



Finding out what it is like for people in hospital

October 2022



Easy read version of CQC's 'Equality Impact Assessment' for 'Thematic review: people with a learning disability and autistic people's experience of acute care'

Who we are



We are the Care Quality Commission.
We check services like hospitals and care homes to make sure they give good care to people.

What we are doing



We are looking at what it is like for people with a learning disability and autistic people when they go into hospital.



We want to find out about things that have gone well, as well as things that have not gone well or have gone badly.



We want to speak to people with a learning disability, autistic people and carers to make sure we hear what it is like for people who use services.



We will write a report about what we find to help make things better in hospitals.



We will also use what we find to get better at checking if services are giving good care to people.

We will speak to people who use services



At the moment, when people go into hospital the care they receive is not always good enough.



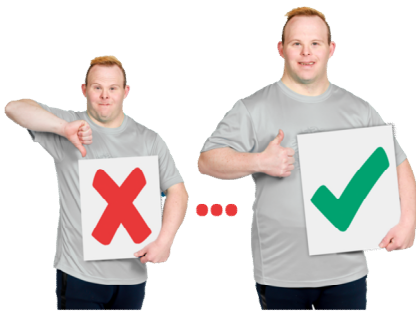
We want to make sure that people with a learning disability and autistic people get the same level of care as everyone else.



To do this, we are talking to a group of people with a learning disability, autistic people and their carers to hear what is most important to them.



We will use what people tell us to check how hospitals are meeting the needs of people with a learning disability and autistic people.



We also want to use what we hear to make things better for people who use services.

We want to hear from everyone



Everybody is different and we want to make sure that we give everyone the same chance to have their say.



To do this, we have looked at how we can help people to have their say.



For example, we can use talking mats or other tools to help people to tell us about their experiences.



Where we cannot meet someone's needs, we will write this down so we can do better in the future.

We want to keep people safe



We will make sure that the people we speak to know why we would like to speak with them and agree to take part.



If people with a learning disability or autistic people tell us that something is not right, we will tell the people who can keep them safe.



We will also take action if we think that people are not being treated the same as everyone else.

We want to protect people's human rights



Every person in the world has the same human rights.



When we check how well hospitals care for people, we will make sure that we do this in a way that protects their human rights.



We will also check how good hospitals are at protecting people's human rights.

How to contact us



If you have any questions about what we are doing you can contact us:



By email: enquiries@cqc.org.uk



Or by telephone: 03000 616161