



Argyll and Clyde →

NHS Argyll and Clyde

Learning Disability Services

Local report easy-read summary – February 2006



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About this booklet

This booklet is written for people with learning disabilities, their supporters and family carers.

It tells you how well NHS Argyll and Clyde is meeting the health needs of children and adults with learning disabilities.

What is NHS Quality Improvement Scotland?

NHS Quality Improvement Scotland (NHS QIS) was set up in January 2003. It is our job to help improve the health services that people in Scotland get.



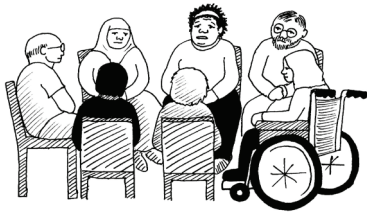
How do we find out what the NHS Board is doing?

NHS QIS has produced quality checks, which show if a health service is doing its job properly.

The quality checks were used by staff in NHS Argyll and Clyde to find out how well the service is working. This is called a self-assessment.



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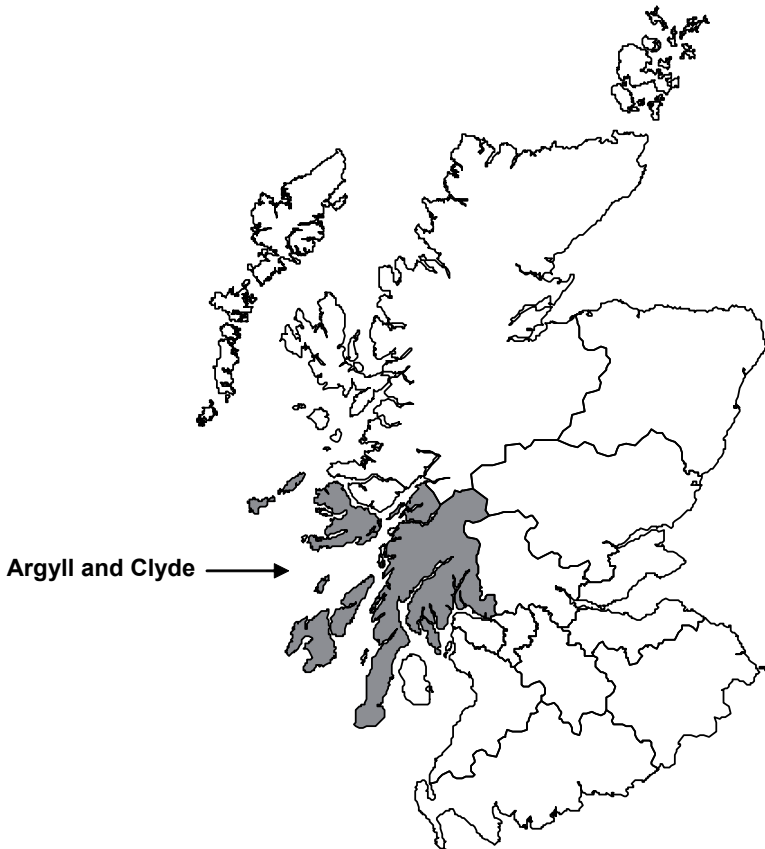


Then a team from NHS QIS visited Argyll and Clyde and looked at this self-assessment. The NHS QIS team met with staff, people with learning disabilities and carers to find more about the service.

This booklet was written after the NHS QIS visit. It tells you how well NHS Argyll and Clyde is doing and what it needs to do to improve.

## Some information on NHS Argyll and Clyde

Argyll and Clyde is in west-central Scotland. About 415,700 people live there. Most of the people live in towns or cities. Some people live in the countryside and on islands.



Argyll and Clyde →

## How is NHS Argyll and Clyde doing?

### Involving children and adults and their family carers



#### **Good things**

People with learning disabilities and family carers helped to write the Argyll and Bute Partnership in Practice Agreement 2004-2007.

NHS Argyll and Clyde is writing an information leaflet about how to access health records. This will be easy to read and will be available in other formats.



#### **Things which need to be improved**

The introduction of the new Mental Health Act (in October 2005) may put pressure on advocacy services.

The leaflet for complaining about health services and the complaints procedure are not easy to read or in accessible formats.

## Meeting special healthcare needs



### **Good things**

Community services are available for people with learning disabilities. The different community teams work well together and are able to help with people's needs.

A health check has been developed for people with learning disabilities. This is being tried out in three health centres.

The Panda Centre in Paisley is a child development centre. The centre has lots of different health staff, and it has good links with social work and education staff.



### **Things which need to be improved**

The NHS Board have not agreed on a formal way to work together to help with moves from children's to adults' services, and with moves between adults' services and other organisations.

The Panda Centre is going to move to a smaller and possibly less suitable building.

## **Making sure people who have to stay in hospital have a good quality of life**



### **Good things**

People's privacy and their belongings are well respected in Merchiston Hospital.

Residents bedrooms are homely and they have lots of their own things on display.

Merchiston Hospital has a group called the Resident's Moves Group. This group makes sure that when people are moving, their views are listened to.



### **Things which need to be improved**

The NHS Board has a programme for redecorating. The areas that are going to be closed are not included and are starting to look run down.

Sometimes people can not do the activities that they want to because there are not enough staff.

## Planning services and working together



### **Good things**

In Lomond and Argyll Local Health Care Co-operative, the public health worker makes sure people and organisations know about the needs of people with learning disabilities.

The homelessness strategy in Argyll and Bute Council talks about the needs of people with learning disabilities. NHS Argyll and Clyde and the homelessness service work well together.



### **Things which need to be improved**

Some people can't get services easily because of where they live. Everybody should be able to get the same services.

At the time of the visit, NHS Argyll and Clyde and the local authorities needed to agree how to pay for people to move out of Merchiston Hospital and into the community.





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