



# My Health My Say:

The experiences of people with a learning disability  
using local health and social care services.



**An Easy Read Summary**

## What we did?



Healthwatch Sheffield are a group of people who help people in Sheffield have their say about health services in Sheffield.



People told us at Healthwatch Sheffield that they were worried about changes to health and social care services.

They also told us that they were worried about how people with learning disabilities might be affected by the changes.



We worked with Sheffield Mencap and Gateway to make a survey for people with a learning disability.



We wanted to know about people's experiences of getting help from their doctors, opticians, hospitals, chemists and social care services.

We got 143 responses from people with a learning disability.

We also did a survey for the general public in 2014.

## What did we find out?

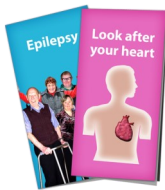
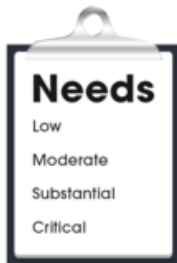


- We found that people with a learning disability were happier than the general public about getting help, treatment and appointments.
- We found that some things needed to be made better in health and social care services.



People who completed the survey said:

- It is important that staff have a good attitude.
- Staff need to know more about people with a learning disability and their needs.
- Written information needs to be easy to understand.



## What did we find out?



- There needs to be more contact between people and health and social care teams.

- There needs to be more social care reviews.



- Services need to be easy to access.

For example: getting a social worker and different day services.



- A calming environment is important for people with a learning disability.



- It needs to be easy for people who also have physical disabilities to get services.

## What did people tell us?

People told us about things that were important to them. They said:



- Staff who help them should be kind, patient and helpful.
- People were happy about staff who understood their needs and how to support them.



- They want staff to get better at understanding the needs of people with a learning disability.
- Keeping the same staff is important to people. This is so they can build relationships and make them feel safe and listened to.



- Information needs to be right for people with a learning disability.



- Buildings need to be accessible for people with a physical disability.
- Accessing buildings with a wheelchair needs to be better in dentists, chemists and opticians.

## What did we learn about healthcare services?



- We found that most people with a learning disability were very happy with the help and treatment they got from doctors, dentists, opticians and hospitals.



- People were happy that they could get an appointment to see an optician or dentist.



- People were not very happy about not being able to get an appointment to see a doctor.



- People like it when there is a warm, calm and clean environment.



- People didn't like waiting a long time for an appointment.
- People said they prefer to go to appointments when it is quiet.

## What did we learn about social care services?



- Lots of people were happy with the care given at homes and day services.

- People were worried about getting help and advice from social workers.



- Around half of the people who took the survey said their assessment with a social worker was good. Some people said it was bad.



- People said they want contact with their social worker more often. They also said they want to discuss their support needs more often.

- People want better support when they start using adult services.



- People said day services were good but some people said that they were getting worse than they used to be.

- Some people want day services to be better.

## What do we think people who work in health and social care services should do?



We gave people who work in health and social care some ideas about how they could be better.

We said:



- Training about learning disabilities should be given to everyone who works in health and social care services.



- People's experiences of day services should be understood better.



- All information given to people with a learning disability should be easy to understand.



- Annual Health Checks should be better.



- All buildings should be easy to access.

## What will we do now?



We will keep talking to Sheffield Mencap and Gateway to see if things are getting better.



We want people with learning disabilities and their families and friends to share more about their experiences with us.

We welcome people who want to volunteer with us to help make things better.



We would like to thank everyone who took part in the survey. We also want to thank Sheffield Mencap and Gateway for their help.

## Contact us



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