



# Make it Better

## Investigating hospital experiences among people with a learning disability on Merseyside

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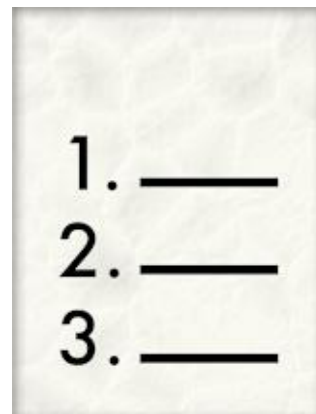
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## Thank You!

Mencap Liverpool would like to say thank you to everybody who took part in Make it Better.

We also want to say thank you to the other groups who helped us find people who wanted to take part.

We couldn't have done it without you.



### Thanks also to...

Photosymbols for some of the pictures we have used in this Easy Read report.

The Vodafone Foundation who gave us the money to pay Adam to do this report

# Introduction

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This is a report about how hospitals take care of people with a learning disability living in Merseyside.

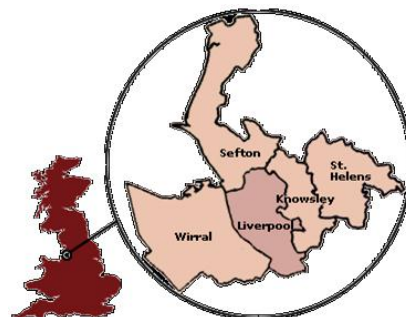


People with a learning disability often need different care from other people when they're in hospital.

In 2007 Royal Mencap wrote a report called 'Death By Indifference'. This report said that people with a learning disability were sometimes being treated badly in hospital.



Mencap Liverpool had spoken to lots of local people who also said they had been treated badly.



We wanted to know more about what went wrong so we could help our hospitals to make it better in future.

## What we did

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We asked 12 people with a learning disability and some of their carers to tell us stories about the times they've been in hospital.



People who took part had been in hospital sometime between March 2007 and March 2010. After they'd finished telling us their story we asked them some questions.



We made sure we got consent before we started the questions.



We also promised to keep their information safe and private and not put their names on things.

We spoke to people for about an hour and recorded the conversation. This was to make sure we didn't make mistakes about what people told us.



At the end we asked each person to tell us what would have made their experience better.



Before we spoke to anybody, we first checked our questions with someone with a learning disability to make sure they were ok.

# What Mencap Liverpool want hospitals to do

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From what people told us, we think these 11 suggestions would make it better for people with a learning disability in hospital.

1. Hospitals should make sure every patient with a learning disability knows about Learning Disability Liaison Nurses and how to get in touch with them.



2. Hospitals should make sure every person with a learning disability on Merseyside knows where they can go to get an Annual Health Check.



3. People with a learning disability should be asked about where they are put when they go into hospital. They should be able to say whether they want to be alone in a private room or on a ward with other people.



4. Hospital staff should ask the families and carers of people with a learning disability what they think about the person's health and the treatment they get. Hospital staff should take what families and carers say seriously.



5. Hospital staff should give families and carers advice about how they can tell hospital staff useful things.



6. Hospitals should make sure people with a learning disability know what to do after they have left hospital to make sure they get better and stay well.



7. Nurses should let people with a learning disability have their medication at a different time to everyone else if they need it.



8. Hospitals should make sure people with a learning disability can have easy read information whenever they want it when they are in hospital.



9. Hospitals should make sure every person with a learning disability knows about Patient Passports and is given advice about how to fill them in.



10. Nursing staff should be flexible in their routine when they are looking after people with a learning disability.



11. Hospitals should make sure all their staff get proper training so they know how to look after people with a learning disability properly.



Thank you for reading our report we hope you enjoyed it and found it easy to understand. Mencap Liverpool will carry on working with hospitals to try to make sure people with a learning disability get looked after properly when they are in hospital.



If there is anything in this report that you want to talk to us about then you can...

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