



Learning Disability Improvement Standards

Patient Focus Groups

2024/25

About the Learning Disability Improvement Standards



People with learning disabilities do not always get the same treatment as other people.

Sometimes hospitals did not work well with people with learning disabilities and their families.

To help change this NHS Improvement worked with:

- People with learning disabilities
- Family members,
- People who work in health services



They developed 4 standards that NHS trusts should meet.

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About the Learning Disability Improvement Standards



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

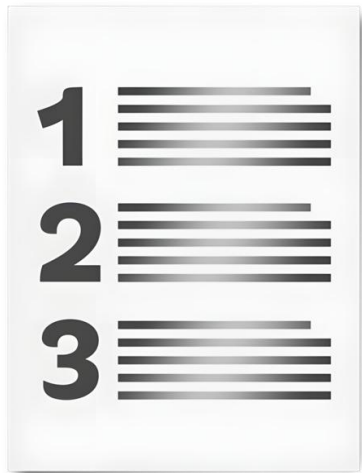
If Trusts meet the standards, it means they provide a high-quality service to people with learning disabilities or autistic people.

These 3 standards apply to all NHS Hospital Trusts:

1. Giving people their rights
2. Involving people and listening to them
3. Making sure we have the right staff with the right training

The 4th Standard is for Trusts that have services that are only for people with learning disabilities or autistic people

4. Specialist learning disability services



What this is about?



To check how well Trusts are following the standards NHS Benchmarking Network worked with an organisation called Learning Disability England (LDE).

Learning Disability England works with its members to build a world where people with learning disabilities have good lives with equal choices and opportunities as others.



They worked with some members to find out what people with learning disabilities and autistic people think about NHS healthcare.

They wanted to know how to make NHS care better for everyone.



Who helped with this work?



Three groups helped run meetings called focus groups:

- Dudley Voices for Choices (Midlands)
- Skills for People (North East)
- ACE Anglia (East of England)

These groups are good at supporting people with learning disabilities and autistic people.

They made sure people felt safe and happy to share their thoughts.

What happened in the focus groups?

46 people with learning disabilities joined.

They talked about using NHS services and what could be better.



What makes care good?



People said NHS care is good when:

- They are listened to and respected
- Staff speak clearly and use easy words
- They are given choices
- They are given enough time to understand
- Family or support staff can help them
- Changes are made to meet their needs (like quiet spaces or flexible appointments)



What would make care better for people with a learning disability and autistic people

As well as sharing their experiences, people gave 48 helpful ideas to make NHS care better.



1. Treated as an individual

- People want to be treated as individuals.
- Staff should always look at hospital passports



2. Clear Communication and Easy Information

- Staff should use clear and simple words.
- Information should be given in a way that's easy to understand



What would make care better for people with a learning disability and autistic people

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1. Enough Time and Patience

- People need time to ask questions and understand what's happening.
- Staff should be kind and patient.



4. Better Training for NHS Staff

- Staff should learn more about learning disabilities and autism.
- Training like the Oliver McGowan programme can help.

What would make care better for people with a learning disability and autistic people



5. Easier Access to Services

- Flexible times for appointments
- Arrange appointments to reduce waiting times
- Quiet appointment times help people feel less stressed.



6. Being Included and Listened To

- People want to be heard and taken seriously.
- Staff should speak directly to the person, not just their support worker or family.