



Getting better at working with people with a learning disability



**easy
read**

Easy Read version of:
Performance against the
learning disability improvement
standards

Findings from the 2nd national
benchmarking exercise 2019

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Introduction



NHS England and Improvement are checking that NHS services are getting better at working with people with a learning disability.



In 2019 we looked at NHS services to see if:

- they were treating people with a learning disability in the right way



- they were listening to and involving people with a learning disability



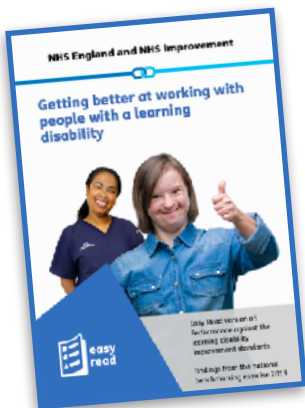
- they had the right number of trained staff ready to work with people with a learning disability



- services that were just for people with a learning disability were working in the right way.



We asked people with a learning disability, their families and carers to complete a survey to let us know about their experiences of care in NHS.



This report explains what we found.



Which NHS services?

We talked to over 200 NHS **Service Providers**.

A **Service Provider** is a health organisation that provides a service.



Over 50 were Specialist Service Providers for people with a learning disability.



Over 130 were Acute Hospital Service Providers.



10 were Community Health Service Providers.



7 were Mental Health Service Providers.



2 were Ambulance Service Providers.



How many staff and service users?

Over 6,000 NHS staff completed the staff survey.



Nearly 4,000 people with a learning disability and their families and carers completed the service user survey.

Treating people with a learning disability in the right way



Reasonable adjustments

Reasonable adjustments are changes that places and services can make so that disabled people can take part like everybody else.



NHS services must show that they have made reasonable adjustments so that people with a learning disability get the same good care as everyone else.



Most service users said they felt safe in the health service.



Most people with a learning disability said that staff listened to them and that they felt safe when they received care.



Many services did not have a way to check on people with a learning disability who were waiting for treatment.



Some staff felt that they did not have enough staff and equipment to treat people with a learning disability properly.

Knowing about people with a learning disability



Health services should know if you have a learning disability, so that they can make sure you are getting the right treatment.



Most specialist learning disability providers knew which people had a learning disability.



But, the computer health records for many other providers would not be able to say if you have a learning disability or not.

Looking to see why someone died



Health services should look into why a person with a learning disability has died.



Services should use this information to improve their work with people with a learning disability.



Most health services have staff who are trained to look into why a person with a learning disability has died.



However, providers could improve the way they share what they have learnt from a persons death.



When people can't make their own decisions

Sometimes a person with a learning disability is not able to make their own decisions about their treatment.



In these cases, health services can give people the treatment they need.



Health services must check on cases where a person with a learning disability has been given treatment without making their own decision.



Only about half of all health services looked at their rules for treating people who can't make their own decisions.



Most health services do not check on cases where a person can't make their own decisions about their treatment.



Same as everyone else

Health services should have ways to check that they treat people with a learning disability in the same fair way as everyone else.



Nearly all people with a learning disability said they were treated with respect by staff.



Most staff said that people with a learning disability get the same good care as everyone else.

Listening to and involving people with a learning disability



Communicating with people and their families

Most health services that are just for people with a learning disability are sending people letters in a way that they can understand. This might be in Easy Read.



Only about half of other health services are sending people letters in a way that they understand.



Choosing

Around 3 quarters of people with a learning disability said they had a choice about how they were cared for.



Key worker

Around half of people with many different long-term health conditions said they had a key worker.



Involving people

Only a third of all hospital providers have a person with a learning disability or a carer on the main board that runs the service.



Nearly 4 in every 10 members of staff in specialist providers agreed that people with a learning disability were involved in planning services.



Complaints

Most health services have an easy way for people to make a complaint.

Ask Listen Do

Most Health Trusts used a way to make complaints easier for people with a learning disability called “Ask, Listen, Do”.



However, 3 out of every 10 service users said they had been given Easy Read information about making a complaint.

Ask Listen Do



Just over 4 out of every 10 services said they used 'Ask, Listen, Do' as a way of improving services after someone had made a complaint.



Staying overnight

Nearly all non-specialist hospitals said that they had place for a family member of carer to stay overnight.



Changing places toilets

Just over half of ordinary health services and 4 out of every 10 specialist services has a toilet that was suitable for changing an adult person.



Helping people to speak up

Most staff said that people with a learning disability were involved in deciding what care they should have.



Over 8 out of 10 people with a learning disability said that staff listened to what their family thought.



About 4 out of every 10 health services had a way for managers to meet with people with a learning disability.

The right number of trained staff



Nearly all health services said that they have a senior manager who is responsible for checking on services for people with a learning disability.



Enough trained staff

Most health services said that their staff are trained properly.



Most staff say they can get help from someone who knows about working with people with a learning disability when they need it.



But only 3 quarters of health services provide training about learning disabilities to staff who give day to day care and support.



Involving people in the training

Less than 2 out of 10 health Trusts involve people with a learning disability in training new staff.

Services that are just for people with a learning disability



STOMP

STOMP stands for stopping **over medication** of people with a learning disability, autism or both.

Over medication means giving people more medicines than they need.



Most health services said that their staff would be able to speak up if they thought that a person with a learning disability was given too much medicine.



Plans to get more healthcare staff

Nearly all staff from specialist services said that their Trust had better ways of supporting people with a learning disability.



A quarter of specialist services have not thought about the possible problems around employing and keeping their workers.



Support in the local community

Services must have plans to support people in their local area, even if they need a lot of help.



Over 8 out of every 10 specialist trusts provide support in local areas for people who need a lot of help.



But only half of specialist trusts provide these services in local areas for people 7 days a week.



Checking people are not in hospital too long

3 quarters of health services have a way to check that people are not in hospital for too long.



STOMP

In the past many people with a learning disability were given more medicine to make them easier to support.



Health services should now make sure that people are not given more medicine than they need.



Just over half of health services have a way to check that people are not being given too much medicine.



6 out of 10 staff said that people with a learning disability are involved in checking that people are not being given too much medicine.



Restraint

Restraint is where staff may have to step in to keep a person safe.

Often this is by having to physically hold someone.



Services should have ways to check that restraint is being used properly.

They should also have plans to stop using restraint and use other ways to help people to behave in a better way.



Most health services are reducing the amount they use restraint.

Most health services say they use restraint properly.



All health services check that people are OK after being restrained.



Most staff say they have had training on reducing the use of restraint.

For more information

For more information please contact us by:



Telephone: **0300 311 22 33**



Email: **england.contactus@nhs.net**



Post:
**NHS England and NHS Improvement
Skipton House
80 London Road
London
SE1 6LH**