

# Ask Listen Do

## Making conversations count

in health, social care and education



### Project information

Making feedback, concerns and complaints easier  
for people with a learning disability, autism or both,  
their families and carers



# About Ask Listen Do



Ask Listen Do is about making it easier for people with a learning disability, autism or both to give feedback, raise a concern or complain about their care, education or support. It is also about making it easier for family, paid carers or advocates to do this for someone they support.



## Health, social care and education

Ask Listen Do is about any aspect of the service a child, young person or adult receives in health, social care and education.



## Doing something about it

Many organisations are involved with the project, such as NHS England, the Local Government Association, the Association of Directors of Adult Social Services, the Parliamentary and Health Service Ombudsman, Department for Education, Care Quality Commission, NHS Improvement, Inclusion East and PBS4.



## Based on people's experiences

We have listened to people's experiences at events all over England. We also did a survey and nearly 1,300 people took part.

## People have a right to be heard

People, families and paid carers all said they find it very hard to raise concerns or make complaints about the person's care and support. This leads to poorer outcomes and a lack of change in people's lives. It can even lead to harm and injustice.

# What the project is doing

## Ask Listen Do Making conversations count

Ask Listen Do helps people know it is OK to give feedback, raise concerns or complain. The organisations involved with the project are making sure that complaints handlers use Ask Listen Do to support people better when they raise a concern or complain.

### Changing things for the better

Ask Listen Do is about improving how organisations handle feedback, concerns and complaints from people with a learning disability, autism or both, families and paid carers.

Some of this is about making **reasonable adjustments**. For someone with a learning disability or autism, it includes communicating in the right way for the person, being understanding and giving people enough time.



### Training for change

NHS England is working with organisations, people and families on a film and materials that can be used by anyone who handles concerns and complaints. The training resources will be for all services in health, social care and education.



### Supporting people, family, paid carers and advocates

The project is working with people, families, paid carers and advocates on a film and materials to help everyone feel informed and better able to make their voices heard.

The materials from the project will be available on the NHS England and partner websites and can be used by anyone.



# The goals of Ask Listen Do

## Ask



- The organisation asks people about their experiences and makes it easy for people to do this.
- The organisation makes sure that the person, their family or advocate know how to give feedback, raise a concern and make a complaint.
- People feel able to speak up when they have feedback, a concern or complaint.
- Everyone knows when a concern or complaint is a safeguarding or a criminal issue, and what must happen.

## Listen



- The organisation **really** listens to what has been said and is not defensive.
- The organisation and staff have the skills to listen and understand what it feels like for the person.

## Do



- The organisation does something positive about it in good time and tells the person what they are doing to put it right.
- The organisation learns from the feedback, concern or complaint and changes things so the service can improve.
- The organisation improves its services by working with the people that use them, listening to and learning from people's experiences.

Organisations are asked to commit to these goals and use the resources on the webpage [www.england.nhs.uk/asklistendo](http://www.england.nhs.uk/asklistendo).

## For more information and resources



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Learning Disability Programme  
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[www.england.nhs.uk/asklistendo](http://www.england.nhs.uk/asklistendo)



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