



Who I am matters

Experiences of being in hospital
for people with a learning
disability and autistic people

November 2022





We are the Care Quality Commission (CQC). We check how good health and social care services are in places like hospitals, GP surgeries, care homes and homecare services.



This report looks into how hospitals support people with a learning disability and autistic people.



About this report



For too long, people with a learning disability and autistic people have not had the same experience of using health care as other people.



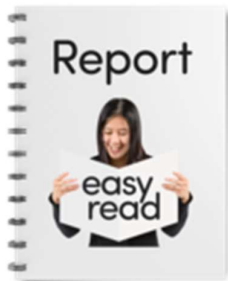
This can stop them getting the care and support they need.



Sometimes this can have very serious results and people can get hurt or even die.



To help stop this happening, we have looked into how hospitals support people with a learning disability and autistic people.



We have written this report about what we found.



To help us write this report we have talked with people with a learning disability and autistic people and their families and carers and other people.



In February and March 2022, we also visited 8 hospitals to talk to people being supported and treated, as well as the staff.



You can read below what we found out. When we say ‘people’, we are talking about people with a learning disability and autistic people.



Making changes to meet people’s needs



People should expect to get care and support in a way that meets their needs.



Hospitals have to do this by law.



But people told us they found it difficult to get this because hospitals did not always make changes, like offering people longer appointments.



Hospitals and other health services should make these changes for people if needed.



This includes thinking about how staff talk to people in the best way so they can make decisions about their care – for example in easy read.



Hospitals also need to make sure staff are trained to think about any other needs each person has, as well as having a learning disability or being autistic.



Making changes for each person based on their different needs may come from thinking about how old they are or their ethnic background or beliefs.



Involving people



People can expect to be fully involved in the care and treatment they get from hospital.



But this does not happen well because staff are not talking and listening to people enough.



Hospitals need to give staff enough time and the right skills to listen to people and their families so they understand and can meet their needs.



Specialist staff



People can expect to have good health services, whether or not they get specialist health staff. (Specialist staff have a high level of training and skills to care for certain people.)



This means hospitals must make sure that all staff – not just specialist staff – have up-to-date training and the right skills to care for people with a learning disability and autistic people.



What happens next?



At CQC, we really want to improve the care for people with a learning disability and autistic people.



We will use the findings of this report to make those improvements in the way we check hospitals and other services.



We will also continue to bring people together to understand how to make those changes now.



We also ask all health and care managers to use the learning from our report to make improvements in their services.



Find out more



Look at our website here:

www.cqc.org.uk



If you want to give feedback on your care – it can be good or bad, fill out our form here:

www.cqc.org.uk/give-feedback-on-care



Or you can call us on:

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