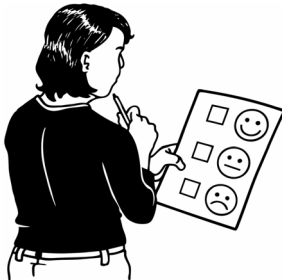




## Evaluation of our checks of learning disability services in England

### Easy to read



This summary report looks at how  
the people who took part in the  
**inspections** found it.



An **inspection** checks how well  
something is working.



- We, the **Care Quality Commission**, did these inspections because of the poor care and abuse found at Winterbourne view hospital, a private hospital for people with learning disabilities.

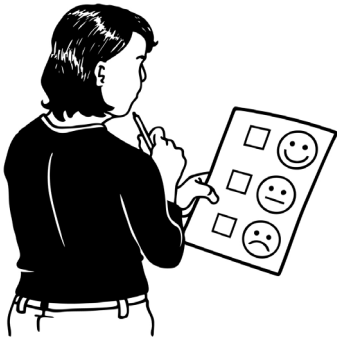


**Care Quality Commission** – the organisation that checks services meet the government’s standards about care for all health and social care services in England.



**making a difference  
to the lives of people with  
severe learning disabilities**

- We asked 2 different organisations to work together and look at how the people who took part in the inspections found them.
- We also asked for feedback from Choice Support and the Challenging Behaviours Foundation.



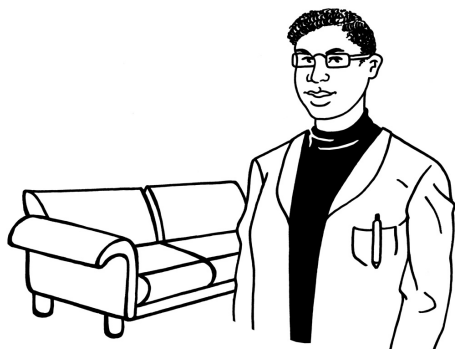
**How did experts by experience (someone who use services or their carer) and professional advisors (a person who works with people with learning disabilities) find taking part in the inspections.**



- The experience was good. Everyone said they would take part again.
- They felt they had made the inspections and reports better because they gave another view.
- They felt that the inspector had taken their opinions seriously.



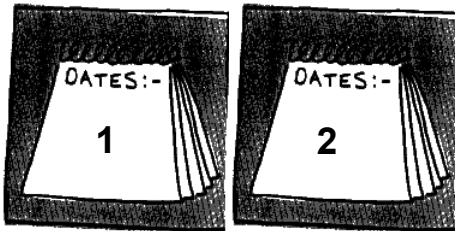
## How can we involve experts by experience and professional advisors better?



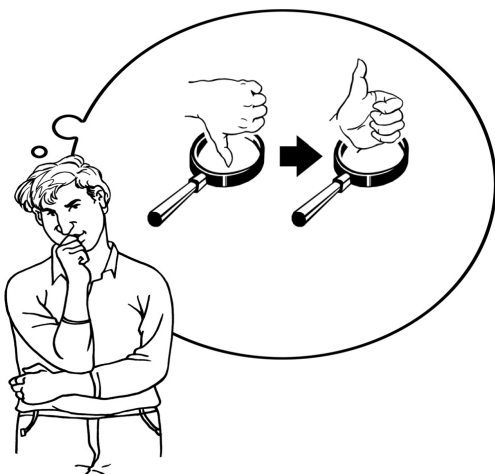
- More time spent on planning and getting ready for the inspection.
- Do separate training for experts by experience and professional advisors.
- Make it clear what professional advisors can do.
- Let the groups know what we are doing about the services, which did not meet the government standards.



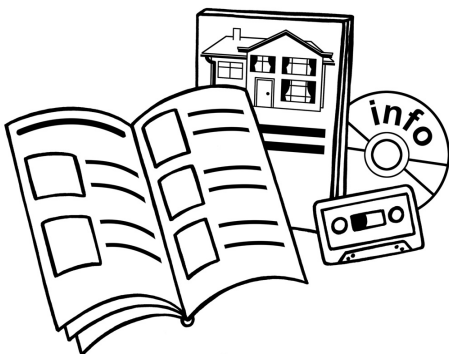
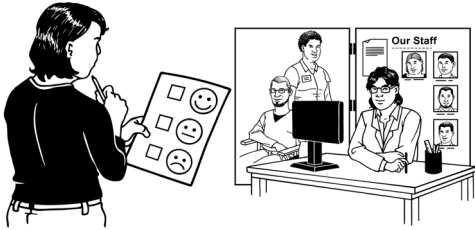
## How did Care Quality Commission inspectors find the inspections?



- They felt the experts by experience and the professional advisors all made the process better.
- They thought the 2 day inspections were good as this meant there was enough time to do everything.



## How can CQC make the way they do themed inspections better?



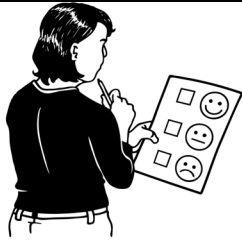
- More time spent on planning and getting ready for the inspection.

- Make time for experts by experience and professional advisors to go to the feedback sessions with the provider.

- Improve the training.

- More support needed for setting up meetings.

- More support for making easy to read versions of the reports.

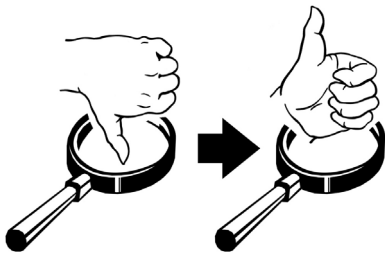


## How did care providers' find the inspections?



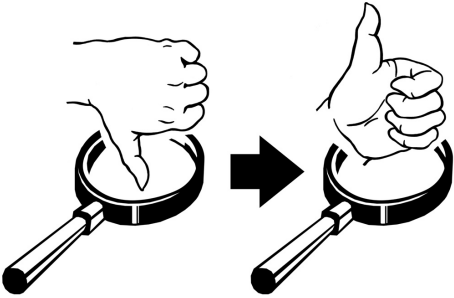
**Providers** are people who manage services.



- The providers said the teams doing the inspections were good.
- The providers thought the way the inspections were done was good.



## How can CQC make the inspections better for care providers?

	<ul style="list-style-type: none"> <li>• They thought the way they were given feedback during the inspection could be made better.</li> </ul>
	<p><b>Next steps</b></p>
	<ul style="list-style-type: none"> <li>• We are planning some more themed inspections. The results of this report will be used to make those better.</li> </ul>