

Better standards of care

The learning disability improvement
standards for NHS trusts



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The learning disability improvement standards for NHS trusts



NHS Improvement has worked with people who use health services and their families, and health services colleagues, to develop 4 **standards** that NHS trusts should meet.



If they do, it means they provide a high quality service to people with learning disabilities or autism.



Standards are a way of measuring how good your service is.

They help the NHS improve the care it provides.



Too many NHS trusts:

- Have been giving people with learning disabilities or autism a worse service than other people



- Have not given people with learning disabilities or autism the rights that they should have by law



The 4 standards are about:

1. Giving people with learning disabilities or autism their rights



2. Involving people and listening to people



3. Making sure NHS trusts have the right staff with the right training



4. Special health services for people with learning disabilities



NHS trusts should:

- Make sure they are organised to meet the 4 standards



- Write reports on how they are meeting these standards



- Use the standards to help staff to improve

Standard 1: Giving people their rights



All trusts must keep to the laws about:

- Being fair to everyone



- Giving everyone their rights



Trusts need to:

- Show that they are organised to make sure that people with learning disabilities or autism can get:

- The right care for them



- An equal chance that their treatment goes well



- Have a way to make sure all staff know that the patient has learning disabilities or autism



- Make sure they look into the death of any person with learning disabilities who dies while they are using the their services



- Make sure that they do things properly when the law says they have to lock people in their room (this is called seclusion)



- Make sure people with learning disabilities or autism get the same quality of services as other people

Standard 2: Involving people and listening to them



Every trust must make sure that people with learning disabilities or autism and their carers are helped to be involved in the care that they receive.

NHS trusts need to:



- Involve people, families and carers in:
 - Planning any treatment



- Thinking about how the care and treatment is going



- Tell people if something happens that shouldn't



- Make sure staff know how to behave and communicate properly



- Support people who have made a complaint



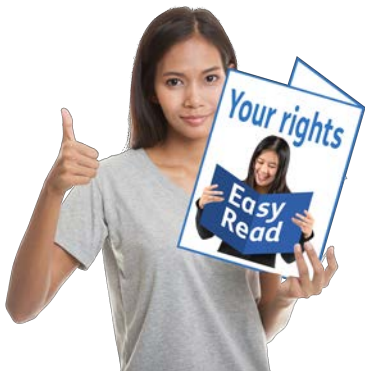
- Involve people with learning disabilities or autism in choosing new staff



- Involve people with learning disabilities or autism in looking at how to improve services



- Show that they learn lessons from complaints and things that go wrong



- Tell people with learning disabilities or autism about their rights in a way that they can understand

Standard 3: Making sure we have the right staff with the right training



All trusts should have the right staff with the right training to meet the needs of people with learning disabilities or autism.



NHS trusts need to:

- Understand the needs of people with learning disabilities or autism



- Make sure they have enough staff who have had training in:
 - Understanding people with learning disabilities or autism



- The health issues of people with learning disabilities or autism



- Supporting people who have problems with behaviour



- Keeping people safe



- People's rights



- Have plans to cope if they can't get enough of the right staff



- Have someone with the right knowledge, skills and experience to help other staff understand what people with learning disabilities or autism need

Standard 4: Specialist health services for people with learning disabilities



NHS trusts that provide specialist learning disabilities services must keep to the NHS policies and plans.



Specialist learning disability NHS trusts need to:

- Have teams that help people to live in the community by supporting them and providing treatment
- Have proper ways to assess people if they have to go into hospital or if they are ready to leave hospital





- Have ways to check that people are getting the right medication and that they still need it



- Have ways to make sure that:
 - If people need to stay in a specialist hospital, this will be for the shortest time possible



- Services are available 7 days a week and have the right staff to help people in the community

For more information

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