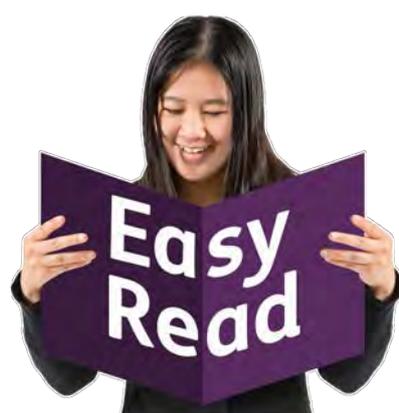


# How hospitals and care homes look after people with a mental health problem, learning disability or autism and who have behaviours that challenge



# Contents

Page



Who we are and what we do

3



What we mean when we say:

5



Why do people have behaviour that challenges?

8



Looking after people with behaviour that challenges

9



What we will do

10



What we want to know

12



Questions for people who are looked after

15



Questions for people who work in hospitals and care homes

16



What we will do next

18



What to do if you have any questions

19

# Who we are and what we do



We are the Care Quality Commission (CQC).



We check care services like hospitals and care homes.



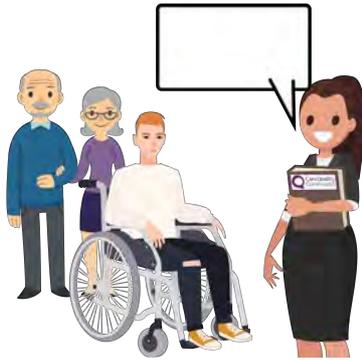
We check that they are doing a good job and the people who use the service are safe and being looked after properly.



The **government** is in charge of running the country.



The **government** has asked us to talk to people who are in charge of hospitals and care homes.



They have asked us to talk to the people who use services and their families.



We want to find out how staff in care services look after people who have a mental health problem, a learning disability and or autism and have behaviours that challenge.



We want to find out what people who use these services think of the way they are looked after.



We want to find out what their families think about how their relative is being looked after.



We want to find out how people in charge decide where people should live and how they should be looked after.

# What we mean when we say:



When we say **learning disability**, we mean:

- When people have difficulty understanding information



- They may need help and support with some everyday tasks



- This will have started before the person was 18 years old



When we say **autism**, we mean:

- Autism is a disability. It is not an illness or disease. It does not go away



- People are autistic for all their lives



- It affects how people deal with other people and how they understand the world around them



When we say **behaviour that challenges**, we mean:

- When people do things that cause problems for themselves or other people



- It can mean lots of different behaviours:
  - The person might get angry or upset



- The person might break things



- The person might hurt themselves or other people



- The person might do things that get them into trouble with the Police



- Usually people do not behave in this way. It happens when things are not right for them



- When they do behave like this, they might need extra help

# Why do people have behaviour that challenges?



Some of the reasons are:

- They might have a mental health problem that is making them upset



- They may feel ill or in pain and find it hard to tell people



- They may get angry or upset because they are unhappy about something



- They might find it hard to tell people what they need

# Looking after people with behaviour that challenges



Some of the ways hospitals and care homes look after people are:

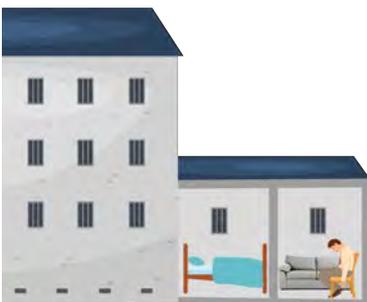
- **Restraint** is when staff stop people from doing something

Sometimes the person is physically held by members of staff.



- **Seclusion** is when staff take a person to a room and make them stay there on their own

They stay there until they are calm.



- **Segregation** is when staff keep a person in a separate part of the building for a long time and do not let them mix with other people

# What we will do



We will ask hospitals and care homes how they look after people who have behaviours that challenge.



We will visit different types of places where people are cared for.

This could be places like:



- A **special unit** that looks after people with a learning disability or autism



- A **mental health ward** where staff care for people with a mental illness problem



- A **secure ward** that looks after people who may have been in trouble with the law



- **Care homes** for people with a learning disability or autism



- **Children's homes** that are secure



When we visit children's homes that are secure, we will go with staff from **Ofsted**.



**Ofsted** checks care homes and schools that look after children and young people.

# What we want to know



We want to know how hospitals and care homes look after people who have behaviours that challenge.

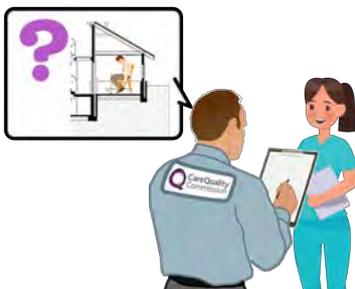


We will:

- Look at things that staff have written down about the person they are looking after



- Ask staff in hospitals and care homes what they do if a person becomes upset and their behaviour becomes difficult to deal with



- Ask staff how they decide that some people need to be looked after away from other people on the ward



- Ask staff what they are doing to look after that person properly



- Talk to people who are being looked after away from other people on the ward (in segregation)



- Talk to people who are in seclusion for a long time



We will ask them how they feel about being looked after like this.



We will talk to their families too, and ask them what they think.



We will talk to staff about how they feel when they look after people in this way.



People that have had segregation, seclusion or restraint happen to them will be working with CQC to help us find out the answers to these questions.



They will be visiting the care services with CQC staff to help us make sure we are looking at the right things.

These people are called **Experts by Experience**.

# Questions for people who are looked after



We will ask the people who are being looked after in hospitals and care homes questions like:

- How do you feel about being in seclusion or in segregation?
- Are you being looked after properly?
- Are you getting your rights?



If we find out they are not being looked after properly, we will make sure that we tell the right people.



We will ask their families how they feel about their relative being looked after in this way.



We will ask their families what they think could have been done to make sure that their relative did not go into segregation or seclusion.

# Questions for people who work in hospitals and care homes



We will ask the people who work in hospitals and care homes questions like:



- How many people are being looked after away from other people on the ward?



- How many people have been restrained on the ward or in the care home?



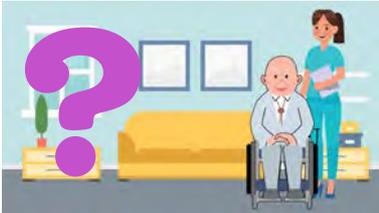
- Why did the staff decide that they should use seclusion or segregation?



- How do they make sure that people have their rights respected, like their rights to see their family?



- What rules does the service follow so everyone is treated well?



- Would it be better if that person was cared for somewhere else?



The government has written down some rules to make sure that people are treated well.



We will ask staff whether they are doing what the rules say. We will check whether they are doing what the rules say.



We will ask how the people in charge decided where people should live and how they should be looked after.

# What we will do next



We will write down the first things that we have found out and send it to the government in May 2019.



By March 2020 we will write a report telling the government what we found out and what they could do to make things better for people in hospitals and care homes.

# What to do if you have any questions



Email us for general questions at:  
**[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)**



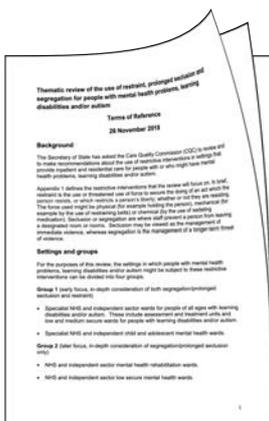
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You can call us on: **030 00 61 61 61**



The full version of this document is “Thematic review of the use of restraint, prolonged seclusion and segregation for people with mental health problems, learning disabilities and/or autism. Terms of Reference, 26 November 2018.”