

Easy read summary of research about how to involve experts by experience in training NHS staff

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.



Sometimes, people with lived experience of a learning disability or family carers have been involved in training healthcare staff. We call these people 'experts by experience'.



We wanted to find out more about how experts by experience were involved in training. We spoke to 10 people with experience of doing learning disability awareness training:

- 3 people with a learning disability
- 3 family carers
- 4 NHS staff

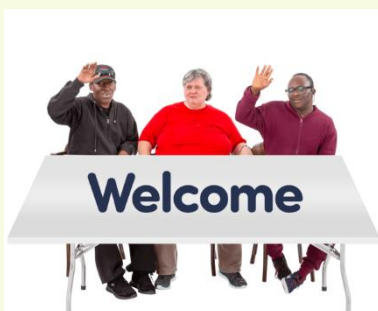


One NDTi researcher and one expert by experience worked together on this project. They did online interviews, asking about people's experiences and discussing what we found.

What did we find out?



Everyone we spoke to said it was important to involve experts by experience in training hospital staff. They said that sharing real life examples brings training to life.



They agreed that experts by experience should get good support so that they enjoy the training, feel part of the team and don't share more than they want to.



We listened to what we were told. We made a list of Do's and Don'ts for how to involve experts by experience properly in training. In the Do's and Don'ts we use the word 'people' instead of 'experts by experience'.

Do's and Don'ts for good teamwork



Do give people choices about how they join in. Everyone has strong and weak points.



Do check in with people before and after training. Chat about how it was for them.



Don't allow people to feel on their own or worried about the training course.



Don't drop people after the training course is over. Keep in regular touch.

Do's and Don'ts for confidence and support



Do find out what people are good at, and what they want help and support with.



Do offer a mix of support options. Having a co-trainer or a 'buddy' can help with nerves.



Don't use unclear language. Don't speak too quickly or give people too much paperwork.



Don't assume that people have the same computers or technology. Give help if needed.

Do's and Don'ts for respecting and valuing people



Do pay people for work they do. Offer other options if payment affects their benefits.



Do be aware of the ups and downs people have in their lives and how this might affect them.



Don't ask people to do training if they are not prepared or don't feel ready.



Don't allow personal stories to be shared - inside or outside training - unless the individual has agreed.

Do's and Don'ts for enjoying training and having fun



Do make training informal. Take tea breaks and time to chat (and have cake!).



Do have social events with the training team. This might be having lunch or a trip to the pub.



Don't be serious all the time.



Don't think training has to be perfect.

What next? Final thoughts



All our work on this subject is telling us that learning disability awareness training works best if experts by experience are involved in doing the training.



We also know that the best kind of involvement happens when experts by experience are properly supported.



We have found out what good involvement looks and feels like for experts by experience – our list of Do's and Don'ts should help get this right.



We still have work to do on this project. We need to share what we have found.

The pictures in this report are from PhotoSymbols: www.photosymbols.co.uk

