



Care for people with a learning disability during coronavirus



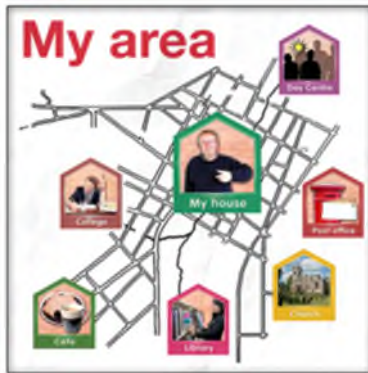
Easy read version of 'Provider collaboration review: care for people with a learning disability living in the community during the pandemic'



We are the Care Quality Commission (CQC). We check care services like hospitals and care homes.



About this report



This report talks about what we have found when we looked at the care for people with a learning disability who live at home in their own communities. The means we looked at services like:



- Day services, including physiotherapists



- Healthcare services, like GPs



- Dental services

1. Being able to use services



People were not able to use, or had to wait longer, for some services like health care during the last year when people have been getting ill with coronavirus (this is called a pandemic).



This was worrying for people, and some people's health got worse because they could not use services.



Health services made sure that people with a learning disability were among the first to get a vaccine to help stop them getting coronavirus.

2. Information and support



Services were not given enough guidance about supporting people with a learning disability during the coronavirus pandemic.



This could be worrying for people with a learning disability and their families or carers.



Some people got good care and other people got poor care. Often this was down to how well the service knew the person they were supporting.



Most people were kept up to date about the coronavirus emergency.



This means they understood why they might not be able to do things, like meet their family to keep them safe.



Services used different ways, like easy reads, to help people understand.



We found problems with people's care plans and also planning for moving from one place to another, like from children's to adults' services.

3. Using technology, like video meetings,



Technology, like using laptop computers or mobile phones, for things like meetings with doctors, has helped some people get the support they need more quickly and easily.



But some people could not use technology, or did not want to.



It can also make it harder to pick up how someone is really feeling, if the care staff do not see people 'face-to-face' (or in person).



This means that plans for using technology more in the future should make sure people can also choose to be seen face to face.

4. How health and care services work together in an area



When different services work together well, it can make a real difference to how good someone's health and care support is.



For example, we heard of one person whose family could call their community nurse with any worries, and the nurse would contact their doctor who would phone the family back.



Some areas were better than others at understanding the health needs of local people with a learning disability.

What we are doing to make sure that services for people with learning disability and autistic people are good



Over the next year, we are going to be working hard to improve three main things:



- Making sure that services for people with a learning disability and autistic people support people in the way they want to live and where they want to live.



- Helping services to improve, to make sure people are not asked to move to a service that is not safe, or expected to carry on living in a service that does not meet their needs.



- Helping local areas to make sure that people are getting the right health and social care at the right time.



What to do if you have any questions



Email us your general questions at:
enquiries@cqc.org.uk



You can read more about this at:
<https://www.cqc.org.uk>



You can call us on:
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