Evaluation of our checks of learning disability services in England

Easy to read

This summary report looks at how the people who took part in the inspections found it.

An inspection checks how well something is working.

- We, the Care Quality Commission, did these inspections because of the poor care and abuse found at Winterbourne view hospital, a private hospital for people with learning disabilities.
Care Quality Commission – the organisation that checks services meet the government’s standards about care for all health and social care services in England.

- We asked 2 different organisations to work together and look at how the people who took part in the inspections found them.

- We also asked for feedback from Choice Support and the Challenging Behaviours Foundation.
How did experts by experience (someone who use services or their carer) and professional advisors (a person who works with people with learning disabilities) find taking part in the inspections.

- The experience was good. Everyone said they would take part again.
- They felt they had made the inspections and reports better because they gave another view.
- They felt that the inspector had taken their opinions seriously.
How can we involve experts by experience and professional advisors better?

- More time spent on planning and getting ready for the inspection.
- Do separate training for experts by experience and professional advisors.
- Make it clear what professional advisors can do.
- Let the groups know what we are doing about the services, which did not meet the government standards.
How did Care Quality Commission inspectors find the inspections?

- They felt the experts by experience and the professional advisors all made the process better.
- They thought the 2 day inspections were good as this meant there was enough time to do everything.

How can CQC make the way they do themed inspections better?
• More time spent on planning and getting ready for the inspection.

• Make time for experts by experience and professional advisors to go to the feedback sessions with the provider.

• Improve the training.

• More support needed for setting up meetings.

• More support for making easy to read versions of the reports.
How did care providers’ find the inspections?

Providers are people who manage services.

- The providers said the teams doing the inspections were good.
- The providers thought they way the inspections were done was good.

How can CQC make the inspections better for care providers?
They thought the way they were given feedback during the inspection could be made better.

Next steps

We are planning some more themed inspections. The results of this report will be used to make those better.