



Quality Statement for People with a Learning Disability

Health and Social Care working together to make the lives of people with a learning disability better.



How to use this document



This is an Easy Read version of the: **Quality Statement for People with a Learning Disability**



You might need help to read it. Ask someone you know to help you.



Words in **bold blue** may be hard to understand. You can check what they mean on **page 29**.



For more information about this document, contact:

Email: LearningDisabilityPolicy@gov.wales



Hawdd ei Ddeall Cymru
Easy Read Wales

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About this document



This is an easy read version of the **Quality Statement** for People with a Learning Disability.



A **quality statement** is a description of what a good service will look like for a group of people or a service.



The **Quality Statement** is about making health and social care better for people with learning disabilities in Wales.



People with learning disabilities often face problems getting the care they need. They might have worse health and shorter lives.



Welsh Government want all people with learning disabilities to have the same life chances as people without learning disabilities.

The Standards

What good should look like



The Standards are a list of what people with learning disabilities should expect from health and social care services.



You can read more about each of the standards in the next pages.

You should expect health and care services to be:



- **Safe**



- **Timely**

When you need them, without delay.



- **Effective**

Does what it is supposed to.



- **Efficient**

Without wasting money or time.



- **Equitable**

Fair for everyone.



- **Person Centred**

Planned around your needs and what matters to you.

Safe



- Services must know and understand the needs of people with learning disabilities.



- Services will understand:
 - How to keep people safe.
 - How to avoid early deaths.
 - What living a good life looks like for people with learning disabilities.

Timely



- Services will find out if someone has a learning disability quickly.



- Services will offer information and **screening** to help stop people with learning disabilities getting ill.



Screening means tests that are offered to people to find illnesses or diseases early. Some examples are breast **screening** and bowel **screening**.



- People with learning disabilities can get specialist support from health and social care. At any age, and when you need it.

Effective



- Care will be the same quality across Wales.



- Health and care services will work together like one service.



- Services will help you live the life you and your family want.

Efficient



- Services will provide only what you need without wasting time or money.

Equitable



- **Advocacy** services will be provided. **Advocacy** will help you:
 - Say what you want.
 - Know your rights.
 - Make decisions about your life.



Advocacy means speaking up for yourself or having someone else speak up for you.



- Information about what services you can get will be **accessible**.



Accessible means able to be used by anyone.



- Services will promote rights and not **discriminate** against disabled people.



Discriminate means to treat someone differently, often in a bad way, because of a characteristic the person has. For example, racism because of a person's ethnicity.



- Services will change how they do things to make it easier for you. This is called **reasonable adjustments**.



Reasonable adjustments means making changes so it is easier for someone to use. For example, a ramp for a wheelchair user or easy read information.



- Services will be of the same quality wherever you live in Wales.

Person centred



- You will be involved in decisions about your life.



- You can decide if you want your family involved in decisions about your life.



- Moving place or services will be well organised and based on your choices.



- Health and social care services will work as one service when planning. They will involve people who use services in planning. This is called **co-production**.



Co-production means working together to identify a problem and find the solution.

Enablers - what is needed to make this happen



Enablers are the things services will need to improve the quality of health and social care.



You can read more about the enablers in the next pages.

The enablers are:



- **Leadership**
Who is in charge.



- **Workforce**

Paid staff, volunteers and others working in health and social care.



- **Culture**

The way services think and behave.



- **Information**

What works and doesn't work.



- **Learning, Improvement and Research**

How services will learn and use information to get better.

Leadership



- There will be named leaders across health and social care services for people with learning disabilities.



- Health and social care will communicate together and know who to go to if something goes wrong.



- There will be a learning disability team for all of Wales. They will check services are good and help them get better.



- Welsh Government Ministers and a Board will check specialist services are using this **Quality Statement**.



- There will be a plan for when a leader leaves. New leaders will be trained and know about people with learning disabilities.

Workforce



- There will be a plan to make sure there are enough workers.



- Workers will be trained.



- You will be able to get specialist support in all areas of Wales.



- Volunteers, charities, and unpaid carers will be included in the workforce plan.

Culture



- Wales wants to lead the world in the support it gives all people with learning disabilities.



- Health and social care will make sure their services work for people with learning disabilities who are:
 - Black, Asian or from a minoritised community
 - LGBTQ+
 - Religious
 - From a different country or culture



- Health and social care services will learn from **research** and find better ways of doing things.



Research is a scientific way of asking a question and finding out the answer.

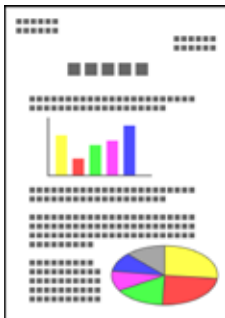
Information



- Information will inform decisions and how to do things.



- Heath and social care will publish **data** regularly. This will help services learn what works and what doesn't work.



Data means information that includes numbers and facts. For example, health and social care **data** might include the number of people using a service, their ages, their needs and what support they get.



- The computer systems that health and social care use now do not work together.

Services will work towards a new system for everyone.



Until this happens, both health and social care will create information together.

Learning, Improvement and Research



- Wales will look for new ways of doing things and share this with health and social care services across Wales.



- Services will talk to people with learning disabilities and their families to learn what can be done better.



- There will be a plan for **research**.



- **Research** will be used to make services better.

Making sure everyone works together



All health and social care services will understand the new way of working together to make things better.

The new way of working together will include:



- Support to work together.



- Working together to check if things are getting better.



- Making sure money is used in the best way.



- Making decisions together.



- Having the same goals.

Next steps



- Heads of NHS and local authorities will oversee making these changes in their areas.



- A plan will be written to make the **Quality Statement** happen. The plan will say:
 - Who will do things.
 - When they will happen.
 - How they will be done.



- The plan will be checked to make sure changes are happening.

Hard words

Accessible

Able to be used by anyone.

Advocacy

Speaking up for yourself or having someone else speak up for you.

Co-production

Working together to identify a problem and find the solution.

Data

Information that includes numbers and facts. For example, health and social care data might include the number of people using a service, their ages, their needs and what support they get.

Discriminate

To treat someone differently, often in a bad way, because of a characteristic the person has. For example, racism because of a person's ethnicity.

Quality Statement

A quality statement is a description of what a good service will look like for a group of people or a service.

Research

A scientific way of asking a question and finding out the answer.

Reasonable adjustment

Making changes so it is easier for someone to use. For example, a ramp for a wheelchair user or easy read information.

Screening

Tests that are offered to people to find illnesses or diseases early. Some examples are breast screening and bowel screening.