









# What we want from people who support us

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|   | <p>Health Education England working across Kent, Surrey and Sussex (HEE - KSS) are in charge of the training of staff who work in health services.</p> |
|   | <p>They want people with learning disabilities to tell them about what they want staff working with them to know.</p>                                  |
|    | <p>They asked the Foundation for People with Learning Disabilities (FPLD) to do this for them.</p>   |
|    | <p>FPLD spoke to people from Kent, Surrey and Sussex.</p>  |
|    | <p>They did this from April to August 2016.</p>  |

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They visited 7 groups.



FPLD spoke to 75 people with learning disabilities. They were:

- People of different ages (from 16 to over 65 years)
- Men and women
- People with personal health budgets or personal budgets
- People with different needs.

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They also spoke to 5 parents.



**What people told us**



We asked people to think about what skills or qualities they want from those working with or supporting them:



1. Skills needed in the people supporting or working with them. Skills are something you need to practise to learn. For example, to tell the time, or use a bus.

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| <br>Turns up on time           | <br>Is kind and patient | <br>Looks and listens to me   |
| <br>Let me speak up for myself | <br>Is clean and tidy   | <br>Is flexible – it's ok if I change my plans                                    |
| <br>Has a positive attitude    | <br>Keep their promises | <br>Keep their attention on me and not on other things e.g. on their mobile phone |

2. Qualities needed in the people supporting or working with them. Qualities are something within a person. For example, being calm, or being friendly.



The top skills people thought were important in those working with them were:

- Learning to use public transport
- Learning to make snacks and cook
- Supporting health needs
- Keeping in touch with friends and family
- Finding out about leisure activities



There was a difference in the needs of the younger people we spoke to and those who were older.



Younger people want to learn skills to:

- Be more independent, such as, using public transport
- Learn to use money
- Learn to make snacks and cook
- Get help to move out of the family home into a home of their own.



People aged 45 years and older want people supporting them to:

- Have skills and knowledge to support health needs
- Keep in touch with friends and family
- Finding out about leisure activities
- Be part of the community.



The top qualities people thought were important in those working with them were:

- Have happy and positive attitude, including having a sense of humour
- Look and listen to me
- Be kind and patient
- Let me speak for myself
- Be on time.

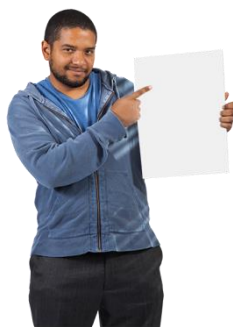


After talking to lots of people, people told us that:

- They want to be more independent – people do not want people doing things for them. They want to learn new skills.
- They want to be supported by staff or experts on health if they have health problems.



- They need help to keep relationships with their families and friends. Some people need help to phone or write to their favourite people.
- They want to be part of the community and try new leisure activities.



**What will happen now?**

**NHS**  
**Health Education England**



HEE-KSS will read this report.

HEE-KSS will make sure staff are told about the skills and qualities important to people with learning disabilities.

Images courtesy of Photosymbols.