



Learning Disability Improvement Standards

Family/Carer Survey

This survey is for the families of people with a learning disability who have used an NHS hospital service in the last year.

Please answer the questions in this survey about the care your relative has received. You do not have to answer all the questions. Only answer the questions that mean something to you. We will keep your answers private.

The Learning Disability Improvement Standards were introduced by NHS England in 2018. They are a way of making sure people with a learning disability and autistic people are getting good quality services.

To meet the standards, hospitals need to make sure the rights of people with a learning disability, autistic people, and their families, are respected. People should also be meaningfully involved, as partners in their own care, and should be supported by staff, who have the right knowledge, skills, and values.

You can find out more about the standards here: www.england.nhs.uk/learning-disabilities/about/resources/the-learning-disability-improvement-standards-for-nhs-trusts.

All hospitals will get individual reports that allow them to see how they compare with other, similar types of services. They should use these reports to make improvements to their services, where needed.

To help hospitals know where they might need to do better, we are asking them for lots of information about their services, including a survey to understand the experiences of frontline staff and of service users themselves. We are also holding some service user workshops for people with a learning disability to understand the impact of the standards and capture their experiences.

To ensure we capture feedback from everyone impacted by the improvement standards, we are keen to hear from relatives and family carers. Please answer the questions in this survey about the care your relative has received.

Question	Answer options
1. Staff treat my relative with respect.	Strongly disagree / disagree / neither agree nor disagree / agree / strongly agree
2. Staff listen to my relative.	Strongly disagree / disagree / neither agree nor disagree / agree / strongly agree
3. Staff explain things to my relative in a way they can understand.	Strongly disagree / disagree / neither agree nor disagree / agree / strongly agree
4. Appointments and meetings are arranged with my relative in mind.	Strongly disagree / disagree / neither agree nor disagree / agree / strongly agree



Question	Answer options
(This may include accessible appointment letters, flexible appointments, and home visits.)	
5. Staff help my relative to prepare for important appointments or meetings about their care and treatment, so that they are not too stressful.	Strongly disagree / disagree / neither agree nor disagree / agree / strongly agree
6. Staff keep me informed about the care and treatment my relative is receiving, and why.	Strongly disagree / disagree / neither agree nor disagree / agree / strongly agree
7. Staff review my relative's hospital passport (or similar care passport) to ensure care is tailored appropriately.	Strongly disagree / disagree / neither agree nor disagree / agree / strongly agree / N/A
8. Staff always make the necessary reasonable adjustments to ensure care is delivered appropriately to my relative. (This may include low-stimulus areas, accessible systems, or priority services.)	Strongly disagree / disagree / neither agree nor disagree / agree / strongly agree
9. My relative understands how to access advocacy services if they need them.	Strongly disagree / disagree / neither agree nor disagree / agree / strongly agree / N/A
10. My relative is supported to make informed decisions about their care.	Strongly disagree / disagree / neither agree nor disagree / agree / strongly agree
11. If my relative was unable to make decisions about their care, staff accessed appropriate advocacy support. (This may include family, carers, or an Independent Mental Capacity Advocate.)	Strongly disagree / disagree / neither agree nor disagree / agree / strongly agree / N/A
12. Staff ensured my relative was given enough support during their care. (This may include support from family or carers, healthcare staff, or social care staff.)	Strongly disagree / disagree / neither agree nor disagree / agree / strongly agree
13. I feel that my relative is safe when receiving care.	Strongly disagree / disagree / neither agree nor disagree / agree / strongly agree
14. In the last year, I have had concerns about my relative's care.	Strongly disagree / disagree / neither agree nor disagree / agree / strongly agree
15. It has been easy to keep in touch with, or visit, my relative when this was needed.	Strongly disagree / disagree / neither agree nor disagree / agree / strongly agree / N/A
16. Overall, how would you rate the care and support given to your relative?	Excellent / Good / Fair / Poor