



Survey Results - Is healthcare “Getting Better” for people with a learning disability?

What is it about?

A report was made by Mencap, BILD and the Department of Health.

We worked together to find out what people with a learning disability and their families thought about how people with learning disabilities are looked after by NHS staff.

To do this, we asked questions about healthcare to people with a learning disability and their families.

This is what we found out.

Why did we do this?

We wanted to know if people thought healthcare for people with a learning disability had got better since the Six Lives progress report in 2010.

We wanted to know what things still need to change.

75 people with a learning disability answered the questions.

191 family members or carers answered the questions.



What is going well?

- Most people with a learning disability said healthcare staff treated them with respect.
- Lots of people said that healthcare staff were following the **Mental Capacity Act** when it comes to asking people to sign forms about their care.

Mental capacity means being able to make your own decisions. People with learning disabilities should be allowed to make decions about their healthcare if they are able to.

- **Learning disability nurses** are trained on how to care for people with learning disabilities. People who answered the survey said that when there were learning disability nurses at hospitals people with a learning disability were cared for well.
- Lots of people with a learning disability said that hospital staff cared for them well.

What isn't going well?

- Most people who answered the questions said that NHS staff did not ask how they should communicate with the person with a learning disability.
- Many people said the information they got about their healthcare was hard to understand.
- People said that NHS staff did not always help the person with a learning disability if they were in pain.



- People said that NHS staff did not always include the person with a learning disability, or their family, in deciding how they got their healthcare.
- Almost half of family carers who answered the questions were not happy with how long the person with a learning disability had to wait to be told what was wrong with them.
- Hospital staff did not know how to give good healthcare to people with learning disabilities.

What needs to change?

- More **reasonable adjustments** need to be made.
- This means that things need to be changed in hospitals so that a person with a learning disability can get healthcare in the right way for them.
- A lot of people felt that NHS staff did not know how to give support to people with a learning disability.
 - How much NHS staff know about learning disabilities needs to be better.
 - Staff need to listen to people with a learning disability and their family members and carers.
 - Most family carers said that support from a learning disability nurse had not been offered to the person with a learning disability. This should change.



- A lot of family carers had to carry out personal care in hospital for the person with a learning disability they care for. This should have been done by hospital staff.
- People said that the way to complain was very difficult. It needs to be quicker and easier.

What we think should happen?

We hope everyone listens to the answers.

We think that these answers will help to get healthcare right for people with a learning disability.

For more information

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