



Our checks of learning disability services in England

Easy read



Our checks of learning disability services in England



We did these checks, also known as **inspections**, because of the poor care and abuse found at Winterbourne view, a private hospital for people with learning disabilities.



The Care Quality Commission checks services meet the government's standards about care for all health and social care services in England.



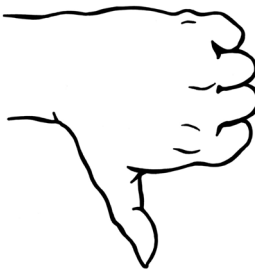
We have looked at what we found when we checked the following services:

- 68 NHS Trusts
- **45 Independent Healthcare Services** (services that are not run by Government)
- 32 Adult social care services



We looked at how well the services were doing in these 2 areas:

1. The support and welfare of people who use services.
2. Making sure people who use services are safe from abuse

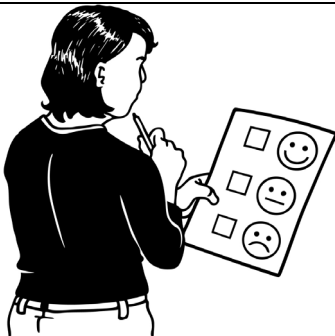


We decided if services were:

- meeting the government standards

or

- not meeting the government standards.



What we found



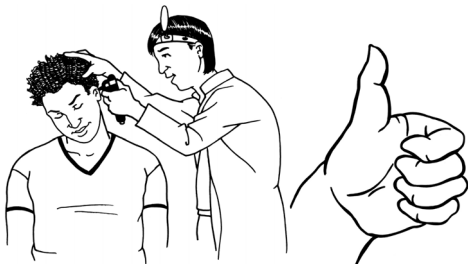
- There were lots of services not meeting the standards.






- NHS services were more likely to meet the standards in both of the areas we checked than Independent health care services.

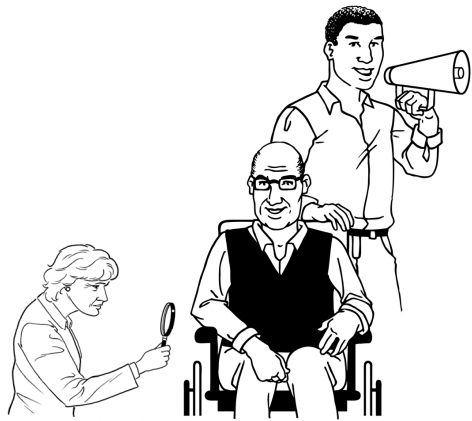


- Not many care homes met the government standards in both of the standards we checked.



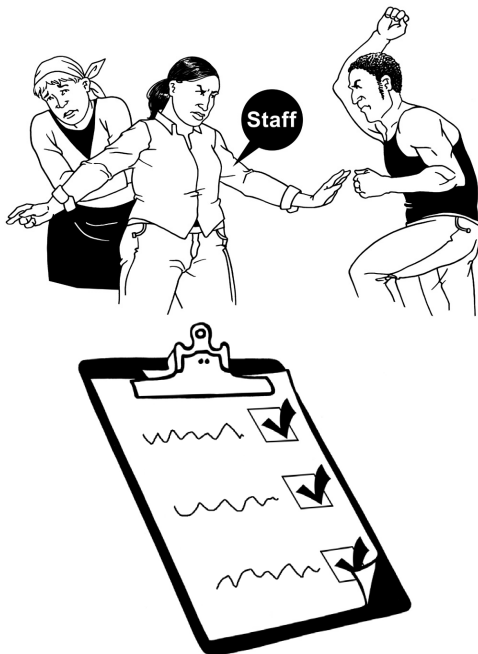
- Just over half assessment and treatment services were meeting the government standards in both of the areas we checked.

	<ul style="list-style-type: none"> • People are often staying in NHS and Independent healthcare services for too long.
	<ul style="list-style-type: none"> • A big concern across all care services was that people and their families were not always involved in planning their care.
	<ul style="list-style-type: none"> • A big concern across all care settings was that the use of restraint was not always written down in reports and checked. <p>Restraint is when a person is held back to stop them from hurting themselves or others.</p>



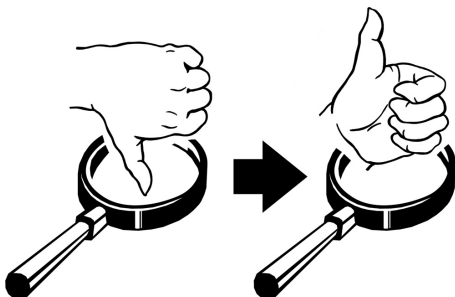
- Services need to check how good their **advocacy** services are.

Advocacy services speak up for you on your behalf.

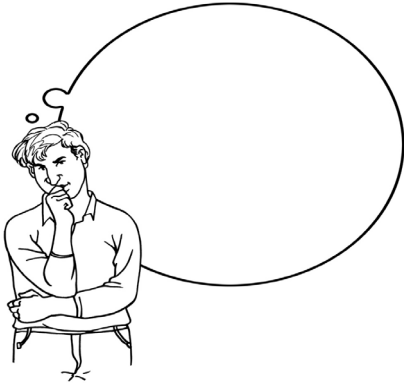


- Staff and managers sometimes do not know how to use **safeguarding laws** properly.

Safeguarding laws are rules to protect people from being abused and keep people safe.



- We had specific worries about safety in 27 places. The correct people are making sure this gets better.



Final thoughts and advice

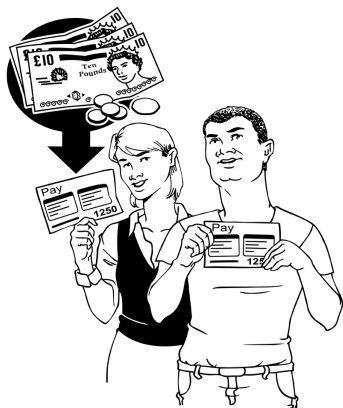


Final thoughts for commissioners.

Commissioners work for local councils and health services. They buy services based on your needs.




- Our checks show that people are being kept in services for too long.



Advice for commissioners

Original Document title:

	<ul style="list-style-type: none"> • Commissioners need to look at people's care plans and think about where they will need to go to next.
	<ul style="list-style-type: none"> • Commissioners and local councils need to work together more closely.
	<ul style="list-style-type: none"> • Commissioners need to check how good advocacy services are.
	<ul style="list-style-type: none"> • Lessons still need to be learnt about the use of restraint.

	<ul style="list-style-type: none"> • Where we had serious worries, we have taken action and checked the service again.
	<ul style="list-style-type: none"> • But, the people who manage and pay for services need to still check how good they are every day.
	<p>Final thoughts for providers</p> <p>Providers are people who manage services.</p>
	<ul style="list-style-type: none"> • Our findings suggest the way some services do their job has got better since 2007.



- But, people do not always know what **restraint** is, how to check its use or learn lessons from times when it had been used.

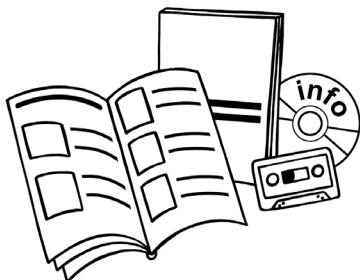
Restraint is when a person is held back to stop them from hurting themselves or others.



Advice for providers



- **Providers** must make sure that people using services are involved in planning their care and activities.



- Care plans must be written in a way people can understand and get to them.



- Restraint needs to be used less.
- Staff need more training about using **restraint** and **safeguarding laws**.



Advice for providers, commissioners and Care Quality Commission



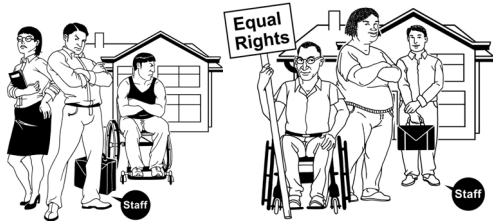
- **Providers** and **commissioners** should make sure there are checks in place to see how good the service is.



- Care Quality Commission need to decide when it is best to visit and check services.



Advice for Care Quality Commission



- CQC need to look at and explain the different ways of doing an inspection.



Tell us about your care



We would like to know about services you or someone you care for has used. We have an online form for this.

There are instructions on how to fill in the form on our website at:

<http://www.cqc.org.uk/tellushelp>



If you are really worried or think someone is not safe please phone us on **03000 616161**.



What some of the words mean



Independent Healthcare Services
(services that are not run by Government).



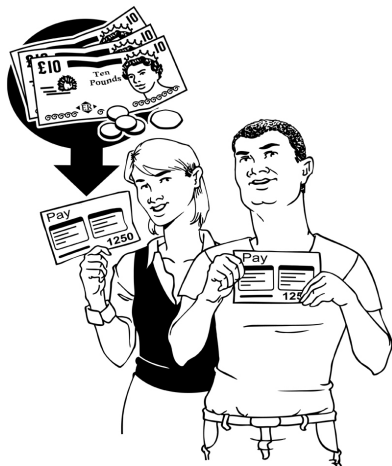
Restraint is when a person is held back to stop them from hurting themselves or others.



Advocacy services speak up for you on your behalf.



Safeguarding laws are rules to protect people from being abused and keep people safe.



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Where we are

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like a summary of this document
in another language or format.**



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