



Improving health outcomes for people with learning disabilities

Issue 6

Ask | Listen | Do

People with learning disabilities and autism often report poor experiences when they give feedback, raise a concern or make a complaint.

When asked, two out of every three people said they did not know how to do this and seven out of ten people felt that their complaint had not changed the way the organisation concerned supported people as a result.

(NHS England)

Why is Ask Listen Do important?



Everyone has the right to receive good quality care and support, and the right to say how they feel about the care and support they are getting.

An [NHS England survey](#) showed that 45% of people with learning disabilities' complaints were about healthcare (55% social care and education). Only nine per cent of people who complained felt that their complaint had made a difference in the way the organisation concerned worked.

[Ask Listen Do](#) is an NHS England project to improve services for children, young people and adults with a learning disability, autism or both, and their families and carers. It is led by partners across health, social care and education, working with people and families.

Ask Listen Do is about changing how things are done so people have their voices heard and have better experiences of services. Public sector organisations have a legal duty to do this under the [Equality Act \(2010\)](#).

Ask Listen Do principles

ASK	LISTEN	DO
<ul style="list-style-type: none"> • Ask all groups of people about their experiences • Make sure everyone knows how to make a complaint or give feedback • Make it easy for everyone to do it • Ask in ways that all people will understand 	<ul style="list-style-type: none"> • Really listen to what is said and don't be defensive • What is it like to walk in their shoes? • Make sure staff have the skills to listen and really understand how the person feels • Know when a concern is a safeguarding or criminal issue and what to do about it 	<ul style="list-style-type: none"> • Do something about it, in good time • Tell the person what you are going to do about it • Learn from the feedback and make service improvements • Improve the service by working with the people that use it, listen and learn from people's experiences



Are you confident that you are reaching out to ALL members of your local community?

Moving from ideas to action

Partnership

- * **Ask and really listen to people**
- * **Be empathetic, understanding and thoughtful**
 - raising a concern or complaint can be difficult for people, empathy helps people feel more at ease
- * **Make sure you involve everyone equally**
 - make sure people get the support they need to be equally involved in discussions
- * **Always be person-centred**
 - the person needs to remain at the centre of everything. They are the real experts in what they need and want in any situation

Communication

- * **Clear and accessible information**
 - provide information in accessible formats about how to raise a concern, make a complaint or give feedback
- * **Communicate in a way that works**
 - make **reasonable adjustments** and think about what makes it easier to communicate; reduce noise, consider accessibility or give more time
- * **Don't talk service-land – talk real life**
 - using technical terms and jargon makes people feel out of their depth; explain what you mean

How do I
Ask Listen Do?



Processes

- * **Always seek to learn and improve**
 - make sure quality assurance processes and procedures are in place and are being followed in practice
- * **Keep up-to-date on requirements**
 - ignorance of the law is not a defence
 - know the regulations you need to follow
 - practitioners are bound by codes of conduct
- * **Know if it is a complaint or a safeguarding issue**
 - a concern about someone's safety may also be a safeguarding matter
 - make sure there are clear processes and all staff know how and when to use them

Leadership and culture

- * **Lead from the top**
 - a senior person should take the lead on Ask Listen Do and monitor feedback, concerns and complaints and not just look at statistics
 - check learning and changes have taken place
- * **Empower frontline staff**
 - empower staff to work at improving quality on the frontline to get things right the first time
 - empower staff to respond positively and timely to people's feedback
- * **Culture**
 - ensure staff are trained, skilled and have the values to Ask Listen Do

Ask Listen Do works great alongside the **3 THINKs** (see issue 1)

Ask Listen Do resources

You can [visit the Ask Listen Do You page on the NHS England website](#) for further information and useful resources, including:

- a [guide for health, social care and education organisations and practitioners](#)
- an [easy read guide on Ask Listen Do](#).

You can also [visit the Speakup Self Advocacy website](#) for additional resources including:

- an [easy read feedback, concern or complaint form](#)
- a [template easy read form](#) (for you to add your practice's logo)
- a [video on Act Listen Do](#).

The website also includes easy read materials for people with autism.

**Do you want to know more about THINK learning disabilities
or become one of our champions?**

email us at thinkld@bradford.nhs.uk for more information

