

### Easy read version

Our checks of 150 services as part of a review of Learning Disability services from May 2012 to April 2013

#### All reviews from 9 May 2012 to 23 April 2013

- Planned = 76
- Desk based = 4
- Responsive (after an inspection) = 30
- Responsive (worrying information) = 30

Total = 140



#### Reviews which involved an Expert by Experience



- Planned = 14
- Responsive (after an inspection) = 2
- Responsive (worrying information) = 15

Total = 31



## Pilot survey of people with learning disabilities



### What are we doing?

We are trying to find the best way of getting as many people with learning disabilities as possible to tell us about their experience of staying in hospital.

To do this, we are doing a small study to work out how to do a bigger one later.

### Why?

We want to make sure that we listen to people with learning disabilities to help us regulate hospitals properly.

Often, only a small number of people with learning disabilities are listened to in work like this. We want to make sure that as many people as possible are given the chance to talk to CQC and tell us what they think.

We also want to try out the questions to make sure they are easy to answer.

2



## Test survey of people with learning disabilities

### What are we doing?

- Finding out the best way to get lots of people with learning disabilities to tell us about when they've stayed in hospital.
- We are doing a small study so we can work out how to do a bigger one later.

### Why?

- To make sure we listen to the views of people with learning disabilities to help our work.
- To make sure that lots of people get the chance to talk to us and not just a few.
- To test the questions.



# Pilot survey of people with learning disabilities



## How are we doing the survey?

The survey is only being conducted in Cambridgeshire

We intend to do two types of interview:

1. 20 in-depth interviews to find what questions we should ask in the questionnaire interviews. The in-depth interviews tend to take around an hour.
2. 100 questionnaire interviews to ask the targeted questions

A specialist survey company called Ipsos MORI and a charity called the Foundation For People With Learning Disabilities are helping us with this survey

They have been advertising the survey in lots of places, such as:

- Services for people with learning disabilities
- Groups who work with people with learning disabilities
- Learning disability liaison nurses in hospitals
- Charities
- Day centres

3



## How are we doing the survey?

- The survey is in Cambridgeshire
- We will do 2 types of interview:
  1. 20 detailed interviews
  2. 100 questionnaire interviews

A research company and charity are helping us with this work. They have been telling people about the survey in:

- Services for people with learning disabilities
- Groups who work with people with learning disabilities
- Learning disability liaison nurses in hospital
- Charities
- Day centres



## Pilot survey of people with learning disabilities



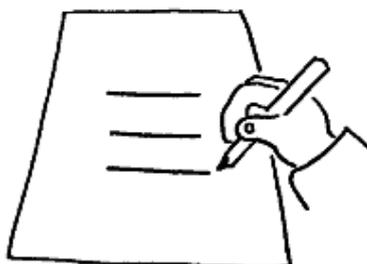
### How are we doing the survey?

People are asked to fill out a form to say they want to take part, and post it back to us.

We then phone these people and arrange a time and place to talk. The person with the learning disabilities can say whether they want to meet face-to-face or talk over the telephone

If the person's learning disability means they cannot take part in the survey, we will ask the questions to their family or carers

If people do not want to take part in any part of the survey, they do not have to.



### How are we doing the survey?

People are asked to fill out a form to say they want to take part.



We then phone these people and arrange a time to talk – either on the phone or in person.



If the person's learning disability means they cannot do the survey, we will ask their family or carers.



If people don't want to do the survey, they do not have to.

## Pilot survey of people with learning disabilities



### What have we found so far?

We are still doing the in-depth interviews, but so far people have told us:

#### Good things

- People being treated with dignity and respect
- Respecting carers' experience and opinions
- Hospital staff being interested and available to help
- Hospitals making adjustments to meet the needs of both the person with the learning disabilities and their carers
- Holding best interests meetings

#### Bad things

- Carers not being listened to
- Hospital staff not understanding issues of capacity and best interests
- Hospital staff not communicating properly with the person with learning disabilities
- Health action plans not being used
- Hospital staff not making reasonable adjustments
- Lack of support for personal care such as washing or feeding

5

### What have we found so far?

We are still doing interviews but so far people have told us:

#### Good things:

- People being treated with dignity and respect
- Respecting carer's experiences
- Hospital staff being interested and able to help
- Hospital making adjustments to meet the person's needs
- Holding best interest meetings

#### Bad things:

- Carer's not being listened to
- Hospital staff not knowing issues of capacity and best interest
- Hospital staff not communicating properly with the person
- Health action plans not used
- Hospital staff not making reasonable adjustments
- Lack of support for washing or feeding.



## Pilot survey of people with learning disabilities



### Next steps

Finish the in-depth interviews

Carry out the questionnaire interviews

Combine the results of the interviews with other things we know about getting the views of people with learning disabilities

Write a report in the Autumn that says how we will use the experiences of people with learning disabilities in the future



### Next steps

- Finish the detailed interviews
- Do the questionnaire interviews
- Look at the results and at other information we know about getting the views of people with learning disabilities at the same time.
- Write a report in the Autumn that says how we will use the experiences of people with learning disabilities in the future.

