

A photograph of a hand holding a black pen, poised to write on a white sheet of paper. The word 'Report' is printed in large, bold, black letters at the top of the page. The background is a solid blue color with a lighter blue curved band across the middle.

Report

NHS Quality Checkers

Feedback and Recommendation Report

Gateway reference number: 08060

This document is one of four that makes up each of the draft NHS Quality Checker toolkits.

Each toolkit contains:

- An introduction
- A self-assessment questionnaire (specific to each service area)
- Guide to Visiting the service and
- A feedback and recommendation report template.

For the other documents in this series please go to NHS England's website at:

<https://www.england.nhs.uk/learning-disabilities/projects/>

This template is to be used to give feedback to the NHS service that has been Quality Checked.

You will need the following:

- the completed Self-Assessment Questionnaire the service sent to you;
- the information you collected when you visited the service;
- any feedback you collected from patients who use the service.



These will help you to tell the service what they are doing well for people with a learning disability and what they could do better. You may want to look back to the Standards of Care in the Introduction.



From this you will be able to give the service recommendations on how they can be even better at giving good care to people with a learning disability.



Annex 1: A suggested template for you to add your recommendations to and for the service to complete once they have received your report.

Quality Checker feedback and recommendations

Name of the Service:



Name of the organisation:



Date of the visit:



Quality Check carried out by:





What is the service doing well?



Standard 1. How does the service involve people with a learning disability in their care at all times?



Standard 2. How is the care, treatment and support planned to meet the needs of each person with a learning disability?



Standard 3. How does the service give good care and make the person with a learning disability feel safe?



Standard 4. How well are the staff trained and know how to do their job? How well does the service continually improve?

Are there areas the service could do better?



Are they:

- just about meeting the standard;
- not meeting the standard;
- an area for concern?



Standard 1. How does the service involve people with a learning disability in their care at all times?



Standard 2. How is the care, treatment and support planned to meet the needs of each person with a learning disability?



Standard 3. How does the service give good care and make the person with a learning disability feel safe?



Standard 4. How well are the staff trained and know how to do their job? How well does the service continually improve?

Ideas for how the service could be better at providing the standards of care



Standard 1: How could the service be better at involving people with a learning disability in their care at all times?



Standard 2: How could the service be better at planning the care, treatment and support to meet the needs of each person with a learning disability? In an emergency how could the service ensure better access to information about a patient with a learning disability?



Standard 3: How could the service give better care and make the person with a learning disability feel safer?



Standard 4: How could the service make sure all its staff are trained, know how to do their job well and are always looking to improve?

Area for improvement	Recommendation

Service response to the recommendations:

Annex 1: Service improvement plan

Name of service:

Lead:

Standard	Recommendation	Action (What the service will do)	Lead (Named person)	Timescale (When it will be done by)	Risks / assumptions (What could go wrong)

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