

How well are we doing on health?

Signs that can tell us if you might have poorer health than other people

Here are the scoring sheets for the **Health Equalities Framework** (the **HEF**).



Some of the words to do with health are a bit difficult. In this booklet we show them like this: **outcomes**.

At the end of each section is a list of the difficult words and what they mean.

These are the sections:

1. Where you live and what you do
List of difficult words and what they mean
2. Health problems you may have
List of difficult words and what they mean
3. Understanding your health and being able to tell people how you feel
List of difficult words and what they mean
4. Things you can do to keep healthy
List of difficult words and what they mean
5. Using health services – and how good they are
List of difficult words and what they mean

You can look at all the scoring sheets, or you can just choose one or two sections. It's up to you!

Difficult words	What they mean
Health Equalities Framework	A set of measures to help people and services look at making the health of people with learning disabilities more equal to the health of other people
HEF	This is short for the Health Equalities Framework

1. Where you live and what you do



A. Where you live

Where you live can make a big difference to your health.

Where some people live is really good for their health.

Some people have bad health because of where they live.

This can be because where you live is cold, unsafe or difficult to get around. It might be because you live with too many other people, or because you get bullied where you live.

Score	What this might mean
4A You have really big problems with where you live	Where you live is really bad for you. You are homeless. You have nowhere to live or you are in hospital or prison with nowhere else to go. You can only stay where you are for a very short time. Where you live might be dangerous. Where you live is making you really ill.
3A You have big problems with where you live	You do not get on with other people where you live. Where you live is not good for you. You might not be getting the support you need. Where you live might be closing, or you might have been told you have to move out.
2A You have some problems with where you live	You share your home with other people and you do not want to live with them. You want somewhere of your own or with people you like.

1A	You have just a few problems with where you live	<p>You live where you want to.</p> <p>You have chosen who you live with or you are happy with them.</p> <p>You would like more say in what happens where you live.</p>
0A	You have no problems with where you live	<p>You have chosen where you live.</p> <p>You are happy where you live.</p> <p>You get all the help you need from people who know what they are doing to support you.</p> <p>You have control over what happens to you at home.</p>



B. What you do

Having things to do is important for your health.

Everyone needs things to do that they enjoy or that are important to them.

This could be having a job or going to college.

It could be doing things that are fun, like shopping or listening to music.

The important thing is that what you do is right for you.

Score		What this might mean
4B	You have really big problems because you have nothing to do at all	<p>You have nothing you want to do, for most of your time.</p> <p>You hardly ever go out.</p>
3B	You have big problems because you have very little to do	<p>You have very little to do for most of the time.</p> <p>There may be things you like to do, but you cannot do them very often.</p> <p>You do not go out every day.</p>
2B	You have some problems because you only have some things to do	<p>You have some things to do, but not as often as you would like.</p> <p>You cannot do things when you want to.</p> <p>You go out, but not always when you want to.</p>
1B	You have a few problems, but you have things to do most of the time	<p>You have different things to do.</p> <p>You do things quite often, but not every day.</p> <p>You do some things with other people.</p> <p>You do some things in different places.</p>
0B	You have things to do all the time. You get paid for work or you do other things that make you happy	<p>You are busy.</p> <p>You enjoy what you do.</p>

Score	What this might mean
	<p>You get out and about.</p> <p>You share what you do with other people.</p> <p>You feel what you do is worth doing.</p>



C. Your money

People who are really poor are more likely to have poor health.

You need enough money to buy good food and to keep warm.

You need enough money to be able to get out and about and keep busy.

Lots of people get benefits to make sure they have enough money for these things.

It is important that you get all the benefits due to you to stay healthy.

Score		What this might mean
4C	You have really big problems because you have no money or hardly any money	<p>You get no money or hardly any to keep you healthy.</p> <p>You are not getting any benefits.</p> <p>Other people are taking your money.</p>
3C	You have big problems because you have very little money	<p>You get a very small amount of money or you do not get your money all the time.</p> <p>Other people keep your money from you.</p>
2C	You have some problems because you only get some of the money or benefits you should have	<p>You get some money, but not everything you are supposed to get.</p> <p>Other people decide when you can have your money.</p>
1C	You only have a few problems, because you get the money or benefits you should have	<p>You get all the money or benefits you should have.</p> <p>You have control of your money.</p> <p>You have enough money to stay healthy.</p>
0C	You have no problems about money	<p>You have enough money to save for things.</p> <p>You have full control over your own money.</p> <p>You have money to do the things you want to do.</p>



D. Spending time with people

Seeing your family and your friends is important for keeping well and happy.

People who do not see many other people are more likely to have poor health.

It is good to see different people, like people next door or from church or community groups, local people and people who do the same things as you for work or for fun.

Score	What this might mean
4D You have really big problems because you spend no time or hardly any time with other people	You hardly ever see other people. You only see people who are paid to be with you or are supported with you. You may have contact with people who are a danger to you.
3D You have big problems because you spend very little time with other people	You spend very little time with other people. You do not get much support to see other people. Most of the people you see are paid staff.
2D You have some problems because you spend some time with other people but not always when you want to	You spend some time with other people, but you do not control when this happens. You see your family or your friends now and then. There are some people in your life who are not paid staff.
1D You have a few problems spending time with other people you choose	You can decide who you see. You get to meet some people when you are out and about. You see your friends quite often.

Score		What this might mean
0D	You spend lots of time with lots of different people you like	<p>You see lots of different people.</p> <p>You decide who you see and when you see them.</p> <p>You get to meet new people.</p>



E. Other things that might make you seem different - like the colour of your skin

Some people get treated badly because they seem different. This can cause health problems.

People can seem different for lots of reasons, like the way you look, the way you talk or the way you behave.

Maybe you come from a different country, or you are gay, or you have a way of living your life that is different from other people where you live.

This is not about having a learning disability.

Score	What this might mean
4E You are treated really badly and have really big problems because of differences you have	You cannot do the things you want to do because of the way you are treated. You feel scared by the way you are treated because of your differences. You are bullied because of your differences. Other people might hurt you because of your differences.
3E You are treated badly and have some big problems because of differences you have	You cannot do some of the things you would like to because of your differences. You are made to feel bad about yourself because of your differences. You feel worried by the way you are treated because of your differences.
2E You have some problems with how you are treated because of differences you have	You sometimes have problems doing what you like to do because of your differences. You sometimes have your differences pointed out or made fun of.
1E You have a few problems with how you are treated because of differences you have	You have differences, but they do not stop you doing what you like to do. You are well supported with the differences you have. You are accepted by other people.

Score		What this might mean
0E	People do not see you as different	You do not have any differences that mean people treat you differently.



F. Keeping safe

Keeping safe is an important part of being healthy.

Keeping safe is about you being safe and people around you being safe, including children.

If you have a problem about keeping safe, you might have thought about it on another scoring sheet, like the “Your money” sheet.

Score	What this might mean
<p>4F</p> <p>You have really big problems because you, or people around you, are really unsafe or in danger most of the time</p>	<p>You are being abused or you are abusing someone else.</p> <p>You are in danger and feel scared by the way people behave towards you, at home or outside.</p> <p>Or you do things that are a danger to other people all the time.</p> <p>You are at risk of getting hurt or serious illness all the time.</p>
<p>3F</p> <p>You have big problems because you, or people around you, are often unsafe or in danger</p>	<p>You are often in danger from other people.</p> <p>Or you do things that make other people unsafe.</p> <p>Someone helps you to manage risks, but the risks still happen, or the risks are not well understood.</p> <p>The way you are supported could be very unsafe.</p>
<p>2F</p> <p>You have some problems because you, or people around you, are sometimes unsafe or in danger</p>	<p>You are sometimes in danger but not often.</p> <p>Or you sometimes do dangerous things but not often.</p> <p>Other people around you might be in danger or be unsafe and that might affect you.</p> <p>Sometimes people make fun of you.</p> <p>The way you are supported might not</p>

Score	What this might mean
	be very safe
1F	<p>You have a few problems because you, or people around you, could be unsafe or in danger in the future</p> <p>You may be someone who could be easily hurt, or you could easily hurt someone else.</p> <p>But you get the right support, so there is not a danger at the moment.</p>
0F	<p>You and people around you are unlikely to be unsafe or in danger</p> <p>You are not likely to be unsafe.</p> <p>You are not likely to put anyone else in danger.</p> <p>You are well supported to stay safe.</p>

Where you live and what you do:

Difficult words

Difficult words	What they mean
Abused	<p>Being harmed. This might be:</p> <ul style="list-style-type: none"> • someone hurting you • someone saying horrible things about you • someone taking your money or your things • someone making you do things you do not want to do (including sexual things) • someone not giving you as much care as they should.
Abusing	<p>Harming someone else. This might be:</p> <ul style="list-style-type: none"> • you hurting someone • you saying horrible things about someone • you taking someone's money or their things • you making someone do things they do not want to do (including sexual things) • you not giving someone as much care as you should.
Manage risks	<p>Make a plan of what you can do to stop things going wrong. Or what you can do if things do go wrong.</p>

2. Health problems you may have



A. Finding out if you have any problems with your health

You may be more likely to have health problems caused by things like fits, breathing problems, or worrying a lot.

Sometimes health staff find it difficult to tell when a person with learning disabilities is not well.

Health staff do not always understand how the place where you live and the support you get might affect how well you are.

Having a health check with your doctor every year can help health staff to do a better job of giving you the health care you need.

Score	What this might mean
<p>4A</p> <p>You have really big problems because you have not had a health check in the last year</p>	<p>Health and care staff do not know if you have any problems with your health because they have not checked.</p> <p>Doctors and nurses might think any problems you have are because you have learning disabilities.</p> <p>You find it difficult to tell other people if you do not feel well.</p> <p>Other people might not be looking after you properly and you might get ill.</p>
<p>3A</p> <p>You have big problems because you are waiting to see a doctor or nurse to have your health checked</p>	<p>You are waiting a long time to have the health checks you need.</p> <p>You have difficulty telling people how you feel.</p> <p>Health staff have not understood your problems, so they have been slow to send you for the checks you need.</p> <p>You have pain that no-one is helping to make better because they do not know how bad it is.</p>
<p>2A</p> <p>You have some problems since your health check</p>	<p>You are waiting for the help you need to make you feel better.</p> <p>This may be because other people do not realise how your health problems are affecting you or how important it is to get you help quickly.</p>

Score		What this might mean
1A	You have a few problems with your health	<p>You have had your health checked.</p> <p>You are getting help and support to make you feel better.</p> <p>You are still having health care.</p>
0A	You have had your health checked and you are healthy	<p>You have had a health check and help for any problems.</p> <p>Any help and support you needed has finished and you are well.</p>



B. Problems with your health for a long time

You may have problems with your health for a long time.

There are good ways that can help you with health problems like **dementia, epilepsy and diabetes**. These are called **care pathways**.

Your needs might change over time, so it is important you have regular check-ups.

You might have been taking medicines for a long time. Sometimes you do not need the medicine any more, or you might need a different medicine or help to make you feel better.

Score	What this might mean
4B You have a really big problem with your long term health problem	<p>You have a long term health problem. You do not have help for this through the right care pathway.</p> <p>Other people do not know enough about health to tell if you have a problem.</p> <p>Other people who look after you are not making sure you get the help you need for your long term health problem. You might get ill.</p>
3B You have a big problem with your long term health problem	<p>You are waiting for a health check to find out what help you need.</p> <p>Your doctor knows you need this, but it has not happened yet.</p> <p>Some people understand that you have some new needs because of your health problems.</p> <p>But not everyone knows how to tell if your health is changing.</p>
2B You have some problems with your long term health problem	<p>You have had a health check to find out what you need to help you with your long term health problem.</p> <p>You are waiting for the help you need.</p>
1B You have a few problems with your long term health problem	<p>You have had a health check to find out what you need to help you with your long term health problem.</p> <p>You are getting the help you need.</p>

Score	What this might mean
0B You do not have any long term health problem	<p>You do not have any illnesses that last a long time.</p> <p>You do not need any extra help or extra health checks.</p>



C.Planning your care and **health action planning**

Care plans show what needs you have.

Your **care plan** covers all the care you need.

Your **care plan** helps health and social care staff to work together. It helps them work with you and your family or advocates.

Health Action Plans show what needs to happen to help you be healthy.

Your **Health Action Plan** shows who needs to help you be healthy.

Score	What this might mean
<p>4C</p> <p>You have a really big problem because you have no care plan or Health Action Plan</p>	<p>You need support and care for your health.</p> <p>But you do not have a care plan or Health Action Plan.</p> <p>You are not getting enough support with your health needs.</p> <p>You could become very ill.</p>
<p>3C</p> <p>You have a big problem because your care plan is not person-centred and you do not have a Health Action Plan</p>	<p>You have a care plan. But it is not person-centred. It does not show what care you need for your health problems.</p> <p>You do not have a Health Action Plan that shows what needs to happen and who needs to do it.</p>
<p>2C</p> <p>You have some problems with your care plan and Health Action Plan. They are not person-centred and they are out of date</p>	<p>You have a care plan and a Health Action Plan.</p> <p>But they are not person-centred. They do not show what care you need, what needs to happen to help you be well and who needs to do it.</p> <p>Your plans are not up to date.</p>
<p>1C</p> <p>You have a few problems with your health. You have a good care plan and a good Health Action Plan. They are up to date</p>	<p>You have a good person-centred care plan.</p> <p>You have a good person-centred Health Action Plan.</p> <p>They are up to date.</p>

Score	What this might mean
0C	<p>You do not need any care plans or a Health Action Plan</p> <p>You have had a check-up and you are very well.</p> <p>You do not need a care plan or a Health Action Plan.</p>

Score	What this might mean
4D You have really big problems because you do not have an emergency plan or a hospital passport	<p>You have health problems that mean you might need health care in hospital or in an emergency.</p> <p>You could become very ill if you do not have the right care.</p> <p>You do not have an emergency plan or a hospital passport.</p>
3D You have big problems with your emergency plan and hospital passport	<p>Your emergency plan and your hospital passport are out of date. They do not have all the important information about you.</p> <p>The important information might be how you need to be cared for, or the things you need to make sure you get good health care.</p>
2D You have some problems with your emergency plan and hospital passport	<p>Your emergency plan and your hospital passport are person-centred.</p> <p>But they are not up to date.</p> <p>They may not include all the things that are important to help you have good health care.</p>
1D You have a few problems with your health so you need an emergency plan and a hospital passport	<p>You have an emergency plan and a hospital passport.</p> <p>They are up to date and person-centred.</p> <p>If you need to have emergency health care or go to hospital, they can be used to make sure get good health</p>

Score	What this might mean
	care that meets your needs
0D	<p>You do not need an emergency plan. You have a good hospital passport</p> <p>You have good support and good communication. You do not need an emergency plan.</p> <p>Your hospital passport is very good. It includes all the important information about you and it is up to date.</p>



E. Medicines

People who have learning disabilities often have lots of health problems and take lots of different medicines.

If you have to take lots of different medicines, this can cause difficulties.

You might react to medicines in an unexpected way. But it might be hard for you to explain if you are having any **side effects** that make you unwell.

Some people may need their medicine to be hidden in their food. Something like that should always be discussed with people who know you well and who can help make a **best interests decision**.

Some people are given medicine that does not help them to be well. Or they are given medicine for a long time without it being checked.

Score	What this might mean
<p>4E</p> <p>You have really big problems with medicines</p>	<p>You are taking medicine that is not good for you. You may have been taking it for a long time.</p> <p>Someone is giving you medicine hidden in your food without permission.</p> <p>If you are not able to choose to take the medicine, someone is giving it to you without a best interests decision.</p> <p>The person who supports you with your medicine does not understand it and cannot help you to take it in a safe way.</p>
<p>3E</p> <p>You have big problems with medicines</p>	<p>You take medicine. It has not been checked to make sure it is working properly and helping you to be well.</p> <p>No-one is checking for side effects.</p> <p>You may take a lot of different medicines.</p> <p>You may not be taking your medicine when you should.</p>

Score		What this might mean
2E	You have some problems with medicines	<p>The medicine you take has been checked to make sure it is working properly. But no-one is checking for side effects.</p> <p>You may not be taking your medicine when you should.</p>
1E	You have a few problems and you need to take medicine	<p>The medicine you take has been checked to make sure it is working properly and to make sure you do not have any side effects.</p> <p>You get help if you need it to make sure your medicine is right for you.</p>
0E	You do not take any medicine	You do not need to take any medicine.



F. Learning disability **specialist services**

You should be able to use good **specialist** learning disability services.

The services should give you help and support with your health needs when other doctors, nurses and health staff find it difficult to do this.

You might need extra help so that health staff at your GP surgery or in hospital can care for you properly.

Score	What this might mean
<p>4F</p> <p>You have really big problems because there is no specialist learning disability service for you</p>	<p>You cannot get a specialist learning disability service if you need it.</p> <p>This may be because there is no service where you live or you are not allowed to use it.</p> <p>Or you cannot get the support you need to use the service.</p>
<p>3F</p> <p>You have big problems because there are some specialist learning disability services, but they are not able to meet your needs</p>	<p>You cannot get always get a specialist learning disability service if you need it.</p> <p>This may be because there are not enough services so there is a waiting list, or the service cannot give the specialist help you need.</p> <p>You might have to travel away from home to get the services you need.</p> <p>Or you might need extra support so you can use the services.</p>
<p>2F</p> <p>You have some problems because there is a specialist learning disability service, but it can only meet some of your needs</p>	<p>You can get a specialist learning disability service if you need it.</p> <p>But it may not be able to give all the specialist help you need.</p> <p>You might have to travel away from home to get the services you need.</p> <p>Or you might need extra support so you can use the services.</p>

Score		What this might mean
1F	You have a few problems that need help from a specialist learning disability service	<p>There is a good specialist learning disability service.</p> <p>It provides good care.</p> <p>There is good support to help you use the service and to meet your needs.</p>
0F	There is a good specialist learning disability service, but you do not need to use it	<p>You get all your health needs met by the ordinary health services from your GP.</p> <p>You have all the support you need for your health.</p>

Health problems you may have: **Difficult words**

Difficult words	What they mean
Best interests decision	If you cannot make a decision yourself, even with help, other people may have to make a decision for you. The staff who make the decision must listen to you and people who know you well before making the decision. Then they can make the right decision for you.
Care pathway	This is a way of showing what checks and what treatment should be given to a person who has a particular health problem, like diabetes .
Care plan	This is a plan that says what support you will get and who will support you.
Dementia	This is a problem with how your brain works. You might start to forget lots of things. You might start to behave differently. You might have more problems thinking about things. People sometimes get dementia when they get older. Sometimes it happens in middle age.

Diabetes	This is a health problem caused by having too much sugar in your blood. It can make you very ill. You might have to change what you eat. You might have to have injections every day.
Emergency plan	This is a plan that tells everyone what to do if you need health care in a hurry. If you have to go to hospital in a hurry, the emergency plan can give the hospital staff all the really important things they need to know about you.
Epilepsy	This is a health problem to do with your brain. If you have epilepsy, you can have something happen suddenly in your brain. It can make you stop being aware for a minute. Or you might have a fit.
Health Action Plan	This is a plan about your health. You can keep a note of important things about your health and your health care. You can use it to say what you are going to do to be healthy, and what other people will do to help you.

Health action planning	Making a plan for your health. You can do this with your family and staff who support you. You can talk to your doctor and nurse. It is a good idea to look at your person centred plan and think about any changes you want in your health, so you can do the things you want to do.
Health check	You can ask your doctor to check your health every year. The doctor might do some of the check. A nurse might do some of it. You should get your teeth and mouth checked by a dentist. You might need to get your eyes checked by an optician.
Hospital passport	This is a booklet to take with you if you have to go to hospital. You can put lots in it about you, your health, and what is important for hospital staff to know about you.
Long term health condition	Some people have health problems that go on for a very long time, maybe all their lives. Diabetes is a health problem like that. If you have a long term health condition, you have to learn how to live with it.

Side effects	<p>You might be given medicine to treat a health problem. But sometimes medicines can cause problems as well as doing you good. For example, the medicine might make you feel a little bit sick now and then. The problem might be small and you want to go on taking the medicine because it is mostly doing you good. Or the problem might be so big that you have to stop taking the medicine.</p>
Specialist	<p>There are some health staff who just work with people who have learning disabilities. These staff have often done special training so that they know lots and lots about the health of people who have learning disabilities.</p>
Waiting list	<p>You might be told you need to have a test or some treatment for your health. Sometimes you can have this right away. But sometimes there are so many people who need this that you have to wait. You might have to wait for a few weeks or a few months.</p>

3. Understanding your health and being able to tell people how you feel



A. Difficulties in knowing when you are not well or in pain

Some people do not understand what is happening to their bodies when they are not well.

You might become very unwell and not get the right help.

You might find it difficult to explain to someone else if you do not feel well. Other people might not be able to tell if you are unwell.

Some people behave in a dangerous way when they are in pain.

Score	What this might mean
4A You have really big problems because you cannot tell people when you are in pain or not well	<p>Other people cannot tell when you are in pain or feeling unwell.</p> <p>They do not make sure you get the right health care when you need it.</p> <p>You do not get any support to show you are in pain or ill. So you are at risk of becoming very unwell.</p>
3A You have big problems because you cannot tell people when you are in pain or not well	<p>People who know you very well can sometimes tell when something is wrong.</p> <p>Other people do not know how you are when you are unwell or in pain.</p> <p>They do not know when to make sure you get the right health care when you need it.</p>
2A You have some problems because you cannot tell people when you are in pain or not well	<p>People who know you very well can usually tell when something is wrong. You get support with your health.</p> <p>But you do not always get the right health care when you need it.</p>
1A You have a few problems in telling people when you are in pain or not well	<p>Other people can tell when something is wrong.</p> <p>You have good support and you get the right health care when you need it.</p>

Score		What this might mean
0A	You can tell people when you feel in pain or not well	<p>You know when you do not feel well or have pain.</p> <p>You can tell other people.</p> <p>You are able to get the right health care when you need it.</p>



B. Telling others about your health needs

People with learning disabilities cannot always let other people know how they are feeling.

It is important that your family or staff are able to tell if you are unwell or in pain.

They need to be able to help you tell them or show them how you feel. Then you can get the right help quickly.

Score	What this might mean
4B You have really big problems because other people do not understand when you are in pain or not well	<p>You do not get the right health care when you need it.</p> <p>You do not get any support to tell or show people your health needs.</p> <p>Your family or staff do not understand how you feel.</p> <p>You might become very ill because other people do not know how to help you tell or show your health needs.</p>
3B You have big problems because other people do not understand when you are in pain or not well	<p>People who know you very well can sometimes tell when something is wrong.</p> <p>You do not get you the right health care when you need it.</p> <p>Your family or staff do not always understand how you feel.</p> <p>They need to learn more about how to help you show or tell your health needs.</p>
2B You have some problems because people do not always understand when you are in pain or not well	<p>People who do not know you cannot usually tell when something is wrong.</p> <p>You do not always get the right health care when you need it.</p> <p>Your family or staff can usually tell when you are not well.</p> <p>But they do not always know how to support you to tell or show your health</p>

Score	What this might mean
	needs.
1B	You have a few problems, but people can usually tell when you are in pain or not well You get good help and support to let other people know how you feel when you are ill or in pain.
0B	You do not have any problems letting people know when you feel unwell or in pain You do not need any help or support to let people know how you feel when you are ill or in pain.



C. Your family or staff know when you are unwell or in pain

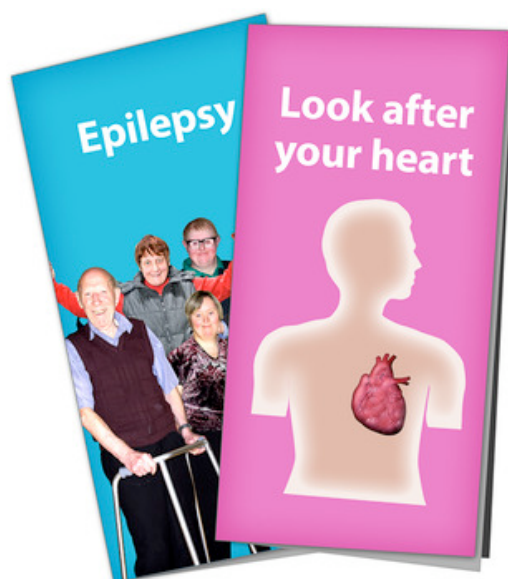
It is important that your family or staff have the right training to know how to tell if someone is ill or in pain.

They need to understand different ways you can show them or tell them if you are unwell or in pain.

It is a good idea to have a **Health Action Plan**, a **hospital passport** or a **communication passport**.

These plans can tell other people what you do and how you are when you are unwell or in pain. The plans can tell other people what to do to help you.

Score		What this might mean
4C	You have really big problems because your family or staff do not know when you are unwell or in pain	<p>You might become very ill because your family or staff cannot tell if you are ill or in pain.</p> <p>Your family or staff have had no training about health, illness or pain.</p>
3C	You have big problems because your family or staff do not know when you are unwell or in pain	<p>Your family or staff cannot always tell if you are ill or in pain.</p> <p>Your family or staff have only had a little training about health, illness or pain.</p>
2C	You have some problems because your family or staff do not know when you are unwell or in pain	<p>Your family or staff can sometimes tell if you are ill or in pain.</p> <p>Your family or staff have had some training about health, illness or pain.</p>
1C	You have a few problems because you need your family or staff to know when you are unwell or in pain	<p>Your family or staff can usually tell if you are ill or in pain.</p> <p>Your family or staff have had training about health, illness or pain and caring for people who have learning disabilities.</p>
0C	Your family or staff always know when you are unwell or in pain	<p>You are able to tell your family or staff if you feel ill or are in pain.</p> <p>Or your family or staff can always tell if you are in pain or feeling ill.</p> <p>Your family or staff have had training about health, illness and pain and caring for people who have learning disabilities.</p>



**D. Your family or staff know when you are becoming unwell.
They help you to understand what you need to do to be healthy**

It is not always easy to tell how people with learning disabilities are feeling.

You may not do the same things as other people when you are unwell or in pain. This can make it hard for your family or staff to know if something is wrong.

You might not understand when you are ill. Then you might not understand why you need to take medicines or have other help to make you better.

Your family or staff need to be able to tell if you are becoming unwell.

They should make sure they help you understand and cope with any health care you need.

For example, you might need information in easy read, so you can understand what you need to do.

Score	What this might mean
<p>4D</p> <p>You have really big problems because your family or staff do not know enough about health or illness</p>	<p>You do not understand about health.</p> <p>You need your family or staff to notice when you are ill.</p> <p>Your family or staff do not know where to find easy to understand information.</p> <p>They do not know how to give person-centred information that is easy to understand.</p> <p>You might become very ill because your family or staff do not know enough about health or illness.</p>
<p>3D</p> <p>You have big problems because your family or staff do not know enough about health or illness</p>	<p>You do not understand about health.</p> <p>Your family or staff find it difficult to know when you are becoming unwell.</p> <p>They do not know enough about how to help you understand information about your health.</p> <p>They do not always know where to find easy to understand information.</p> <p>They are not very good at giving person-centred information that is easy to understand.</p>

Score	What this might mean
2D You have some problems because your family or staff do not know enough about health or illness	<p>You do not understand about health.</p> <p>Your family or staff do not always know when you are becoming unwell or how to help you understand information about your health.</p> <p>They usually know where to find easy to understand information.</p> <p>They sometimes give person-centred information that is easy to understand.</p>
1D You have a few problems because you need your family or staff to know about health or illness	<p>You do not understand about health.</p> <p>Your family or staff usually know when you are becoming unwell and know how to help you understand information about your health.</p> <p>They know where to find easy to understand information.</p> <p>Your carers always give person-centred information that is easy to understand.</p>
0D You do not have any problems because your family or staff know enough about health and illness	<p>Your family or staff always know when you are becoming unwell and are always able to help you understand information about your health.</p> <p>They always know where to find easy to understand information.</p> <p>They always use person-centred information that is easy to understand to help you with your health.</p>



E. Understanding health information and making choices

People who have learning disabilities often have difficulty in understanding health information.

This can make it difficult for you to decide what you need to do to stay well.

It is important that you have information that is easy to understand and help so you can make choices.

Some people cannot make choices even with help. Then your family and friends and people who care about you should make the best choices they can for your health and wellbeing. They should make choices that they think you would make if you could understand. This is called a '**best interests decision**'.

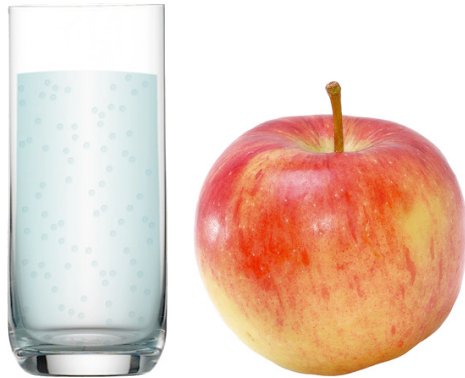
Score	What this might mean
<p>4E</p> <p>You have really big problems because you cannot make choices about your health</p>	<p>You do not understand about health.</p> <p>Even with help, it is really hard for you to understand health information.</p> <p>You do not get support from other people to tell you when you are ill or what to do stay healthy.</p> <p>You do not get person-centred information that is easy to understand.</p> <p>You might become very ill because you cannot make good choices about your health and people who know you well do not get asked to help make choices.</p>
<p>3E</p> <p>You have big problems because you cannot make choices about your health</p>	<p>You find it difficult to understand and to make choices about your health.</p> <p>People who know you well are not always asked to help make choices.</p> <p>You do not get enough help to understand health information.</p> <p>You have little support from other people to tell you when you are ill.</p> <p>You do not know where to find person-centred information that is easy to understand.</p>

Score	What this might mean
<p>2E</p> <p>You have some problems because you cannot always make choices about your health</p>	<p>You find it difficult to understand and to make choices about your health.</p> <p>You get some help to understand health information.</p> <p>You get some support and person-centred information that is easy to understand. So you can sometimes take part in decisions about your health, with people who know you well.</p>
<p>1E</p> <p>You have a few problems because you cannot always make choices about your health</p>	<p>You can usually understand and make choices about your health.</p> <p>You usually get good support to understand health information.</p> <p>You get good support so you can take part in decisions and choices about your health, with people who know you well.</p>
<p>0E</p> <p>You do not have any problems because you understand and make choices about your health</p>	<p>You understand about your health.</p> <p>You get good support when you need it to understand health information.</p> <p>You are fully involved in planning your health care.</p> <p>People who know you well are involved in planning too, when you want this.</p>

Understanding your health and being able to tell people how you feel: **Difficult words**

Difficult words	What they mean
Best interests decision	If you cannot make a decision yourself, even with help, other people may have to make a decision for you. The staff who make the decision must listen to you and people who know you well before making the decision. Then they can make the right decision for you.
Communication passport	This is a booklet that tells other people how to listen to you and understand you. It can tell them how to ask you questions or give you information. It can tell them if you use signs or pictures.
Health Action Plan	This is a plan about your health. You can keep a note of important things about your health and your health care. You can use it to say what you are going to do to be healthy, and what other people will do to help you.
Hospital passport	This is a booklet to take with you if you have to go to hospital. You can put lots in it about you, your health, and what is important for hospital

4. Things you can do to keep healthy



A. Eating and drinking

People with learning disabilities sometimes have unhealthy **diets**.

You might not understand what the best things to eat and drink are and what things are not so good for you.

You might need your family or staff to make sure you have a healthy **diet**.

Some families and staff do not know what a healthy **diet** is.

It is important that you have the right amount to drink because it can make you ill if you drink too much or too little.

There are some health problems like **diabetes** that mean some foods will make you ill.

Some people have problems with chewing and swallowing. It is important that they have food and drink that is easy to chew and swallow.

Score	What this might mean
4A You have really big problems about healthy eating and drinking	<p>You have difficulty swallowing and do not get any help with this.</p> <p>You hardly eat or drink anything or your family or staff do not give you enough to eat or drink.</p> <p>You eat dangerous things, or your family or staff give you things to eat or drink that can make you very ill.</p>
3A You have big problems about healthy eating and drinking	<p>You have quite a bad diet.</p> <p>You eat and drink things that are bad for you, or not enough good things.</p> <p>You eat and drink too much or too little.</p>
2A You have some problems about healthy eating and drinking	<p>You eat some of the right things, but you eat and drink too much or too little.</p> <p>You get some help with your diet.</p>
1A You have just a few problems with healthy eating and drinking	<p>You have quite a good diet.</p> <p>There might be just a few things that could be better.</p> <p>You get any help you need with your diet.</p>
0A You have no problems with healthy eating and drinking	<p>You have a healthy diet with all the right things in it.</p> <p>You drink enough water.</p> <p>You get good advice about healthy</p>

		eating.
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B. Exercise

People with learning disabilities do not always get much exercise.

Sometimes this is because there is not enough support to help, or maybe you just do not feel like doing any exercise.

Some people have problems that make it difficult to do exercise.

Exercise can be done in lots of different ways. It can be things like walking to the shops or taking the dog out. It can be done in a **gym**, or as part of a sport like football or cycling.

If the exercise is doing you good, you will usually feel warm, or get a bit out of breath when you do it.

Score	What this might mean
4B You have really big health problems because of not enough exercise or too much	You get no exercise. Getting no exercise could make you ill. You have a health problem, like a problem with your heart, that makes it dangerous to have too much exercise. You do not get any support or help about healthy exercise .
3B You have big health problems because of not enough exercise or too much	You get little exercise. You get a bit too much exercise. Getting the wrong amount of exercise can make you ill. You do not get enough help or support about healthy exercise .
2B You have some health problems because of not enough exercise or too much	You take some exercise every week, but not always the amount needed to be healthy. You can get help with healthy exercise , but you do not always use it.
1B You may have a few health problems because of not enough exercise or too much	You take regular exercise every week. You always use help and support with healthy exercise .
0B You have no health problems because of not enough exercise or too much	You take the right amount of regular healthy exercise every week. You do not need any help or support.



C. Weight

People with learning disabilities are more likely than other people to weigh too much or too little.

If you weigh a lot more than you should, you might get serious illnesses like **diabetes**, or problems with your heart, breathing or walking.

If you weigh too little, you might get serious illnesses like **infections** or problems with your **kidneys**.

If you lose weight and you were not expecting to, that might be a sign that something is wrong.

Score	What this might mean
4C You have really big problems with your weight	<p>You have health problems because of your weight.</p> <p>You are likely to become very ill because you weigh too much.</p> <p>You are likely to become very ill because you weigh too little.</p> <p>You do not know why you have lost a lot of weight recently.</p> <p>You do not have any support to help you be a healthy weight.</p>
3C You have big problems with your weight	<p>You are likely to become ill because you weigh too much.</p> <p>You are likely to become ill because you weigh too little.</p> <p>You do not know why you have lost some weight recently.</p> <p>You do not have much support to help you be a healthy weight.</p>
2C You have some problems with your weight	<p>You might become ill because you weigh too much.</p> <p>You might become ill because you weigh too little.</p> <p>You do not know why you have lost some weight recently.</p> <p>You do not always use support that is there to help you be a healthy weight.</p>

Score		What this might mean
1C	You have a few problems with your weight	<p>You weigh a little bit more than you should for your age and height.</p> <p>But your weight does not change much.</p> <p>You get good support to stay at a healthy weight.</p>
0C	You have no problems with your weight	<p>You are the right weight for your age and height.</p> <p>You do not need any support to stay at a healthy weight.</p>



D. Taking **drugs**, drinking **alcohol** and smoking

If you take **drugs**, drink **alcohol**, take **dangerous substances** or smoke, you might have problems with your health.

You might also have problems with your relationships with other people, your money, or even get in trouble with the police.

Other people might try to take advantage of you.

Some people may need to do things because it is part of their **routine**.

You might find it difficult to stop.

Other people might not be able to help you because they do not know enough about what **drugs, alcohol** or smoking can do to your health.

Score	What this might mean
<p>4D</p> <p>You have really big problems with drugs, dangerous substances or alcohol</p>	<p>You feel a strong need to take drugs, dangerous substances or alcohol.</p> <p>It makes you feel ill If you try to stop.</p> <p>You are taking more and more drugs, dangerous substances or alcohol.</p> <p>You do not do other things you usually enjoy, because you are taking drugs, dangerous substances or alcohol.</p> <p>There are no services to support you.</p> <p>You have illnesses caused by taking drugs, dangerous substances or alcohol.</p> <p>You are likely to become very ill because you take drugs, dangerous substances or alcohol.</p> <p>You are in trouble with the police because of the things you do because you take drugs, dangerous substances or alcohol.</p>

3D	<p>You have big problems with drugs, dangerous substances, alcohol or smoking</p>	<p>You feel a strong need to take drugs, dangerous substances or alcohol.</p> <p>There are not many services to support you.</p> <p>You might have illnesses caused by taking drugs, dangerous substances or alcohol or by smoking.</p> <p>You might become very ill because you take drugs, dangerous substances or alcohol or because you smoke.</p> <p>You might get in trouble with the police because of the things you do because you take drugs, dangerous substances or alcohol.</p>
2D	<p>You have some problems with drugs, dangerous substances, alcohol or smoking</p>	<p>You sometimes take drugs, dangerous substances or too much alcohol.</p> <p>You do not have any health problems because you take drugs, dangerous substances or alcohol.</p> <p>You smoke cigarettes.</p> <p>There are some services to support you.</p>
1D	<p>You have a few problems with alcohol or smoking</p>	<p>You sometimes smoke cigarettes, but not very often.</p> <p>You sometimes drink too much alcohol, but not very often.</p> <p>There are services to support you.</p>

0D	<p>You do not take drugs or dangerous substances. You do not smoke or drink too much alcohol</p>	<p>You never take drugs or dangerous substances.</p> <p>You do not smoke cigarettes.</p> <p>You drink alcohol sometimes, but you only drink the amount the government says is safe.</p>
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E. Sexual health

If you have sex with other people, it is important that you have **safe sex**.

You can talk to people from the **sexual health services** to find out more about **safe sex**. You can talk to other health staff, your family or other staff so you can make sure you stay healthy.

Some people who have learning disabilities can be in danger from other people. These other people might try to have sex with the person with learning disabilities even if they do not understand or agree.

Some people who have learning disabilities try to have sex with other people even if those other people do not understand or agree.

Score	What this might mean
4E You have really big problems in making sure you have safe sex and relationships	<p>You might get sexual abuse from other people.</p> <p>You do sexual things that harm or upset other people.</p> <p>You do not have safe sex.</p> <p>You have been ill because you do not have safe sex.</p> <p>You are likely to become ill or pregnant (when you do not want that) because you do not have safe sex.</p> <p>You do not get any support or advice about safe sex and relationships.</p>
3E You have big problems in making sure you have safe sex and relationships	<p>You might become ill or pregnant (when you do not want that) because you do not have safe sex.</p> <p>You have been ill because you do not have safe sex.</p> <p>You get a little support or advice about safe sex and relationships.</p> <p>Other people where you live do sexual things that could harm or upset others.</p>
2E You have some problems in making sure you have safe sex and relationships	<p>You do not understand about safe sex.</p> <p>You have sex, but you do not use safe sex.</p> <p>You might become ill or pregnant (when you do not want that) because</p>

Score	What this might mean
	<p>you do not have safe sex.</p> <p>You get some support or advice about safe sex and relationships</p> <p>Other people where you live do sexual things that could harm or upset others</p>
<p>1E</p> <p>You have a few problems, but usually you have safe sex and relationships</p>	<p>You know about safe sex and have had support and advice about it.</p> <p>You are interested in sex, but you have not got a sexual partner.</p> <p>You can get support or advice about safe sex and relationships.</p>
<p>0E</p> <p>You always have safe sex and relationships</p>	<p>You always have safe sex and relationships.</p> <p>Or you do not choose to have sex with anyone.</p> <p>You can get good help and support about sex and relationships.</p>



F. Doing risky things

Some people who have learning disabilities behave in a way that can be dangerous for them or for other people. This is sometimes called **challenging behaviour**.

Sometimes if you have **challenging behaviour** it can cause problems for you. It might make it more difficult for you to do things you enjoy, like going out. It might mean you are told you have to move.

If you have **challenging behaviour**, it can affect your health.

There are lots of different **challenging behaviours**. Some people need to do things over and over again, or at set times. Some people do things that other people do not usually do, like hurting themselves. All these things can affect your health and **well-being**.

If you have challenging behaviour, you might be given medicine that has a bad effect on your day to day life and **well-being**.

Score	What this might mean
<p>4F</p> <p>You have really big problems caused by the way you behave and the things you do</p>	<p>You behave in a way that is very dangerous for you.</p> <p>You are very likely to have to go to hospital because you hurt yourself badly.</p> <p>You get hurt by other people who have challenging behaviours.</p> <p>You hurt other people because you have challenging behaviours.</p> <p>Other people cannot tell when you are going to behave like this.</p> <p>You cannot use ordinary health services because of the things you do.</p>
<p>3F</p> <p>You have big problems caused by the way you behave and the things you do</p>	<p>You behave in a way that can be dangerous for you.</p> <p>You might have to go to hospital or see the doctor because you hurt yourself.</p> <p>You might be hurt by other people who have challenging behaviours.</p> <p>You might hurt other people because you have challenging behaviours.</p> <p>Other people cannot always tell when you are going to have challenging behaviours.</p> <p>You may not be able to do things you enjoy because you have challenging behaviours.</p>

Score	What this might mean
<p>2F</p> <p>You have some problems caused by the way you behave and the things you do</p>	<p>You sometimes behave in a way that is dangerous for you or others.</p> <p>You might to have to go to hospital or to see the doctor if you hurt yourself.</p> <p>Other people can usually tell when you might have challenging behaviours and can do things to help you.</p>
<p>1F</p> <p>You have a few problems caused by the way you behave and the things you do</p>	<p>You do not usually behave in a way that is dangerous for you or others.</p> <p>Other people can usually tell when you might have challenging behaviours and do things to help you.</p> <p>You get very good help to stop you having challenging behaviours.</p> <p>You can use ordinary health services.</p>
<p>0F</p> <p>You have no problems caused by the way you behave and the things you do</p>	<p>You do not have any challenging behaviours.</p>

Things you can do to keep healthy:

Difficult words

Difficult words	What they mean
Alcohol	This is a drink that can make you feel different and behave a bit differently. Beer, wine, vodka, whisky and gin all have alcohol in them. If you drink a lot, you will get tipsy or drunk.
Challenging behaviours	This means that someone behaves in a way that can be dangerous for them or for other people.
Dangerous substances	There are some things people take to make them feel different. It might be to make them feel calm, or it might be to make them excited and 'high'. Some people sniff glue. Some people take pills. The things they take might not be against the law, but they can be very dangerous. The danger might be to the person's own health. Or it might make them do things that are dangerous to other people.
Diabetes	This is a health problem caused by having too much sugar in your blood. It can make you very ill. You might have to change what you eat. You might have to have

	injections every day.
Diet	This means what you eat and drink every day.
Drugs	There are some things people take to make them feel different. It might be to make them feel calm, or it might be to make them excited and 'high'. Some people smoke drugs like cannabis. Some people take pills or give themselves injections or sniff drugs up their noses. These drugs are against the law and they can be very dangerous. The danger might be to the person's own health. Or it might make them do things that are dangerous to other people.
Gym	This is a place where people go to take exercise indoors, using special machines. There are machines to help you exercise different bits of your body, like your arms, legs and back. Some exercises help your heart and your breathing get stronger.
Healthy exercise	The Government says everyone should do some exercise every week. You should try to do some exercise three times a week that gets you to feel warm or get a bit out of breath when you do it.

Healthy weight	The right weight for you depends on how tall you are, how old you are and whether you are a man or a woman. You can ask the nurse at your doctor's surgery what your weight should be.
Infections	There are some illnesses that you can catch from other people, like a cold. Or you can catch an illness from eating food that has gone bad. If you have poor health or you are too thin, you can catch more illnesses.
Kidneys	Your kidneys are inside your body. They help to sort out good stuff and bad stuff from all the things you eat and drink. They make some of the stuff you do not need into pee.
Pregnant	This is the word for when a woman is going to have a baby. It means she has a baby inside her.
Routine	Some people have things they feel they really have to do or they feel bad. It might be something simple, like counting steps when you go upstairs. Or it might be something that can be dangerous, like feeling a really strong need to take drugs.
Safe sex	This is knowing about two things: <ul style="list-style-type: none"> • how to have sex without

	<p>getting pregnant (if you do not want this)</p> <ul style="list-style-type: none"> • how to have sex without getting infections or giving the other person infections.
Sexual	This means anything to do with sex.
Sexual abuse	This means someone trying to have sex with you when you do not want it. Or making you do sex things you do not want to do.
Sexual health	<p>This means feeling good about yourself and having information to help you make safe and healthy choices about sex.</p> <p>It can also mean looking after the parts of your body that are to do with sex.</p>
Sexual health services	These are health services that help you with sexual health .
Sexual partner	This means a person you have sex with.
Well-being	Feeling good about yourself and feeling well.

5. Using health services – and how good they are



A. How a service works with someone with a learning disability

Services to help people with their health are not always as easy to use for people with learning disabilities as for other people.

Sometimes there are not enough services and sometimes services can be difficult to get to because of where they are.

Some services do not know about making ‘**Reasonable Adjustments**’ or doing things differently to make sure that people with learning disabilities get as good a service as anybody else.

Some staff in health services have difficulty working well with people with learning disabilities.

Sometimes health staff do not notice common health problems for people with learning disabilities because they think it is just because of the person’s learning disability.

Score		What this might mean
4A	You have really big problems because services cannot be used at all or the service is very bad	People in the service know nothing about the needs of people with learning disabilities.
		Your health problems are all seen as part of your learning disability.
		There are no ‘ Reasonable Adjustments ’ or changes to make services better for you.
		You are refused services.
		You get no support to use the service.
		You are in danger because the service

Score	What this might mean
	is so bad.
3A You have big problems because services are really difficult to use or the service is very poor	<p>People in the service know very little about the needs of people with learning disabilities.</p> <p>Your health problems are often seen as part of your learning disability.</p> <p>There are few 'Reasonable Adjustments' or changes to make services better for you.</p> <p>You might be refused services.</p> <p>You do not get enough support to use the service.</p>
2A You have some problems because services are difficult to use or the service is often poor	<p>People in the service know a bit about the needs of people with learning disabilities.</p> <p>Your health problems are sometimes seen as part of your learning disability.</p> <p>There are some 'Reasonable Adjustments' or changes to make services better for you.</p> <p>You are not refused services.</p> <p>You get some support to use the service.</p>

Score	What this might mean
<p>1A</p> <p>You have a few problems, but the services are not too difficult to use and the service is normally quite good</p>	<p>People in the service know about the needs of people with learning disabilities.</p> <p>Your health problems are not usually seen as part of your learning disability.</p> <p>There are ‘Reasonable Adjustments’ or changes to make services better for you.</p> <p>You are not refused services.</p> <p>You get support to use the service.</p>
<p>0A</p> <p>You have no problems because services are easy to use and the service is always good</p>	<p>People in the service know lots about the needs of people with learning disabilities.</p> <p>Your health problems are not seen as part of your learning disability.</p> <p>There are good ‘Reasonable Adjustments’ or changes to make services better for you.</p> <p>You are not refused services.</p> <p>You get good support to use the service.</p>



B. Making decisions about your health - checking that the right decisions are made and you are included as much as possible

Looking after your health means lots of decisions. There are small decisions, like what to have for breakfast. And there are big decisions, like whether to have an operation.

The **Mental Capacity Act** says everyone must be given help to make choices themselves if they can. If you make a decision other people do not like, it does not mean you cannot decide for yourself! But it might mean you need some more information.

Your family and staff who support you should make sure you have good information to make choices about your health. If you cannot make choices for yourself, staff might need to make decisions for you in your '**best interests**'.

If you need a test or treatment for a health problem, health staff will ask you to agree to have it done. This is called giving **consent**. You can have help to understand the choices before deciding.

Sometimes a person cannot give **consent** at a particular time because they are very unwell or very upset.

Some people can give **consent** about small things, but they may not be able to understand a big thing well enough to give **consent**, even if they have lots of help.

Some people cannot understand some choices well enough to give **consent** at all. But they might be helped to understand a bit about what is going to happen.

If a person cannot give **consent**, health staff may have to make a decision in the person's '**best interests**'. This means doing the right thing for them.

Sometimes health staff do not take time to try to get **consent** from a person with a learning disability, or include them in decisions. Sometimes health staff talk to the person's support worker or family instead of the person themselves.

Staff do not always have enough understanding of the **Mental Capacity Act** or other laws. They do not always follow the rules about '**best interests**'.

Staff do not always have training on **capacity** and **consent** and the law. Sometimes the training is there, but staff do not attend it.

Score	What this might mean
<p>4B</p> <p>You have really big problems because the law about consent and best interests is not followed</p>	<p>Health staff make all decisions without involving you or the people who know you best.</p> <p>Health staff make really bad decisions about your health just because you have a learning disability.</p> <p>Staff have had no training at all on the Mental Capacity Act.</p> <p>Staff do not follow the Mental Capacity Act at all.</p> <p>The problems with consent are so bad that something really bad could happen to you.</p>
<p>3B</p> <p>You have big problems because the law about consent and best interests is often ignored or wrongly used</p>	<p>Health staff make most decisions without involving you or the people who know you best.</p> <p>Health staff make some bad decisions about your health just because you have a learning disability.</p> <p>Staff have had very little training on the Mental Capacity Act.</p> <p>Staff often do not follow the Mental Capacity Act.</p>
<p>2B</p> <p>You have some problems because the law about consent and best interests is used, but not all the time</p>	<p>Health staff make some decisions without involving you or the people who know you best.</p> <p>Health staff make some decisions about your health just because you have a learning disability.</p>

Score	What this might mean
	<p>Staff have had some training on the Mental Capacity Act.</p> <p>Staff follow the Mental Capacity Act some of the time.</p>
<p>1B</p> <p>You have a few problems, but the law about consent and best interests is being used most of the time</p>	<p>Health staff make most decisions with you or the people who know you best.</p> <p>Health staff make very few decisions about your health just because you have a learning disability.</p> <p>Staff have to have training on the Mental Capacity Act.</p> <p>Staff follow the Mental Capacity Act most of the time.</p>
<p>0B</p> <p>You have no problems, because the law about consent and best interests is always followed</p>	<p>Health staff make all decisions with you or the people who know you best.</p> <p>Health staff make no decisions about your health just because you have a learning disability.</p> <p>Staff have had really good training on the Mental Capacity Act.</p> <p>Staff always follow the Mental Capacity Act.</p>



C. Moving from one service to another one

Problems can often happen when a person moves between services.

This might be moving from children's services to services for adults, or adult services to older people's services.

Another kind of move is between hospital services and home or community services.

Some of the problems that often happen are bad planning, different rules for different services, or services not talking to each other.

Families are often unhappy about this because they end up having to sort it out!

Score	What this might mean
<p>4C</p> <p>You have really big problems with moving between services</p>	<p>There is no support to help you move from one service to another.</p> <p>The services do not tell each other important information about you.</p> <p>Services do not have agreements on what they should do to make sure moves between services go well.</p> <p>No-one is making sure the move between services goes well.</p> <p>There might be big delays in your move between services.</p> <p>Your health is in danger because your move between services is not done well.</p>
<p>3C</p> <p>You have big problems moving between services</p>	<p>You have very little support to help you move from one service to another.</p> <p>The services tell each other very little information about you.</p> <p>Services have only limited agreements about what they should do to make sure moves between services go well.</p> <p>There is not just one person all the time making sure your move between services goes well.</p> <p>There might be a delay in your move between services.</p>

Score	What this might mean
<p>2C</p> <p>You have some problems moving between services</p>	<p>You have some support to help you move from one service to another.</p> <p>The services tell each other some information about you.</p> <p>Services have some agreements about what they should do to make sure moves between services go well.</p> <p>There is a person to make sure your move between services goes well, but they are not used to people with learning disabilities.</p> <p>There might be some delay in your move between services.</p>
<p>1C</p> <p>You have a few problems moving between services</p>	<p>You have support to help you move from one service to another, but still a few problems.</p> <p>Services tell each other information about you, but there are still a few problems.</p> <p>Services have agreements about what they should do to make sure moves between services go well, but these are not always followed.</p> <p>There is a named person who is used to people with learning disabilities to make sure your move between services goes well, but they are not always available.</p> <p>There might be a little delay in your move between services.</p>

Score	What this might mean
<p>0C</p> <p>You have no problems moving between services</p>	<p>You have good support to help you move from one service to another.</p> <p>Services tell each other all the important information about you.</p> <p>Services have good agreements about what they should do to make sure moves between services go well, and these are always followed.</p> <p>There is a named person who is used to people with learning disabilities to make sure your move between services goes well and they are always available.</p> <p>There is no delay in your move between services.</p>



D. Making sure you stay well (health screening and health promotion)

Everyone should get regular health checks of their eyes and teeth. Some people should get their hearing checked regularly. There are special health checks for women.

People with learning disabilities do not always get the right support from services that are there to improve everyone's health.

Sometimes staff who support you at home are not trained or very good at helping people with learning disabilities to be healthy.

Sometimes staff do not know things that might be important for your health, like information about your family's health.

Score	What this might mean
<p>4D</p> <p>You have really big problems because health promotion and health screening services cannot be used at all or the quality of services is so bad</p>	<p>People in the service know nothing about the needs of people with learning disabilities.</p> <p>There are no 'Reasonable Adjustments' or changes to make services better for you.</p> <p>You are refused services or they are not there.</p> <p>You have no support to use services.</p> <p>You are in danger because the service is so bad.</p>
<p>3D</p> <p>You have big problems because health promotion and health screening services cannot be used at all or the quality of services is bad</p>	<p>People in the service know very little about the needs of people with learning disabilities.</p> <p>There are hardly any 'Reasonable Adjustments' or changes to make services better for you.</p> <p>You are sometimes refused services or they are not there.</p> <p>You have very little support to use services.</p>
<p>2D</p> <p>You have some problems because health promotion and health screening services are difficult to use or the quality of services is poor</p>	<p>People in the service know a bit about the needs of people with learning disabilities.</p> <p>There are some 'Reasonable Adjustments' or changes to make services better for you.</p>

Score	What this might mean
	<p>You are hardly ever refused services.</p> <p>You have some support to use the service.</p>
<p>1D</p> <p>You have a few problems because health promotion and health screening services are sometimes difficult to use or the quality of services is sometimes poor</p>	<p>People in the service know about the needs of people with learning disabilities.</p> <p>There are 'Reasonable Adjustments' or changes to make services better for you.</p> <p>You are not refused services.</p> <p>You have support to use the service.</p>
<p>0D</p> <p>You have no problems using health promotion and health screening at all and the quality of services is good</p>	<p>People in the service know lots about the needs of people with learning disabilities.</p> <p>There are lots of 'Reasonable Adjustments' or changes to make services better just for you.</p> <p>You are never refused services.</p> <p>You have really good support to use the service.</p>



E. GPs, [community health services](#) and hospital care

People who have learning disabilities sometimes use health services less than other people for tests, checks and treatment.

People with learning disabilities should have the chance to have a health check every year.

Health staff should take action on health problems that are found during health checks.

All health services should make '[Reasonable Adjustments](#)' or changes that make the service better for people with learning disabilities.

This means that a person with learning disabilities should get the same health as a person who does not have learning disabilities would expect.

Score	What this might mean
<p>4E</p> <p>You have really big problems because GP, community health or hospital services cannot be used at all or the service is very bad</p>	<p>People in the service know nothing about the needs of people with learning disabilities.</p> <p>There are no 'Reasonable Adjustments' or changes to make the service better you.</p> <p>You are being refused services or they are not there.</p> <p>You have no support to use the service.</p> <p>You are in danger because the service is so bad.</p>
<p>3E</p> <p>You have big problems because GP, community health or hospital services are really difficult to use or the service is very poor</p>	<p>People in the service know very little about the needs of people with learning disabilities.</p> <p>There are hardly any 'Reasonable Adjustments' or changes to make the service better for you.</p> <p>You are sometimes refused services or they are not there.</p> <p>You have very little support to use services.</p>

Score	What this might mean
<p>2E</p> <p>You have some problems because GP, community health or hospital services are sometimes difficult to use or the service is sometimes not good</p>	<p>People in the service know a bit about the needs of people with learning disabilities.</p> <p>There are some 'Reasonable Adjustments' or changes to make the service better for you.</p> <p>You are hardly ever refused services and they are there.</p> <p>You have some support to use services.</p>
<p>1E</p> <p>You have a few problems, but GP, community health or hospital services are quite easy to use and the service is quite good</p>	<p>People in the service know quite a bit about the needs of people with learning disabilities.</p> <p>There are 'Reasonable Adjustments' or changes to make the service better for you.</p> <p>Services are there and you are not refused services.</p> <p>You have support to use the service.</p>
<p>0E</p> <p>You have no problems because GP, community health and hospital services are really easy to use and the service is really good</p>	<p>There really good understanding in the service of the needs of people with learning disabilities.</p> <p>There are lots of 'Reasonable Adjustments' or changes to make the service better just for you.</p> <p>Services are always there and you are never refused services.</p> <p>You have lots of support to use services.</p>



F. Other services (not health care)

We need other services as well as health services so that we can keep well and have a good life. These are services like social care, schools and colleges, job centres, housing, transport and leisure services like swimming pools.

All these services should be making '**Reasonable Adjustments**' or changes to make the service better for people with learning disabilities. Then a person with learning disabilities can get as much out of the service as someone who does not have learning disabilities.

Score	What this might mean
<p>4F</p> <p>You have really big problems because other services cannot be used at all or the service is very bad</p>	<p>People in the service do not know anything about the needs of people with learning disabilities.</p> <p>There are no 'Reasonable Adjustments' or changes to make the service better for you.</p> <p>You are refused services or they are not there.</p> <p>You have no support to use the service.</p> <p>You are in danger because the service is so bad.</p>
<p>3F</p> <p>You have big problems because other services are really difficult to use or the service is very poor</p>	<p>People in the service know very little about the needs of people with learning disabilities.</p> <p>There are hardly any 'Reasonable Adjustments' or changes to make the service better for you.</p> <p>You are sometimes refused services or they are not there.</p> <p>You have very little support to use services.</p>
<p>2F</p> <p>You have some problems because other services are sometimes difficult to use or the service is sometimes not good</p>	<p>People in the service know a bit about the needs of people with learning disabilities.</p> <p>There are some 'Reasonable Adjustments' or changes to make the service better for you.</p> <p>You are hardly ever refused services</p>

Score	What this might mean
	<p>and they are there.</p> <p>You have some support to use the service.</p>
<p>1F</p> <p>You have a few problems, but other services are quite easy to use and the service is quite good</p>	<p>People in the service know quite a bit about the needs of people with learning disabilities.</p> <p>There are 'Reasonable Adjustments' or changes to make the service better for you.</p> <p>Services are there and you are not refused services.</p> <p>You have support to use the service.</p>
<p>0F</p> <p>You have no problems because other services are really easy to use and the service is really good</p>	<p>People in the service know lots about the needs of people with learning disabilities.</p> <p>There are lots of 'Reasonable Adjustments' or changes to make the service better just for you.</p> <p>Services are always there and you are never refused services.</p> <p>You have lots of support to use the services.</p>

Using health services – and how good they are: **Difficult words**

Difficult words	What they mean
Best interests	If you cannot make a decision yourself, even with help, other people may have to make a decision for you. The staff who make the decision must listen to you and people who know you well before making the decision. Then they can make the right decision for you.
Capacity	This means being able to make decisions.
Community health services	<p>There are quite a few kinds of health services that are not in hospitals. These are just a few:</p> <ul style="list-style-type: none"> • nurses who can help you in your own home if your doctor says you need this • health staff who look at feet, or teeth, or eyes, or ears • health staff who look at how your body moves, or help with talking and swallowing • mental health services that can help if you are feeling so low that you are really ill • chemists who can give advice

	about health and medicines.
Consent	This means agreeing to something being done for you. It usually means agreeing to a health test or some treatment.
Health promotion	These are health services that give you good information about health and how to be healthy. Sometimes they run groups, like health for women, health for men, or how to lose weight.
Health screening	This means tests to check for particular health problems. There are some tests that most people have every year, or more than once a year, like going to the dentist or having eye tests. There are tests to spot some kinds of cancer very early. There are some tests that are just for women. You can ask your doctor if there are tests you should have.
Mental Capacity Act	This is a law about making decisions. It says everyone must be given help to make decisions themselves if they can. If you make a decision other people do not like, that does not mean you cannot make your own decision! If you cannot decide, even with help, staff may have to make a decision in your ' best interests '.

Reasonable Adjustments

This means a service doing things differently to make sure that people with learning disabilities get as good a service as anybody else. The law says they must do this. It can be something simple, like giving you an easy read letter. Or it can be a bigger change, like letting you visit the hospital and see where health tests will be done, before you have to go and actually have the test.

