5
		Strongly disagree	8.5%	54	10.1%	35	6.6%	19
		Total	-	635	-	345	-	290
p21, 96	I was supported by the same staff most of the time	Strongly agree	57.8%	367	51.9%	179	64.8%	188
		Agree	11.7%	74	13.0%	45	10.0%	29
		Neutral	15.9%	101	17.1%	59	14.5%	42
		Disagree	5.2%	33	7.3%	25	2.8%	8
		Strongly disagree	9.5%	60	10.7%	37	7.9%	23
		Total	-	635	-	345	-	290
p21, 97	I feel the staff listened to me	Strongly agree	64.7%	410	60.0%	207	70.2%	203
		Agree	10.3%	65	12.5%	43	7.6%	22
		Neutral	13.9%	88	13.9%	48	13.8%	40
		Disagree	3.3%	21	4.4%	15	2.1%	6
		Strongly disagree	7.9%	50	9.3%	32	6.2%	18
		Total	-	634	-	345	-	289
p21, 98	Someone from the community learning disability team kept in regular contact with me while I was in hospital	Strongly agree	36.4%	231	34.8%	120	38.4%	111
		Agree	7.6%	48	8.7%	30	6.2%	18
		Neutral	28.1%	178	21.4%	74	36.0%	104
		Disagree	5.8%	37	8.1%	28	3.1%	9
		Strongly disagree	22.1%	140	27.0%	93	16.3%	47
		Total	-	634	-	345	-	289
p21, 99	Did you see a learning disability liaison nurse?	Yes	45.5%	266	50.6%	168	38.7%	98
		No	54.5%	319	49.4%	164	61.3%	155
		Total	-	585	-	332	-	253
p21, 100	I feel happy with the support I received from the learning disability liaison nurse	Strongly agree	40.2%	255	46.1%	159	33.2%	96
		Agree	3.0%	19	3.8%	13	2.1%	6
		Neutral	50.5%	320	44.6%	154	57.4%	166
		Disagree	0.5%	3	0.3%	1	0.7%	2
		Strongly disagree	5.8%	37	5.2%	18	6.6%	19
		Total	-	634	-	345	-	289
p21, 101	I am happy with the care the I received from my NHS trust.	Strongly agree	69.0%	438	66.1%	228	72.4%	210
		Agree	10.1%	64	11.3%	39	8.6%	25
		Neutral	10.7%	68	10.1%	35	11.4%	33
		Disagree	3.0%	19	4.1%	14	1.7%	5
		Strongly dis	7.2%	46	8.4%	29	5.9%	17
		Total	-	635	-	345	-	290

Page/figure	Specialist LD providers - Organisational level	Response	Specialist	
			National	N=
p22, 102	Does your organisation ensure that people with learning disabilities and their families are fully involved (as active partners) in admission, assessment, formulation, care planning, care reviews and discharge planning?	Yes	100%	46
		No	0%	0
		Total	-	46
p22, 103	Our organisation always considers whether the needs of people with learning disability might be better met in a community setting	Strongly agree	96%	46
		Agree	4%	2
		Neutral	0%	0
		Disagree	0%	0
		Strongly disagree	0%	0
		Don't know	0%	0
Total	-	48		
p22, 104	Someone from hospital is identified at the point of admission to work closely on discharge planning with the community-based CPA care co-ordinator	Strongly agree	60.5%	26
		Agree	32.6%	14
		Neutral	7.0%	3
		Disagree	0%	0
		Strongly disagree	0%	0
		Don't know	0%	0
Total	-	43		
p22, 105	Does your clinical governance system monitor target discharge dates and actual discharge dates for people with learning disabilities?	Yes	76%	31
		No	24%	10
		Total	-	41
p23, 106	Does your service provide specialist community forensic assessments, treatment and management to people living in the community (including offence specific therapeutic interventions)?	Yes	56%	25
		No	44%	20
		Total	--	45
p23, 107	Does your intensive community support team provide person-specific training to other agencies?	Yes	95%	37
		No	5%	2
		Total	-	39
p23, 108	Do the intensive community support team staff co-ordinate the transitions from inpatient settings?	Yes	90%	35
		No	10%	4
		Total	-	39
p23, 109	Do the intensive community support team staff provide crisis support?	Yes	74%	29
		No	26%	10
		Total	-	39
p23, 110	Is the intensive community support team available 7 days per week?	Yes	59%	23
		No	41%	16
		Total	-	39
p23, 111	Our community specialist practitioners are always able to remain fully involved and contribute to MDT planning processes when someone is admitted to hospital	Strongly agree	74.5%	35
		Agree	19.1%	9
		Neutral	4.3%	2
		Disagree	0%	0
		Strongly disagree	0%	0
		Don't know	2.1%	1
Total	-	47		

Page/figure	Specialist LD providers - Organisational level	Response	Specialist	
			National	N=
p24, 112	Which of your organisations services operate according to an established/well documented clinical pathway:			
p24, 112	Time-limited inpatient services	Yes	67.5%	27
		No	32.5%	13
		Total	-	40
p24, 112	Specialist community services	Yes	94%	45
		No	6%	3
		Total	-	48
p24, 112	Intensive support services	Yes	73%	32
		No	27%	12
		Total	-	44
p24, 112	Forensic LD services	Yes	56%	22
		No	44%	17
		Total	-	39
p24, 113	Does your organisation have a policy to safeguard people from the inappropriate prescribing of psychotropic medication?	Yes	62%	28
		No	38%	17
		Total	-	45
p24, 114	Our organisation provides individualised behaviour support plans, for all people with learning disabilities who have been assessed as being at risk of being exposed to restrictive interventions	Strongly agree	67%	31
		Agree	26%	12
		Neutral	7%	3
		Disagree	0%	0
		Strongly disagree	0%	0
		Don't know	0%	0
p25, 115	Does your organisation provide positive behavioural support (PBS)?	Yes	98%	45
		No	2%	1
		Total	-	46
p25, 116	For patients supported in accordance with PBS, do their hospital care plans include:			
p25, 116	Primary strategies	Yes	98%	41
		No	2%	1
		Total	-	42
p25, 116	Secondary strategies	Yes	98%	40
		No	2%	1
		Total	-	41
p25, 116	Tertiary strategies	Yes	98%	40
		No	2%	1
		Total	-	41

Page/figure	Specialist LD providers - Staff survey	Response	Specialist	
			National	N=
p26, 117	Hospital staff have access to community learning disability in-reach services to support people with learning disabilities and who provide hospital staff with advice	Strongly agree	36.7%	194
		Agree	42.3%	224
		Neutral	14.6%	77
		Disagree	5.9%	31
		Strongly disagree	0.6%	3
		Total	-	529
p26, 118	Staff always use the CTR process to develop treatment plans and discharge plans that are appropriate, safe and inclusive for people with learning disabilities	Strongly agree	26.7%	141
		Agree	40.1%	212
		Neutral	26.9%	142
		Disagree	4.9%	26
		Strongly disagree	1.3%	7
		Total	-	528
p26, 119	People and families are involved in the regular review of medication appropriateness for people with learning disabilities	Strongly agree	30.8%	163
		Agree	44.4%	235
		Neutral	19.5%	103
		Disagree	5.1%	27
		Strongly disagree	0.2%	1
		Total	-	529
p26, 120	Staff routinely follow NICE guidance clinical pathways	Strongly agree	37.0%	197
		Agree	49.8%	265
		Neutral	11.1%	59
		Disagree	1.9%	10
		Strongly disagree	0.2%	1
		Total	-	532
p26, 121	I am aware there is a trust policy on minimising the use of restrictive interventions and I am supported in helping achieve this	Strongly agree	52.9%	282
		Agree	35.8%	191
		Neutral	7.9%	42
		Disagree	3.4%	18
		Strongly disagree	0.0%	0
		Total	-	533

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