

# The Learning Disability Newsletter

*Easy read*



*Spring 2017*



# *Spring 2017*

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# An introduction by Roger Banks



My name is Roger Banks.

I am the Senior Psychiatry Lead at NHS England.



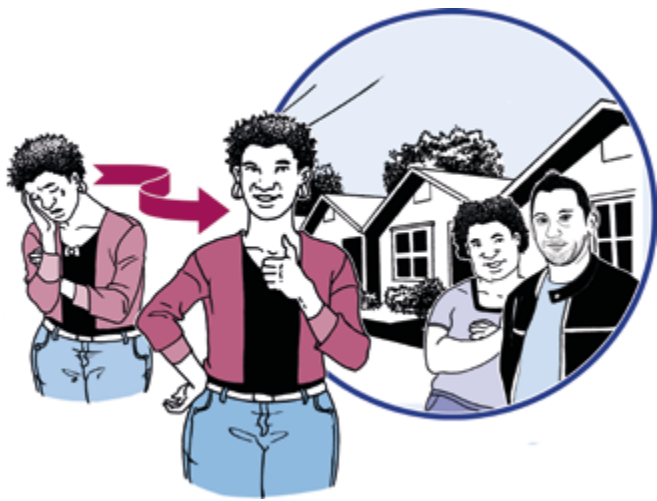
I am a doctor who works with people with a learning disability, autism or both who also have a mental health problem.



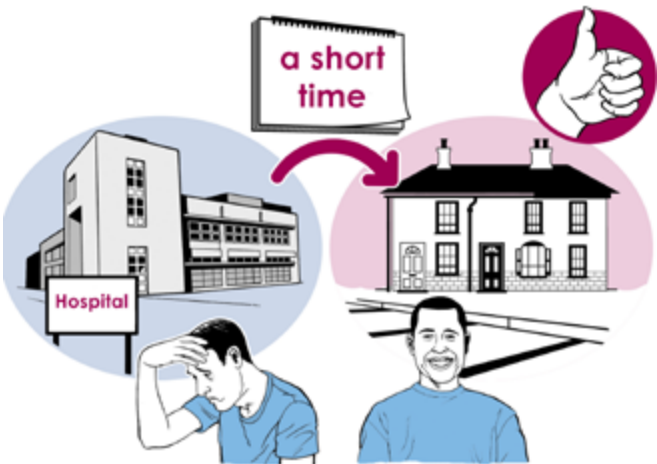
My job is to work with NHS England to make sure people with a learning disability, autism or both get the right mental health care.

This means getting the right care quickly and in the right place.





I want good quality mental health treatment to happen usually where the person lives, with the support of family and other carers.



If the person can only be treated in hospital then they should get the best treatment and be out of hospital as soon as possible.



I will be spending a lot of time listening and working with people with a learning disability, autism or both and their families.



Please contact my assistant Hannah if you want to tell me something important or if you want my help. Her email is:

[helen.hannah1@nhs.net](mailto:helen.hannah1@nhs.net)

# NHS England Learning Disability and Autism Advisory Group



Thank you to the 265 people who applied to join the NHS England Learning Disability and Autism Advisory Group.



The group is made up of 15 experts by experience.

This includes people with a learning disability, autism or both and their families.



Members are used to speaking out and have lots of connections with local and national learning disability and autism groups.

They advise NHS England about its work that affects people with a learning disability, autism or both and their families.

These are the names and pictures of the Advisory Group members.



Peter  
Baimbridge



Andrew  
Bainbridge



Vicky  
Buckingham



Jacqueline  
Dolman



Sarah  
Harrison



Julian  
Morgan



Yvonne  
Newbold



James  
O'Rourke



Tommy  
Owen-Lovegrove



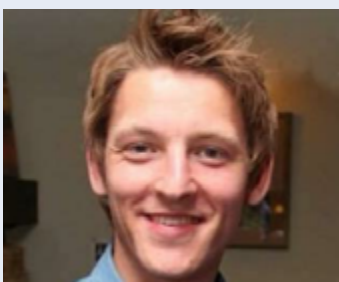
Lynn  
Pashby



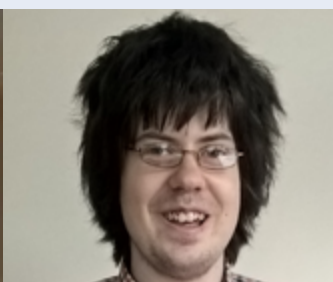
Michael  
Ratcliffe



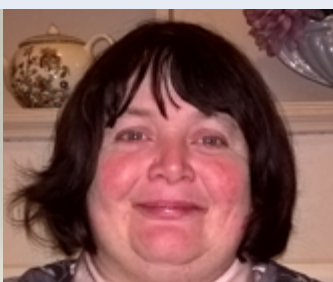
Rebecca  
Ryan



Jordan  
Smith



Jack  
Welch



Jodie  
Williams

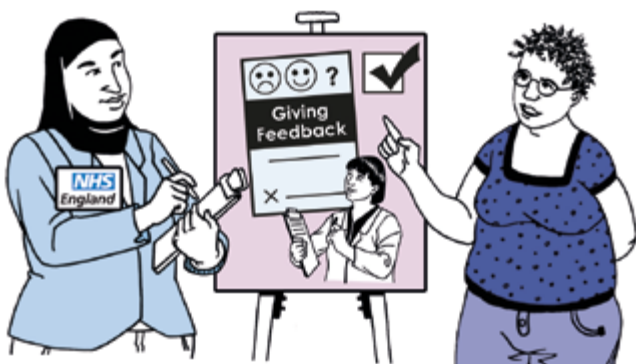




At the first advisory group meeting we talked about NHS England's new work on raising concerns and making complaints about care.



The group told us people with a learning disability, autism or both and their families are not always listened to or taken seriously when they raise a concern or make a complaint.



The group advised NHS England what a good complaints process could look like.

We will discuss these ideas at the next NHS England Learning Disability and Autism forum event.



We will keep you up to date with what the group are doing and the difference that they make.

# Raising a concern or making a complaint



**NHS**  
England

NHS England wants to make raising a concern or making a complaint better for people with a learning disability, autism or both and their families.



Making a complaint can be difficult. Especially for people with a learning disability, autism or both and their families.

Complaints systems are not always easy to understand.



Making a complaint can make people feel worried about being disliked or excluded.



There is lots of information about complaints. For example the document 'My Expectations' which can be read at: <http://bit.ly/2hMDyMq>



There is not any information about listening to concerns and complaints from people with a learning disability, autism or both and their families.

NHS England wants to change this.



NHS England wants to listen to you.

We want to know what you think would make a good complaints system.





We have already had some really good comments from people.

The NHS England Learning Disability and Autism Advisory Group said that we should not call it 'making a complaint'.

That is because a complaint is negative and might make someone feel defensive.

The group said we should call it 'giving feedback'. That is because feedback can be positive and make someone want to improve.



We want to hear what you think a good concerns and complaints system would look like.

You can email your ideas to [LDEngage@nhs.net](mailto:LDEngage@nhs.net)

# Inclusive NHS 111 video



Some people with a learning disability, autism or both do not know what NHS 111 is.



111 is a phone number you can call for advice if you feel unwell but it is not an emergency.

For example you could call 111 if you want some advice about feeling unwell.



NHS England has made a video called 'Inclusive NHS 111' to tell people with a learning disability, autism or both about NHS 111.

You can watch it here:

<http://bit.ly/2IPpkLu>



This video will:

- Help people to understand NHS 111
- Show people what to expect when they phone 111
- Give tips on what to do to have a good call
- Get more people with a learning disability and autism or both to use NHS 111

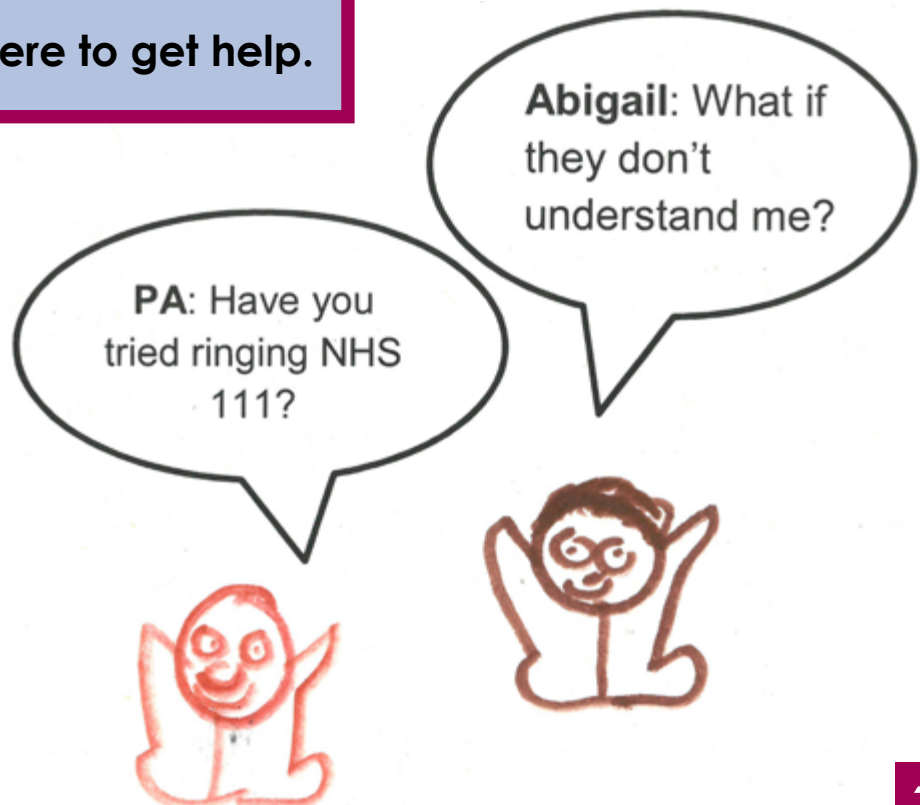
# Using NHS 111

A comic by Aaron Wood

Abigail's personal assistant visits to make sure Abigail is ok.



Abigail is unsure where to get help.



**Abigail rings NHS 111 and gets advice.**

**Call centre agent:**  
we have had  
learning disability  
awareness training  
and seen the NHS  
111 video.



**Abigail:**  
Help!



**Call centre agent:**  
Yes



**NHS 111 gives advice and support to people who ring the service.**

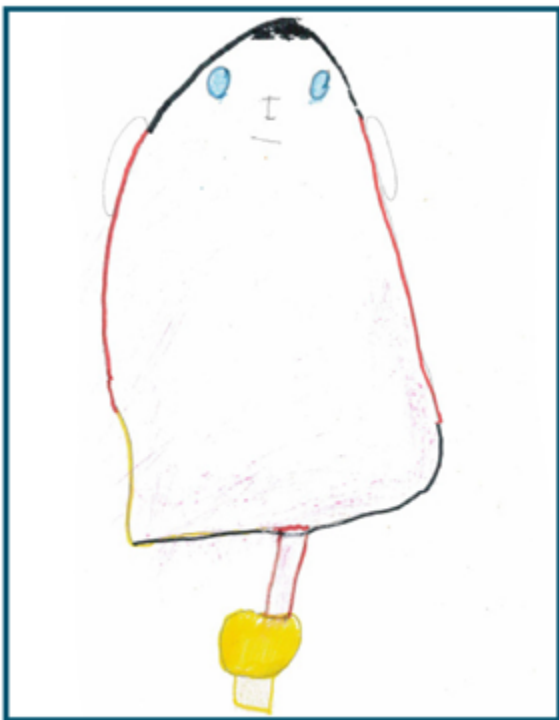
**The End**



# My Face, My Story

## A creative art project by Healthwatch Hampshire

Healthwatch Hampshire did a creative art project that collected the experiences of people with a learning disability about accessing health and social care services.



*'I don't really go to the doctor. I am on tablets.'* - Peter, whose doctor is in Blackwater.

*Chris' GP is in New Milton and he sees the doctor 'something like once a year.'*

*'I don't go to the doctor very often. I just go when I need to. I see different doctors.'* - Lawrence



Ann said her doctor was 'Dr Henry (Fareham Centre Practice)' but Dr Henry retired many years ago.





*'I think I go to a doctor.'* (Jon is unsure whether he sees a doctor for annual check-ups.)

*'My doctor does send me a letter. I haven't been for a while.'*  
- Richie

*'I have a good doctor' (but doesn't have annual check-ups) - Doug*



We love this way of talking about health and care with people with a learning disability!

Thank you to Healthwatch Hampshire for sharing.



You can see the full report on this project at: <http://bit.ly/2IMunt6>

# Review of care and treatment review policy

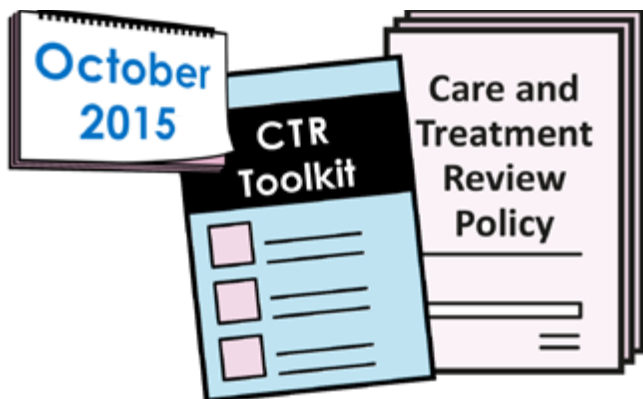


A care and treatment review (CTR) is a person centred review of a person's care.

A CTR is for someone who is in, or at risk of going into a mental health or learning disability hospital.

A CTR helps to find out if the person is safe, if they are getting good care now, and what the plans are for the person's future care.

It also asks if the person's care can be given in the community.

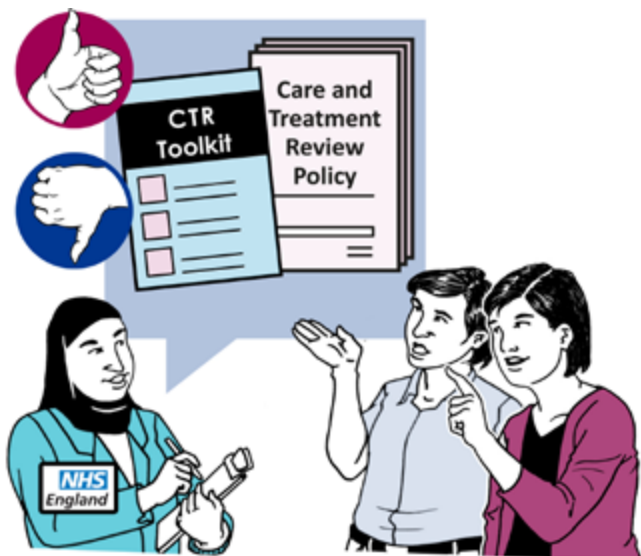


The NHS England CTR policy and toolkit were published in October 2015.

We are changing the policy to include what we have learned since then.

We asked people to give us their feedback on how it has been working, and how they think we can improve the policy.

Thank you to everyone who gave us feedback.

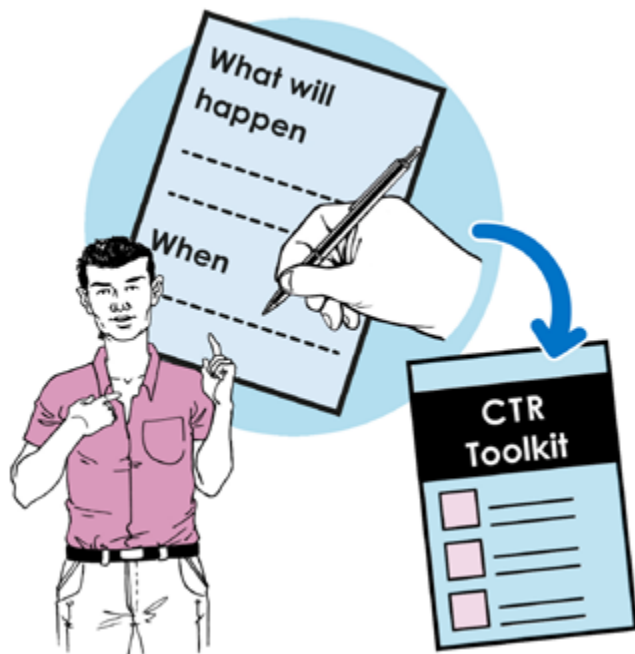


People told us that the Policy and Toolkit can be improved.

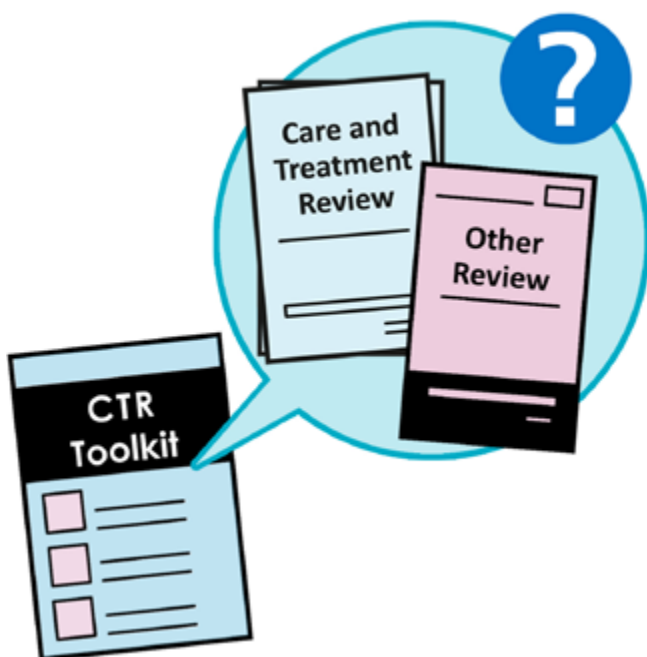
Some ideas were:

1. Include a support pack to help the person who is having the CTR





2. Include a template that the person can use to record what will happen next and when it will be done by



3. Make it clearer how CTRs should work with other reviews



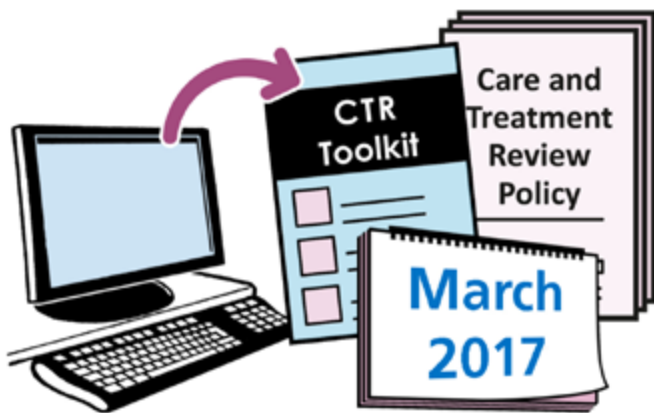
4. Say what should happen if there are concerns about the person's safety or the quality of their care





5. Have more or less reviews depending on the person and their needs

For example children in hospital have a review more often than adults.



The new CTR policy and toolkit are coming out at the end of March.

We will send you more details and weblinks when it comes out.



The toolkit will include a new online learning resource, all about CTRs.



If you want to learn more about CTRs this is a short film you can watch: <http://bit.ly/2luXwcw>

# Helping people get the right care



NHS England wants to improve health care so it is accessible to people with a learning disability, autism or both.

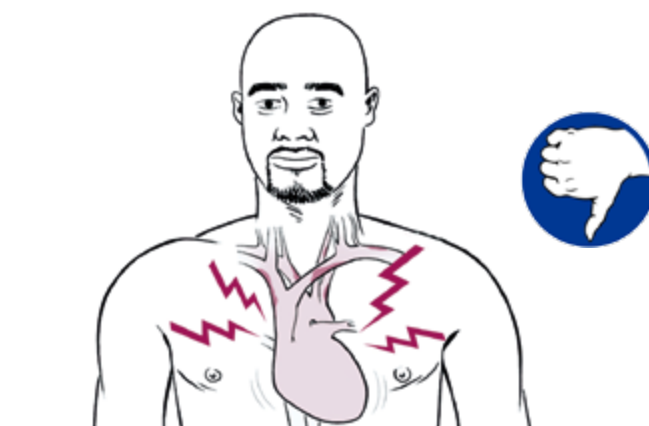


There are some conditions that are particularly bad for people with a learning disability:

- Diabetes



- Epilepsy



- Heart disease





- Dysphagia (difficulty swallowing)



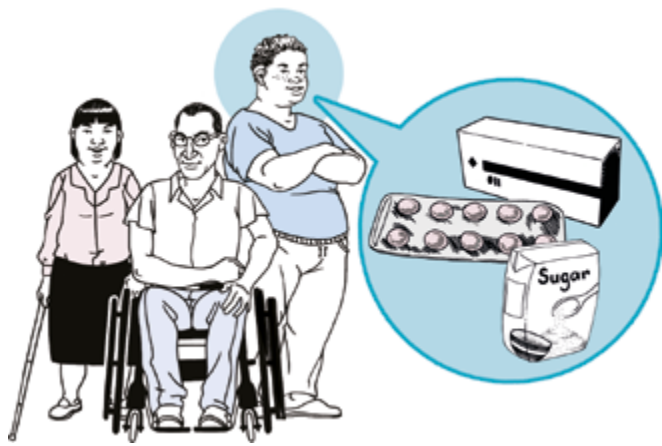
We have started working with NHS RightCare to improve services for people with diabetes.



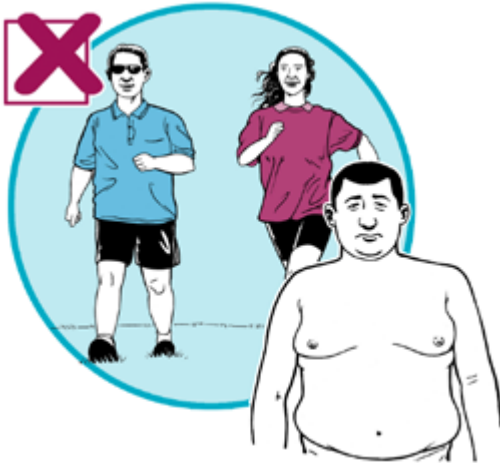
More people with a learning disability get diabetes than other people.



People with a learning disability who do get diabetes tend to get it younger than other people.



People who are very fat are more likely to get diabetes, especially Type 2 diabetes.



People are more likely to be very fat if:

1. They are not physically active or they don't have access to leisure facilities, such as parks and sports centres



2. They do not get advice about how to eat healthily



3. Support staff do not know about avoiding diabetes



#### 4. They have a certain type of learning disability

We want to learn from the experience of people with a learning disability:

- What has worked well in preventing and treating diabetes
- What hasn't worked so well

You can share your comments with Jane Kachika by emailing [jane.kachika@nhs.net](mailto:jane.kachika@nhs.net)

# A new film: Getting Involved at NHS England



NHS England has made a short accessible film about our work.



We worked with a graphic facilitator and filmmakers.



We tested the ideas for the film with people with a learning disability, autism and both, including the Advisory Group and Your Health Matters project in Leeds.



You can watch the video if you want to understand what NHS England does and how you can be part of its work.

You can watch the video at:

<http://bit.ly/2jiB845>



# NHS England quality checking tools



It is important for the NHS to learn from people with a learning disability to check the quality of services, this is called quality checking.



Some self advocacy groups do this already, e.g. in GP surgeries, dentists and hospitals.



NHS England wants these quality checks to be the same across England, to help the NHS learn and improve services.



We have asked The Centre of Disability Studies at the University of Leeds and disabled people's organisation CHANGE to develop 'NHS Quality Checking Tools'.



NHS England would like people with a learning disability to be employed to run NHS quality checks in their local area.



This could be in self advocacy groups or in new NHS quality checking businesses (called social enterprises).





Two groups, Community Catalysts and Inclusion North, are helping people think about setting up and running their own social enterprise.



They will help people build their skills and confidence at running quality checking businesses.



They will help people to make connections with other groups who are doing the same thing.



If you are a quality checking group and would be interested in being trained to use NHS Quality Checking Tools please contact [england.nhsqc@nhs.net](mailto:england.nhsqc@nhs.net)

# Word search

Try and find these words in the word search below:

advisory, care, checking, complain, diabetes, experts, feedback,  
local, national, treatment, voice



# Notes

Use this space to make any notes about what you have read in this newsletter:



## NHS England's Learning Disability Engagement Team

**Telephone:** 0113 824 9686



**Email:** [LDEngage@nhs.net](mailto:LDEngage@nhs.net)



**Facebook:** NHS England  
Learning Disability Engagement  
(closed group)



**Twitter:** @LDEngagement



**NHS**  
England

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