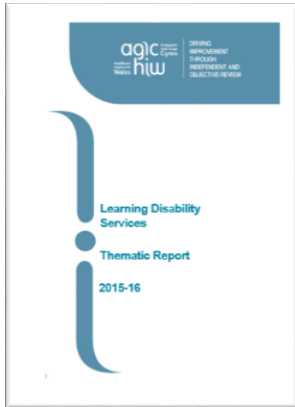


# Health Inspectorate Wales Learning Disability Report

2015 - 2016



This is an Easy Read summary of the report



The full report is not Easy Read



You can see the full report here:

[hiw.org.uk/reports/natthem/2016](http://hiw.org.uk/reports/natthem/2016)



Health Inspectorate Wales looks at NHS services in Wales.



Health Inspectorate Wales check to see if services are following **Health and Care Standards 2015**.



The Standards are like rules.



You can find more about the Health and Care Standards 2015 here:

[gov.wales/docs/dhss/publications/150402standardsen.pdf](http://gov.wales/docs/dhss/publications/150402standardsen.pdf)



They are not Easy Read



The Standards help to make sure we check up on services in the right way.



The standards help us to know:



- Is the service good or bad?



- How safe is the service?

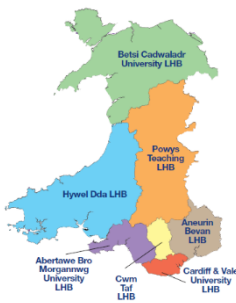


- Is the service good at helping people?

In 2015 and 2016, Health Inspectorate Wales:



- made 7 planned visits to learning disability health teams.



- checked on teams in each health board area.



- made 25 surprise visits to NHS residential services for people with learning disability.



## Good things we found



People with learning disabilities were treated with dignity and respect by staff.



People in the services we visited had good access to healthcare.



People had good support to look after their own health.



People were registered with a family doctor.



People could visit a dentist or eye doctor.



We saw good work being done by Health Liaison Nurses. Most of these nurses work in hospitals.



Many people have health passports.



## Bad things we found



Not many nurses and doctors know a lot about learning disability.



It is important to know if someone can make their own health care decisions. Health staff did not always check if someone can make their own decisions.



Parents and carers were asked to sign consent forms for them.



Staff must protect the rights of people with learning disabilities. Health Boards do not always make sure this happens.





Health Boards are not always good at asking people what they think about their services.



Residential services are not good at asking people what they think about their service.



Health boards do not always make sure people have an independent advocate. An independent advocate is important to:



- help people say what they think about services
- help people make a complaint



## Community learning disability health teams.



We found a lot of good things.

We found some things that need to improve.



- People take part in decisions about their care, even if they cannot speak



- Some areas need more Speech and Language Therapy (SALT) to help people communicate.



- The help people get is well planned. It meets their health needs.



- There were problems with the Continuing Healthcare (CHC) funding plans.



Staff worked hard to make sure people still got good health care.



- Health staff are good at asking other staff to help someone.



- Health staff keep good notes about people.



- Few people have their health and social care information in the same file.



- Health staff said they get good support from managers.



## NHS residential services



We saw staff give good care to people.



But the services we looked at need to get better.



- A lot of staff plans were not good. This stopped people getting good support.



- Some buildings need to be repaired.



- Some buildings smell bad



- Meals are sometimes bad in some residential services.  
Sometimes there is little choice.  
Sometimes meals are always the same.  
Sometimes the portions are too small.



- There are not enough communication aids.



- Patient records were not very good.



- There are a lot of staff problems.  
Staff are off sick a lot.  
There is not enough support from nurses.  
Managers do not have enough time to run the service.





- Staff did not always have the right training.

Staff may not have training about keeping people safe.

Staff may not have training about the law.



- Health Board managers did not always know about these problems.



## What Health Boards need to think about



Health Boards need to think about:

- Why they have NHS residential services for people with learning disabilities?



- Are people there just for healthcare?

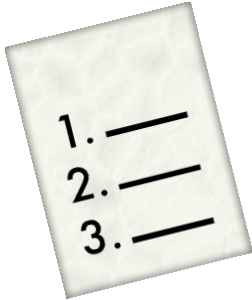


Health Inspectorate Wales think everyone who lives in NHS residential settings needs a new assessment to see what care and support they need.





We think Health Boards need to be better at:



- planning for the future
- running services
- working together to run services.
- thinking what to do when learning disability nurses retire.



Health boards and local councils need to plan more together.



We think the Social Services and Wellbeing (Wales) Act 2014 will make this easier.