

# Learning Disability & Autism Review

2020 - 2022



# Contents

**Report Summary ..... 2**

**Purpose ..... 2**

**Context ..... 2**

**Feedback and Findings ..... 3**

**Next Steps ..... 5**

# Review Summary

Healthwatch Swindon are an independent organisation, championing the patients voice. Ensuring health and care providers keep people at the heart of what they do.

We have reviewed all feedback and enquiries received between 04/08/2020 - 03/08/2022, **14** pieces of which were specifically related to those with Autism and Learning Disabilities (LD). These ranged from general enquiries seeking sources of support to expressing difficulties in accessing services.

## Purpose

To collate feedback from those living with LD and Autism, to form a more comprehensive review and analysis of service user feedback. This is to be used in conjunction with the Bath and North East Somerset, Swindon and Wiltshire Learning Disabilities Mortality Review (BSW LeDeR) project.

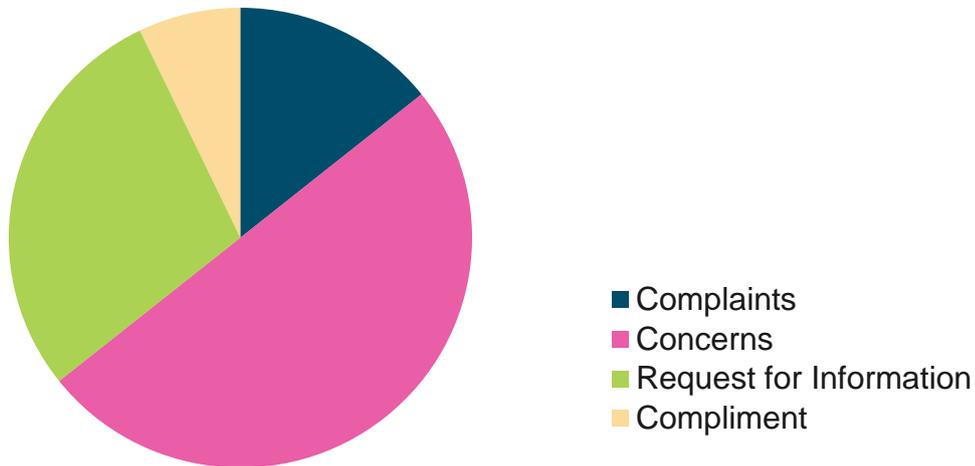
## Context

Over the past two years we have experienced the effects of the pandemic, reducing our ability to interact in person. Since reforming in October 2021 the Healthwatch Swindon team have prioritised reaching out to all communities in Swindon, including forming close links with Swindon Advocacy Movement, Swindon SEND Family Voice amongst others, to ensure everyone's voice is heard.

## Feedback and Findings

From the feedback and enquiries received 50% were concerns relating to accessing services, 2 complaints, 4 requests for information and only 1 compliment.

### Sentiment of feedback received



#### Compliment



“Kingswood Surgery very good, they give longer appointments to people with LD”

Anon



#### Complaints



“Difficulty referring to a primary care liaison, then no real benefit from the assessment. People are getting discharged in to the community as they don't fit the criteria. In particular people with learning difficulties and autism, as the service can't cater for someone who has mental health issues and autism.”



Anon - regarding Avon and Wiltshire Mental Health NHS Partnership Trust



“Not seen the learning and development team on the children's ward for 4 years, completely dropped off radar.”



Anon - relating to Great Western Hospital Paediatrics

## Concerns

Individual aged 14 has a severe learning disability, epilepsy, autism, ADHD, genetic chromosome disorder and unable to talk. Currently home schooled and EHCP has contacted mum, who is his primary carer, expressing views that social services will be involved and he will be removed from her care. Despite no reported issues or complaints.

Individual finds information at Great Western Hospital hard to understand.

Individual with complex needs has disagreed with her advocate and social worker and seeks support as no family nearby to advocate for her. Individual would like to leave care home and move into assisted living.

Mother of son with LD, aged 75, worries how her son will be cared for after she can no longer support him.

Gentleman with Autism, unable to use GP surgery due to severe anxiety but needs covid injection.

Delays in assessments and provision of services, concerned they no long meet his support needs.

CCG and NHS England have failed to support individuals with LD and Autism who are highly anxious about the covid injection. Not providing safe locations for those to receive injection where they feel comfortable.

## Request for Information

Looking for LD support services in Swindon.

Easy read vaccination information for 37 year old with complex learning disability.

ASD assessment for 15 year old rejected, due to incomplete information from GP. What other support services are available?

18 year old with LD and Autism is needle phobic, seeking advice for how they can receive their Covid injection.

## Next Steps

- To continue building a rapport with LD and Autism organisations.
- Offer support and signposting to those organisations.
- Share our review of the accessibility of GP practice websites.
- Work with BSW LeDeR to improve LD and Autism Services across the region.



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