



The Keys to Life

**Our report about care and support
for people with a learning disability
in Scotland**



2014 to 2016



About us



We are called the **Care Inspectorate**.



Our job is to check places in Scotland that give people care and support.



Care and support is things like:

- care homes
- support for people to live at home and do the things they want to do



We check how good the care and support is.





We help make care and support better.

And we do something about bad care and support.

About this report



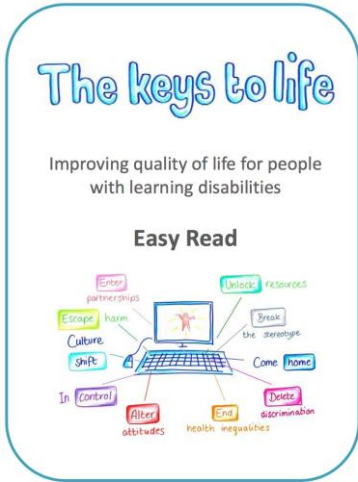
This report is about our work to check care and support for people with a learning disability.



It is about the work we did on this from 2014 to 2016.



We checked how good care and support for people with a learning disability is.



There is a plan about care and support for people with a learning disability in Scotland.

It is called **The Keys to Life**.

It was made by the Government in Scotland.



The plan is about making care and support for people with a learning disability better.



Care and support staff should be doing what the plan says.



It is also our job to help care and support staff do what the plan says.

What The Keys to Life plan says



The Keys to Life plan says that people with a learning disability should get their human rights.



Human rights are rights that everyone has. Like the right to have a family, go to school and be healthy.

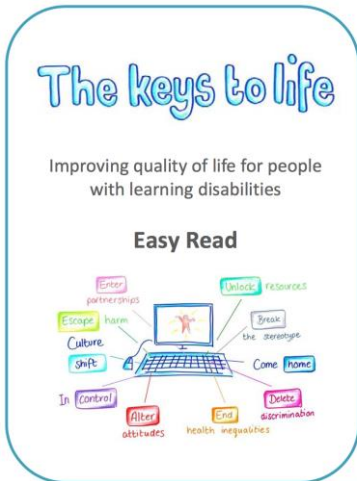


The Keys to Life plan says that people with a learning disability have the right to:

- be healthy and happy
- be safe and treated fairly
- live in the community and make their own choices
- join in with things that everyone else does



What we found out



We found that most care and support is doing what The Keys to Life plan says.

Care and support

When we check care and support we look at things like:

- the care and support that people get
- the staff
- the managers
- the buildings



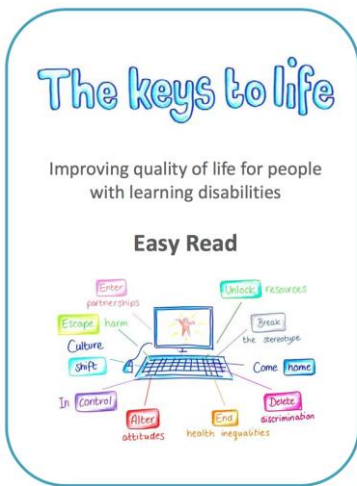
We found that most care and support for people with a learning disability is good, very good or excellent.

We found this for the staff, managers and buildings too.



Nearly half of the care and support was very good or excellent for everything we checked.

This is very good.



The Keys to Life plan and Winterbourne View

Many places we checked knew about The Keys to Life plan.



They also knew about the Winterbourne View report.

Winterbourne View was a home for people with a learning disability and autism.



People with a learning disability and autism were treated very badly there.



There was a report about how to stop this happening again.

Healthcare



Most places said they could get the right healthcare for people with a learning disability.



Some places said they had problems with this.

This was less of a problem for people in care homes.



Putting people with a learning disability first

We found some really good care and support.



For example, we found that care and support is good when:

- staff think about what people with a learning disability want and need first

- staff know people well



- staff listen to what people need and change things if they need to



- people with a learning disability can have a say and make their own choices



Sometimes we asked staff to change things. This was to make the care and support better.

Making sure people do things they enjoy



It is important that people can do things they enjoy and that are right for them.

We found this happens most of the time.

We asked some care and support places to make changes.

This was to make sure people can do things that are right for them.



We found some good ways for people to have a say in their care and support.

Different people working together



People with a learning disability are not all the same.

They want and need different things.



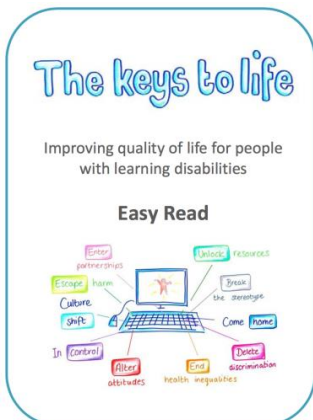
It is important for groups of people to work together in local areas.

For example, health people, care and support people and others.



They should think about:

- what everyone with a learning disability needs
- how to make sure people get the right support
- what The Keys to Life plan and the rules about care and support in Scotland say



How to find out more



You can find out more about our work by:

Calling
0345 600 9527



Emailing
enquiries@careinspectorate.com



Going to our website
www.careinspectorate.com

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