

Mental Health and Learning Disabilities Services

What do staff and service users think of them?



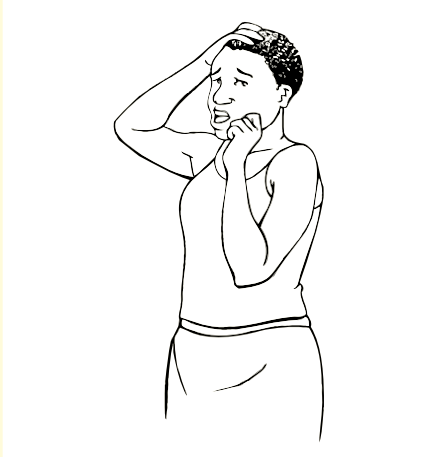


INTRODUCTION



**Some people with a learning disability
also have mental health difficulties.
Some services are bad.**

INTRODUCTION



Many staff in learning disabilities do not know a lot about mental health.



Many staff in mental health do not know a lot about learning disabilities.



We wanted to find out what staff and service users think can be done to make services better.

WHAT WE DID



We spoke to 54 people:

1. In small groups of staff and groups of service users.



2. In interviews with support workers and staff working in the community.

WHAT THEY TOLD US

They said that staff need:



1. To be really interested in the job. Some staff work just for money.



2. To understand that mental health difficulties can be linked to the past.

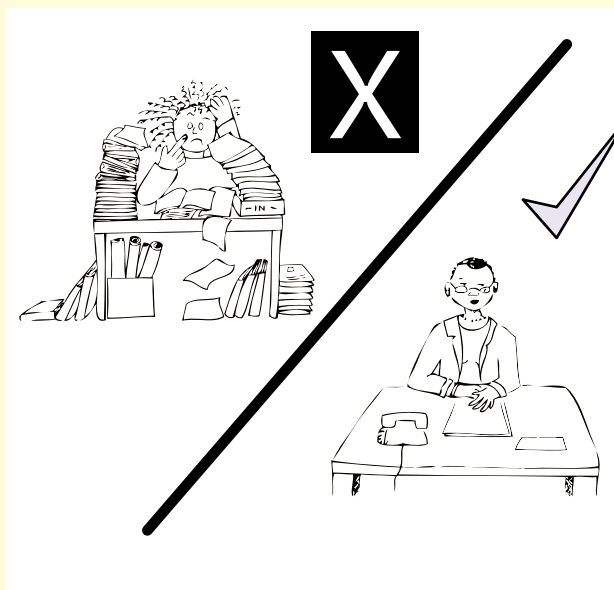
WHAT THEY TOLD US



3. To notice quickly if someone is starting to have difficulties.



4. To have good and on-going training, and support from other staff and managers.



5. To only be asked to do useful paperwork.

WHAT THEY TOLD US

They said that good services:



1. Have regular reviews.



2. Support people's families and carers when they are struggling.



3. Work together with other services.

WHAT THEY TOLD US

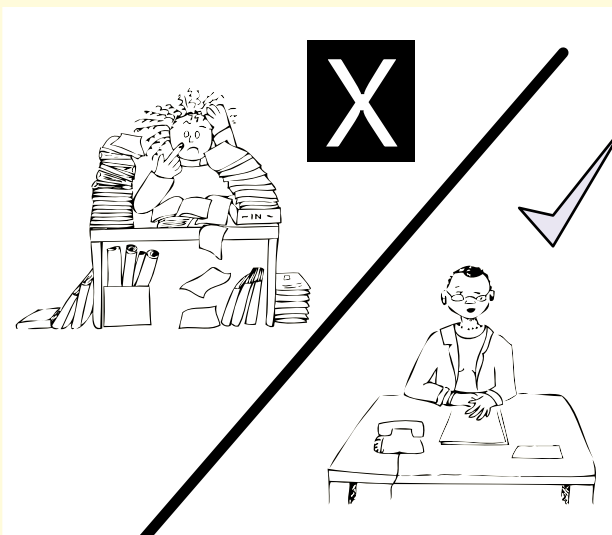
They came up with ideas to make things better:



1. Service users must help to choose good staff. They must be supported to do this.



2. Staff must have better training and support, not just when they start in their job.



3. Only doing useful paperwork so they can spend more time with service users.

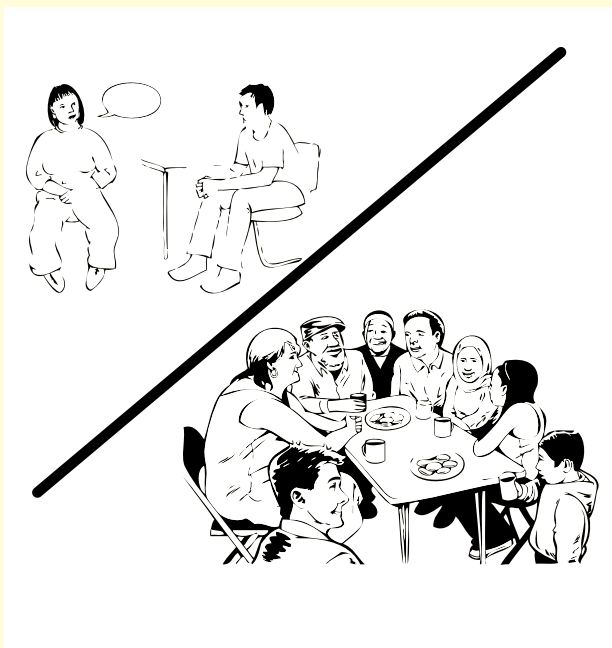
WHAT THEY TOLD US



4. Services must act quickly when someone is having difficulties.



5. Different services must all work together to help service users get the right support.



6. Talk with service users in private but sometimes invite their families and support staff to join in.

Acknowledgements

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