MEDIA RELEASE

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LPT breaks new ground to improve learning disability service

A ground-breaking project bringing together healthcare staff, people with learning disabilities and their carers is driving up the quality of care in Leicestershire and Rutland.

My Care, My Voice is an innovative co-design project led by Leicestershire Partnership NHS Trust, which provides adult mental health, learning disability and community health services in Leicestershire and Rutland.

Over the last year the project has brought together groups of staff, service users and carers. Through a series of interviews, films and workshops they have shared their personal experience of working in or receiving care from the service.

As a result of the work the service has;

- Developed a Top Tips guide for better communications with people with learning disabilities (see end of this release)
- Produced a service pledge, outlining what people who use it and their carers can expect from the Trust
- Launched a project to improve information about the learning disability service
• Launched a staff training programme around communicating well with people with learning disabilities.

LPT hosted a celebration event for the project presented by staff and service users and attended by carers, staff, senior managers and commissioners.

The team unveiled their ‘Top 10 Tips for Getting Communication Right’ and taught their audience to introduce themselves by ‘signing’ “Hello my name is…….”

Kylie Jarvis, who uses the service, quizzed LPT chief executive Peter Miller, director of adult mental health and learning disability services Teresa Smith and head of learning disability services Jules Galbraith on their plans for supporting future improvements.

Teresa Smith said: “I’ve been really impressed by the work of the project and just listening to carers and service users’ views around what we can do to make services better has been great, particularly the key things about communication and I would like to see us rolling the 10 top tips across our whole trust. One of the compelling things for me was around ensuring that when children leave school and make the transition from child to adult that families know how to access our learning disability service.”

Jane Parr, LPT’s speech and language therapy lead for LD services (front row centre in the main photograph) led the project. She said: “This approach to gaining people’s experience is new in learning disability services. We think it’s a major step forward in developing services that meet the needs of everyone.

“Now we want to keep using this approach and keep improving our service.”

Judy Warner and her son Tom, have been part of the team leading the project. Judy commented: “As a carer, it’s important to me that we work to promote the learning disability service so that others know there is help available before reaching a crisis point. I have gained so much from being part of this project.”

Tom added: “I have been really happy that I am helping to make things better for other people too.”

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NOTES TO EDITORS
Leicestershire Partnership NHS Trust (LPT) provides a range of health and wellbeing services mainly for people living Leicester, Leicestershire and. Trust serves a population of one million, has a budget in excess of £267 million and employs approximately 5,400 staff. For more information visit www.leicspart.nhs.uk
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