

## What did we do?



NDTi are doing some work about the training hospital staff get to support people with learning disabilities.



This work is being paid for by the South Regional Health Education England Intellectual Disabilities programme.



This report is a summary of what we found out when we did interviews with staff working in NHS Trusts in the South region.



People with lived experience helped to design the questions and do the interviews. They also helped think about what we found out and what to write in the report.



All the interviews were done online because of Covid.



We were asking about learning disability awareness training for hospital staff. In this report we will just call this “training”.



We talked to people from 8 different hospitals.



We interviewed 3 staff who deliver the training. They all work in learning disability teams.



We interviewed 7 staff who had done the training. Most of them worked directly with hospital patients.



We asked questions about the content and the format of the training.



We also asked questions about what hospitals can do to help their staff provide better care and support for people a learning disability.

## What makes good training?



Staff said good training has different activities and gets everyone in the room involved.



Staff liked activities like learning disability bingo.



It is easier for training to involve people if it is face-to-face.



Most staff said training should be about talking as well as listening. They liked to chat in small groups.



They liked being able to meet and talk with people with a learning disability. Some staff said there needed to be more time for this.



It was important to hear about people's real-life experiences. This could be in videos or stories.



Some staff wanted to hear more about what it is like for family carers.



Staff liked hearing examples of when things had gone well for people with a learning disability. They said they can learn from this.

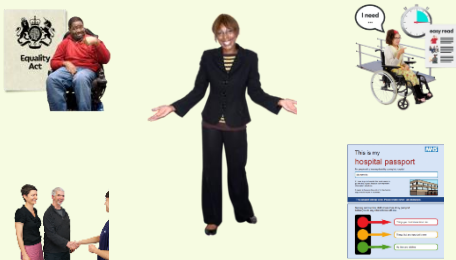


Staff liked it when people with a learning disability delivered the training.

Staff who had not had this input thought the training would be better if people with a learning disability delivered it.



Trainers said they would like to involve people with lived experience. They need to be able to pay them and give them the right support.



The skill of the trainer was important. Trainers need to be enthusiastic and know a lot about learning disability.



Staff said that knowing who to contact for advice and where to find more information in the future was important. This could help them provide better care for people with a learning disability.



The trainers also thought they should offer further support. The trainers we spoke to worked by themselves or in a small team. This means they are very stretched.

## What difference does the training make?



Everyone who had done the training told us the training was useful.



One person said  
"It was probably one of the best training sessions I've been on."



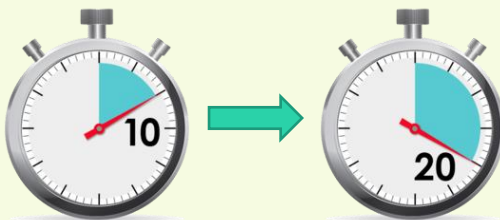
Staff said the training had taught them more about learning disability. Some staff said they had learnt a lot about the law and people making their own decisions.



Staff told us they felt more confident in supporting people with a learning disability after the training.



Staff told us about things they had done differently after the training to support people with a learning disability.



Some staff had made longer appointments for people with a learning disability.



Some staff had started to send out easy-read information before appointments.



Some staff said they were using hospital passports.



Some staff said it would be useful to do this sort of training more than once.



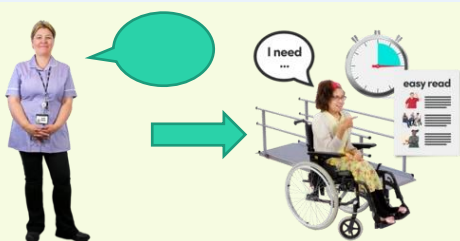


Staff said it was important to be able to get advice when they are supporting people with a learning disability in their job.

## What helps people put the training into practice?



Everybody that works in the hospital should be given time to do the training. This can be hard when everybody is very busy.



After the training staff still need support around working with people with a learning disability.



Staff thought the training was most useful when people with a learning disability delivered the training.



Staff thought it was useful to have learning disability 'Champions'. These 'Champions' could help by giving advice to staff when they are supporting people with a learning disability.



There is a need for more staff working in learning disability teams to provide training to staff and support after the training.



Trainers need to find out what staff think of the training and how it is improving how they support people with a learning disability.



Some staff said there should also be training like this about autism and dementia.

## What next?



We still have more work to do on this project.



We want to find out what is best practice in learning disability awareness training for hospital staff.



We will write an easy-read report about what we find.

The pictures in this report are from Photosymbols: [www.photosymbols.co.uk](http://www.photosymbols.co.uk)

