

What does good information on social care and positive practice look like for people with learning disabilities and their families?



This is a summary and talks about the main findings from a bigger report.



What this is about and who is it for?



Learning Disability England have worked on this report as a member of [The Valuing People Alliance \(VPA\)](#).



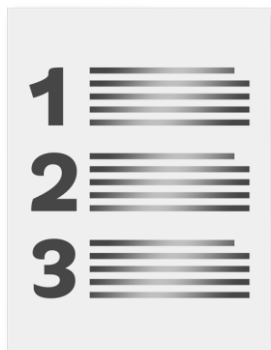
We wanted to work together with people with learning disabilities, autistic people and their families to find out what needs to happen for them to get good information about social care and for them to be able to understand and use that information.



This report summary is to support people who have a job that involves designing or giving social care services to people with learning disabilities and autistic people.



Learning Disability England and The VPA want to make sure people with learning disabilities, autistic people and their families can find accessible information which is shared in the right way, is easy to use and helps make a difference.



Key messages



Information must be person-centred and varied

- No one size fits all, different accessible formats are needed.
- Reasonable adjustments might include a follow-on video call as well as accessible formats.
- Digital information should be designed to be accessible – there are resources to help with that.
- There should be face-to-face options.
- Websites that are spoken about by people might be used as examples of good practice and to help design future information.



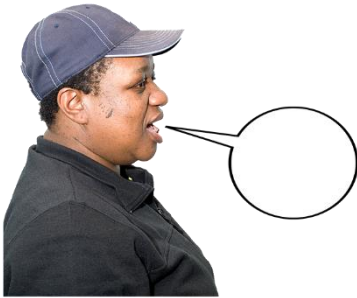
Services should feel human and trust-worthy

- There should always be an option for support from ‘real people’ to understand and use information.
- Examples of methods that help humanise support includes the use of one-page profiles, an individual’s photograph in their signature and good interpersonal skills.
- Information should come from places seen as trusted. People might feel trust if they are communicated with in ways that help them feel equal and listened to.
- Trust works both ways – people need to feel trusted to make decisions that are right for them.
- An example is - Be-Human.org.uk – Be Human, which guides organisations on how they can be ‘more human’.



Information services need to think about and remove barriers for people with learning disabilities, autistic people and their families

- One barrier is how much information is out there. People don’t know where to begin looking for the right information. A solution to this was creating trusted community or peer-led services.
- Another barrier and solution – letting councils share information about different social care providers.
- People felt they had less people to go to for information or support than before. They felt these areas needed more funding and it needed to be easier to find out where this support can be found.



People need to be able to give feedback

- Most people found little chance to give feedback about information_services or experiences but wanted to be able to.
- People need to be shown how and where they can give feedback.
- People need to feel listened to and their concerns acknowledged.
- There need to be different accessible ways to give feedback.
- Full reviews that bring together the feedback of of people who use support services seem to have more impact than 1 off feedback.



Support is needed to find, think about and use social care information

- Support must be given at all three stages if people want it.
- Sometimes information isn't clear, so when information is given people need to be able to ask questions or be given the information in a different format.
- Family members are often an important part of support – more support for family members will benefit everyone.



The voice of people with learning disabilities and families should always be respected

- When people felt respected, they were more likely to trust services and turn to them.
- People need to be listened to and allowed to lead decision-making.
- All people with learning disabilities communicate and understand differently so a personalised approach needs to be taken.

How we did this project



This small project was done together with the Valuing People Lived Experience group and people working on making policy.



After it was designed, the next step was to send out a call for evidence.

This was sent to [Health and Wellbeing Alliance networks](#) of family/carer organisations, self-advocacy groups, community groups and social care providers.

They were asked how they get good information about social care and examples of positive practice.

The call for evidence was open for seven weeks.

Thirty-eight people or organisations responded to the online surveys.

Five people also contacted us through email asking us questions or sending resources.





There was then a focus group meeting held with people with learning disabilities and family members to discuss experiences of finding information and what 'good information' meant to them.



The Valuing People Alliance lived experience group looked at all the information after and decided on these final key messages.



Learning Disability England on behalf of the Valuing People Alliance

Paradigm
Pushing boundaries

NDTi
National Development Team for Inclusion

V O D G

RESPOND
from hurting to healing

LDE
Learning Disability England

bild

FP foundation for people with learning disabilities

[Find out more about the Valuing People Alliance here](#)



The Valuing People Alliance is part of the VCSE Health and Wellbeing Alliance (HWA).

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For more information, please visit:

<https://www.england.nhs.uk/hwalliance/>

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