



My views matter

What people think of the
residential and in-patient care
they use



About us



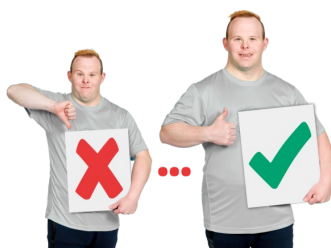
We are **Healthwatch Norfolk**.



We look at health and social care in Norfolk.



We make sure the right people listen to what you say about health and social care.



We make sure they think about what you say and use this to make things better.

About this booklet



We did some research into services in Norfolk.

Research is when people collect information to help them think about problems and find ways to fix them.



We looked at **residential** and **in-patient** care for people with learning disabilities and autism.



Residential is when you live at the place where you get care, like in a residential home.



In-patient is when you stay in a unit for a short time to get treatment.



This booklet tells you about our research and what we found out.

Why we did this research



Between 2018 and 2020, 3 people called Joanna, Jon and Ben died in Cawston Park Hospital in Norfolk.



Joanna, Jon and Ben had learning disabilities. They were all treated badly and were not given the care they needed.



The hospital did not listen to anything they and their families told them.



We want to learn from what happened to Joanna, Jon and Ben, so it doesn't happen to anyone else.



We did this research to find out what people think about their care. We want to listen and make things better.

How we did this research



We asked people questions to help us find out



- how care has changed in the last few years.



- what plans there are for the future.



- what systems there are to listen to what people say about care and use it to make things better.



- what people who get care think about it.



- what the families of people who get care think.

We



- talked to 25 people who work in social care and health services in Norfolk.
- looked at new reports about care in Norfolk.
- visited 21 residential homes.
- visited 4 in-patient units.
- talked to 94 people who get care.
- talked to 58 family members of people who get care.
- asked **Opening Doors** to run some **focus groups** for people in residential care. 42 people went to these.

Focus groups are groups of people who meet to discuss a topic.

Opening Doors is a user led organisation run by people with learning difficulties.

What people said about residential homes



Not enough spaces

- Some family members couldn't find care, especially for young people.
- Lots of families wait years for the right care.
- Family members struggle with caring by themselves while they wait.
- Young people can't live where they want.
- Some parents had to send their child to another part of the country.
- Some people stay for a long time in care that isn't really right for them.



- There need to be more spaces in residential homes and supported living in Norfolk.



- There needs to be a better plan for young people when they become adults.



Listening

- Most people have meetings or chats to say what they think.



- Most people are happy that staff listen to them.



- Some people said they are not listened to. This is often when they are talking about choices.



- Some people said there are problems with communication and listening.



- Some people said problems with listening happen when there aren't enough staff.



Getting on with staff

- Most people get on well with staff.



- It's really important to have staff who work in a place for a long time and get to know you well.



- People are worried about staff leaving and don't want lots of staff changes.



Managers

- Most people said good things about managers.



- It's really important to have managers that know the place and the people well.



- It's important that managers are good at listening and will put the needs of others first.



- People don't want to have lots of changes of managers.



Places

- It's good when you can make changes to your home so it feels like your place.



- Most people can change things in their bedrooms, some people can change the colour of their bedroom walls, a few people can change things in other rooms.



- Not many people feel they can join in and help look after the home like it's their own.



Activities

- Most people are happy with the activities in their home, especially work activities.
- People who need lots of support like activities they can get help with.
- People who don't need lots of support like activities they can do themselves.
- Some people don't like trying new things, but afterwards they are glad they did them.



Friends



- Most people are happy that staff help them with their friendships.
- Not many people keep friendships they had before they moved into the home.



- Friends are mostly other disabled people, staff or family members.



- Staff need to help people who want romantic friends.

Family



- Most family members are happy with how staff get in touch with them and the support they get when they visit.



- People in residential homes need more help to visit their parents at home, when their parents get older and find it hard to travel.



- Some family members find it hard because they have to keep checking if homes are giving good care.



- Some family members worried about what might happen if they complained.

What people said about in-patient units



- Most people don't want to be in in-patient units, but they think staff do a good job and treat them well.



- Most units have lots of ways for people to say what they think, and want to know what hasn't worked well.



- Most units are good at finding out what other organisations think about their work.



- Sometimes it takes a long time to leave an in-patient unit because there isn't a good place to move to next.

What people said about health and care in Norfolk



- Most people are happy with the yearly reviews they have with social workers.



- Some people said they have a different social worker every year and this makes it hard to work with them.



- Some people said it's hard to contact a social worker when they need to between the yearly reviews.



- Most people are happy with their local doctor, also called their GP. In the homes we visited, everyone had their GP's yearly health checks on time.

What we found out



We found out that the problems that happened at Cawston Park Hospital are not happening everywhere.



Most people who use residential and in-patient care, and their families, told us they are listened to.



Some people told us about things that could be better. We thought about what they said and made some **recommendations**.



Recommendations are ideas that we think should happen.

Recommendations for residential homes and in-patient units



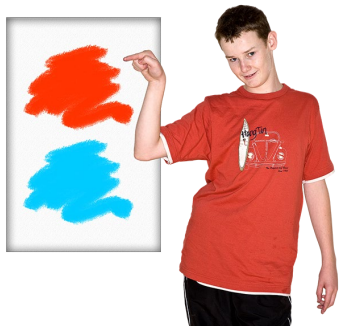
- Staff should be supported to work at residential homes and in-patient units for a long time and get to know the people they care for well.



- Managers should take part in life at the home regularly.



- When there is a problem or disagreement, managers should be clear and honest, listen to what family members say, and be ready to make changes.



- People should have more chances to take part in changes to their bedrooms and other rooms.



- Homes should use displays to tell people more about staff, and to give other information.



- People should have more chances to help look after their home if they can.



- Homes should support people to move around their home and suggest changes as much as they want every day.



- Staff should keep trying to get people to join in new activities.



- Staff should help people who need lots of support, so they can join in activities every day and get better at the things they like.



- Homes should give more chances to people who don't need lots of support, so they can learn to do more activities by themselves.



- Staff should help people to keep friendships they had before they moved into the home.



- Homes might need to train staff in how to help people who want romantic friends.



- Homes should find ways to help people make friends with people who are not disabled.



- People in residential homes should have more help to visit their parents at home, when their parents get older and find it hard to travel.



- Homes should make sure family members get regular updates about changes to people's care.



- Homes should make sure family members know there won't be any problems if they complain.

Recommendations for health and care in Norfolk



- There are already plans to improve health and care in Norfolk.



- There are plans to make more spaces for people who need a lot of support, and to get more staff.



- Norwich City Council should find out if they can pay for more activities and other ways to help people spend time with friends.



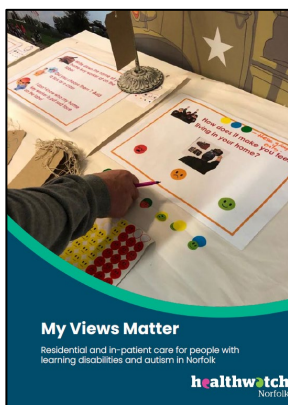
- Family members should be able to complain or say what they think, without worrying about what will happen and how they will be treated.



- There should be more help for people in homes to make friends with people who are not disabled.



- There should be more support for homes to help people in care have romantic friends if they want to.



Thank you to A2i for the words
www.a2i.co.uk (reference 37021)

The full version of this document is called
“My Views Matter – Residential and in-patient
care for people with learning disabilities and
autism in Norfolk”