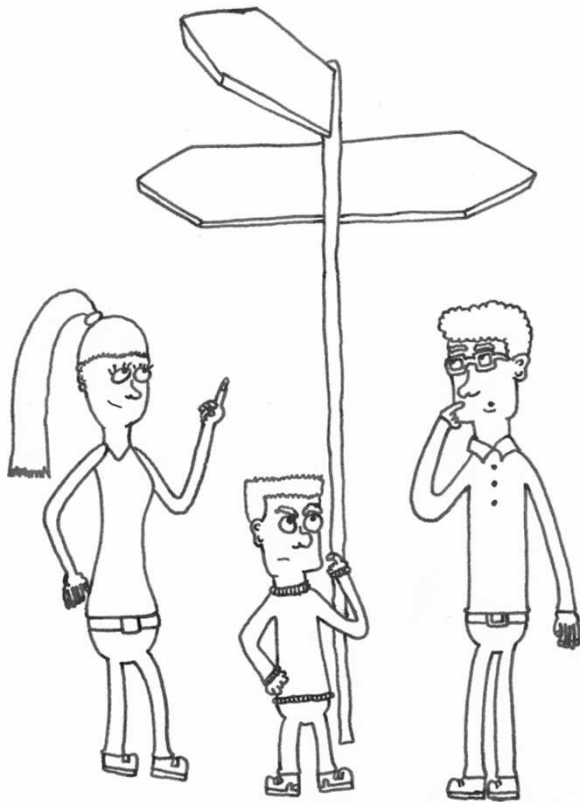


Ask Listen Do
Making conversations count
in health, social care and education



Core message



- By law everyone has the right to good quality services and person-centred care and support.
- This might mean doing things differently to make sure people with a learning disability, autism or both have the same chance of good outcomes.
- This can be difficult when people are not understood, listened to or if they do not get the right to complain
- When this happens people and their families can experience harm and injustice
- It is everyone's legal and moral duty to stop this happening
- We want to make sure that people's health comes first, and that complaints processes support this

An equality and human rights issue



- People with learning disabilities, autism or both have a right to good care and support and to receive it in good time, like everyone else
- The Equality Act is a law which says organisations must listen to everyone equally, make reasonable adjustments and make sure that people and families do not lose out because of their disability
- When a complaint is about something that has or may cause harm to someone, this can be a safeguarding concern which gives the organisation other legal duties to keep the person safe

Ask Listen Do is more than....



- Treating everyone the same
- Ticking a box e.g. “we have a comments and complaints system”
- Putting in a ramp
- Regulators like CQC saying we are OK
- Although these are all important too

**It is about human rights
and quality of life**

The aims of Ask Listen Do



- To empower people to speak up if there is a problem which affects their health or a loved one's health
- To improve people's understanding of how to give feedback, raise concerns and complain
- To improve the way organisations ask then listen and act on complaints
- To do this with organisations in health, social care and education
- All of this will make it easier for people to have their voices heard

What have people said?



Ask Listen Do
A survey about raising concerns and making complaints about health, social care or education

January 31
Please take part in this survey. It is for children and adults with a learning disability, autism or both, their families and paid carers. You can take part any time up to 31 January 2018.

Your feedback will help with a new project about raising concerns and making complaints called **Ask Listen Do**. We need your help so we can do the right things to make a difference.

A **concern** is when you are worried or unhappy about your care. You talk to somebody at the service who can often sort it out straight away.

A **complaint** is when you take your concern further. You might write to or talk to someone in the organisation to say what the problem is. The organisation finds out about the problem and writes to you to say what it will do about it.

It tells you where to send your survey on page 10. You can send it by post or by email.
Thank you for taking part.

- People, families and paid carers all said they find it very hard to raise concerns or make complaints about the person's care and support
- This leads to inequality and a lack of change in people's lives
- It can even lead to harm and injustice

Ask | Listen | Do

Making conversations count in health, social care and education

NHS
England

70
YEARS
OF THE NHS
1948 - 2018



9 out of 10 people

said they had wanted to raise a concern or make a complaint at some time.

www.england.nhs.uk/asklistendo



NHS
England

Ask | Listen | Do

Making conversations count in health, social care and education

NHS
England

70
YEARS
OF THE NHS
1948 - 2018



9 out of 10 people

said they did not, or sometimes did not, feel listened to when they had made a complaint.

www.england.nhs.uk/asklistendo



Ask | Listen | Do

Making conversations count in health, social care and education



8 out of 10 people

said they did not, or sometimes did not, get good information about how to raise a concern.

www.england.nhs.uk/asklistendo



Ask | Listen | Do

Making conversations count in health, social care and education



7 out of 10 people

said they did not think their complaint had changed the way the service/organisation works with people because they had learned from it.

www.england.nhs.uk/asklistendo



Other things that make it harder for people



- Many said they didn't know **HOW** to give Feedback, to raise a concern or complaint, and **WHO** to complain to
- Many people didn't know their rights
- People said they need to feel more supported when they complain – they are already stressed before they make a complaint
- The complaint process isn't clear
- People do not understand what happens next
- People can feel bullied and intimidated if they complain

What else did people say?



The attitude of organisations

- They do not take a positive view of complaints
- They can be defensive and make people feel like a nuisance
- They do not listen properly or learn
- Staff can be too frightened to complain



Some of the problems in services

- When services do not understand people's needs
- Poor at keeping in touch and saying what is happening
- Not always following recommendations
- Safeguarding teams can be unhelpful

What can organisations do?

People felt that if organisations and services listened sooner, complaints would be easier to solve:

- ‘They should think of it as a conversation’
- ‘We want to talk to someone before it becomes a complaint’
- ‘I want to talk to a person, not a number’
- ‘Sometimes it’s just about being able to give feedback or ask questions’



Ask | Listen | Do

The principles for organisations across health, social care and education



Ask

- The organisation asks people about their experiences and makes it easy for people to do this
- The organisation makes sure that the person, their family or advocate know how to give feedback, raise a concern or make a complaint
- People feel able to speak up when they have feedback, a concern or complaint
- Everyone knows when a concern or complaint is a safeguarding or a criminal issue, and what must happen.



Listen

- The organisation really listens to what has been said and is not defensive
- The organisation and staff have the skills to listen to and understand what it feels like for the person.



Do

- The organisation does something positive about it in good time and tells the person what they are doing to put it right
- The organisation learns from the feedback, concern or complaint and changes things so the service can improve
- The organisation improves its services by working with the people that use them, listening to and learning from people's experiences.



What are we doing about it?



We are carrying out this work between 2017 and March 2019. We want it to have a long lasting impact beyond 2019



We are:

- Working with people and families
- Working with partners
- Supporting pilot projects
- Spreading the word

Call To Action: 31 October 2018

- Local Government Association
- Local Government and Social Care Ombudsman
- Association of Directors of Adult Social Services
- Parliamentary and Health Service Ombudsman
- Department for Education
- Department for Health and Social Care
- NHS England
- NHS Improvement
- Care Quality Commission
- Ofsted

“We, the undersigned, therefore pledge to work together, and with children, young people and adults with a learning disability, autism or both and their families and carers, and commit to the following:

- We will promote the principles of Ask Listen Do through everything we do, encouraging members and partners to model Ask Listen Do;
- We will support and encourage improvement, through our own organisations or in those organisations we represent, including through the appropriate use of the legal frameworks such as the Equality Act and the Human Rights Act;
- Where we work directly with people and families, we will review our approach to feedback, concerns and complaints and seek to improve practice in line with the principles of Ask Listen Do;
- We will ensure there is a strong approach to the duty of candour so there is a culture of being open and honest when something goes wrong.”

What else are we doing to make things easier and better



Ask Listen Do Pilot projects

- NHS England Customer Contact Centre
- Barts Health NHS Trust
- Whole School SEND
- Hertfordshire Local Area
- Dimensions and other social care organisations

Ask Listen Do resources

- For people and families
- For organisations

Ask Listen Do Pilot values

- Top level leadership and buy in and with a commitment to making a difference for people and families with a named senior lead who is accountable for the pilot
- A coproduction approach from the beginning to identify what needs to change
- Providing evidence that this work has made a difference
- To promote and share the Ask Listen Do principles across your organisation and with the people you support and their families.
- Make a lasting difference for children and young people and families in your own practice and organisation (and across England in education, health and social care)

The NHS England learning disability programme



Visit www.england.nhs.uk/learningdisabilities



- **Ask Listen Do**
- **STOMP** – stopping over medication with psychotropic drugs
- **Care (Education) and Treatment Reviews**
- **Annual health checks**
- **Summary care records**
- **Right Care** for people with epilepsy, heart disease and swallowing difficulties
- **Quality Checkers**
- **Transforming Care**
- **Always events**
- **Mortality reviews**
- and more!