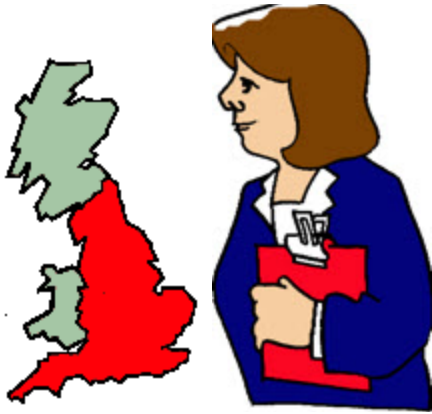


# Our 5 year plan for services for people with learning disabilities

## 2010-2015

# About the Care Quality Commission



We check all health and adult social care services in England.



It is our job to make health and social care services better and get rid of unsafe or bad ways of working.



We also want to make sure people have the information they need to make choices about their health and social care.



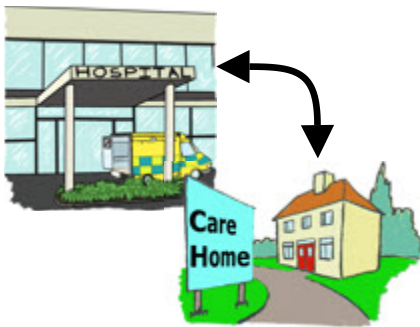
We are independent – this means we are not part of the Government so can speak up for the rights of people who use health and social care services.

# About this plan

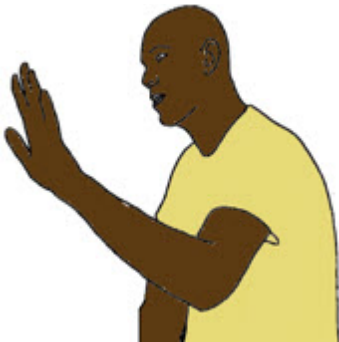
These are the 5 most important things CQC need to do for all services:



- 1 make sure people get care that is all about their needs and that keeps them safe.



- 2 work hard to make health and social care services work well together



- 3 act fast to stop poor services



- 4 support good quality care



- 5 do our work well by working with others.

## How we wrote this plan



We looked at information and reports about services.



We also listened to:

- people with learning disabilities



- family carers



- staff who work in services for people with learning disabilities



- staff who work for us at the Care Quality Commission.

We found out what groups of people thought we should be doing by:



- having special meetings to talk about our plans



- going to other meetings for people with learning disabilities or carers



- asking questions on the internet.



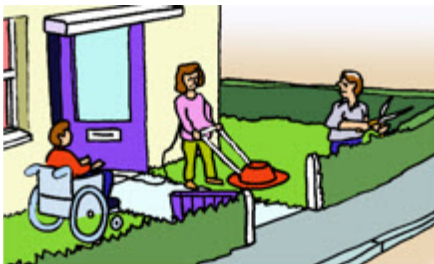
We used what people told us to help make this plan for better services for people with learning disabilities.





People told us we need to think about:

- keeping people safe



- making people's lives better



- making sure services are worth the money that is spent on them



- personalisation. This means putting people who use the service first and giving them more choice about services.



This plan says how we will use these ideas to make services for people with learning disabilities better.



In our day to day work we will always think about treating people equally and fairly including:

- differences in how people get services in different areas



- making sure care supports people well and keeps them safe



- whether people's rights are respected and they are treated in the way we all expect to be treated.

# What we will do in the next 5 years



1. make sure people with learning disabilities have person-centred care.



This means they will have a say in what happens, make choices and be listened to



2. make sure people with learning disabilities have safe care



3. make sure councils and the local NHS get better at planning and buying services for people with learning disabilities.



## How we will do this



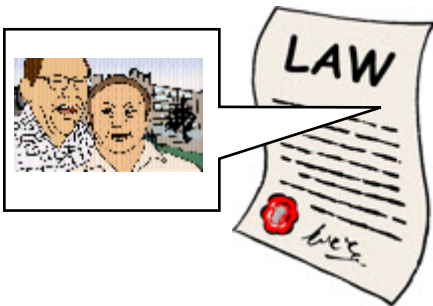
We will:

- work with the Department of Health and the information centre to make sure we get better information
- make sure we include people with learning disabilities and family carers in what we do
- make sure our staff know about what people with learning disabilities need and know what good services look like
- keep the group we have at the moment called the advisory group to help us with our work.
- have a person with learning disabilities work with us. This is to make sure CQC staff understand what is important to people with learning disabilities





- make sure people with learning disabilities and their family carers work with us as experts by experience



- make sure our work on the law about decision making includes the needs and views of people with learning disabilities



- test out a joint inspection of local authorities and PCTs on keeping adults safe



- see if we can get a special review to look at ways of managing behaviours that can be difficult. This is called **restraint**



- carry on looking at the healthcare needs of people with learning disabilities and people with mental health problems.

Make sure the things we find out about in this review are followed up properly



- work to make sure that people who buy services for others do it in a person-centred way and buy what the person needs



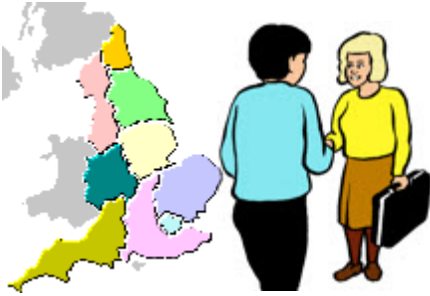
- find out more about good and bad services including information from Partnership Boards and others



- talk to top people in the health service about services for people with learning disabilities to make them better



- make sure training for top people includes good services for people with learning disabilities and others



- work with Valuing People Now teams in each region



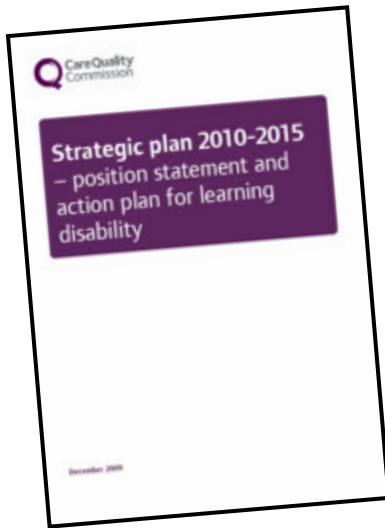
- keep up to date with what's happening for people with autism



- work with the Social Care Institute for Excellence (SCIE) to see if we can help people who buy their own services get the best support they can for their money



In a year's time we will tell our Management Board how we are doing.



## If you want to find out more

The longer version of this leaflet has more information about exactly how we will do the work.



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