



Department
of Health &
Social Care



Oliver McGowan draft code of practice

What people told us about the draft
code of practice and what the
government said



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Training for staff and the law



The law says that all health and care staff in services that are **registered** with the **Care Quality Commission**:



- Must get training on learning disability and autism

and



- The training should be right for the job they do.



The **Care Quality Commission** is an organisation that checks the standard of health and social care services in England. It is called **CQC** for short.



Registered means the health and care services agree to be checked by CQC.



The government thinks that staff should get training called:
The Oliver McGowan Mandatory Training on Learning Disability and Autism.

We call it **Oliver's Training** for short.



This training helps staff to understand how to support people with a learning disability and autistic people.



It has been tested with thousands of health and care staff.

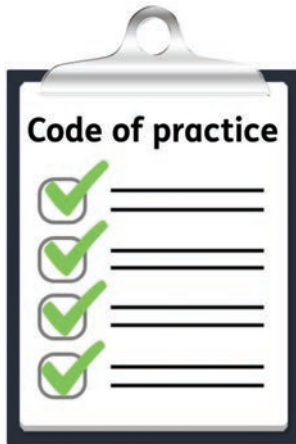


It has been made with the help of people with a learning disability, autistic people and different people and organisations.



This made sure that the training gives all staff the skills they need to better care for autistic people and people with a learning disability.

About our code of practice



We have written new guidance called a **code of practice**. We call it the code for short. The code says:

- What training staff need to get to follow the law.
- Why training is important.
- What **standards** the training should follow.



Standards are ways of checking that something is good enough.



Until we decide on the final version of the code, it is called the **draft code**.



The law says we must ask people what they think about the draft code.

Asking people what they think about the draft code

We wrote 2 questionnaires.

1 questionnaire was not in easy read.
On this one we asked for answers back by September 2023.



The other questionnaire was in easy read.
On this one we asked for answers back by October 2023.



People sent us their questionnaire by:

- Answering the questions online on our website.
- Emailing us.
- Sending it in the post.



About the questions we asked



We asked people questions about:

- The code.
- The standards.
- Oliver's Training.



461 people answered our questions.



Most people thought it was clear why we need the code. They thought the code includes the right information.



All of the answers have helped us to see what we need to change or make clearer in the code.

Standard 1

Standard 1 says that:



All staff must get training about the most important things when caring for autistic people and people with a learning disability.

This is called tier 1.



Some staff must get more training, if they give care and support to autistic people and people with a learning disability.

This is called tier 2.



Some staff must also get extra training, if they make a lot of choices that affect the care that autistic people and people with a learning disability get.

This is called tier 3.

What people told us about Standard 1:



Most people said they thought Standard 1 was easy to understand.

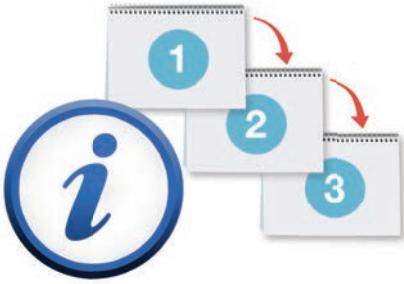


Most people agreed that staff should get the right level of training.



Most people agreed that if staff need more training, it should be the right training for their job.

Other things people said:



Some people asked for more information about which tier of training staff need to do.



Some people asked for more information about other training they could do. Things like training for tier 3.

What the government said:



We have added 2 new examples to the code.

This is to help organisations understand which tier of training staff will need.



We have made it clearer that council staff who work in health and care need to have the training.



This is only for staff who work in health and care services that are registered with CQC.



The government recommends Oliver's Training.



There might be other courses in future that meet the standards.

Standard 2



Standard 2 says that the training should help staff think about how they will use the information they have learned from the training.

What people told us about Standard 2:



Most people agreed it is clear that training should help staff in their jobs.



Most people said they agreed it is clear how training should be different for staff in different jobs.



Other things people said:

Some people said they need more information on how the training can help staff in different jobs.



Some people said the training needs to make sure it talks about people with different needs and experiences.



What the government said:

We have added advice about how organisations can make the training meet the needs of their organisation.



For example, all training must involve people with **personal experience**.



Personal experience means someone who has a learning disability or is autistic and has used health or social care services.

Training should always include at least:

- 1 person with a learning disability
- and
- 1 autistic person.



NHS England's website has answers to the most asked questions about Oliver's Training.

These are called **Frequently Asked Questions** or **FAQs** for short.



We have put more information in NHS England's FAQs. We have put the website address for the FAQs in the code.

Standard 3



Standard 3 says that people with a learning disability and autistic people must be involved in setting up and giving staff training.

What people told us about Standard 3:



Most people agreed Standard 3 is clear about how long the training should be.



Most people agreed the standard is clear that training should always include at least:

- 1 person with a learning disability
and
- 1 autistic person.

Other things people said:



Some people were worried about giving trainers with personal experience the right support. For example, support with **wellbeing** or getting paid.



Wellbeing means keeping happy and healthy in your body and mind.



Some organisations were worried about being short staffed when staff were doing the training.

This was mostly for Tier 2 training because it takes longer.



People were worried staff might do the wrong tier of training.

What the government said:



To make sure staff do the right training we have added 2 more examples.

This will help organisations decide which tier their staff need.



We have added a link to NHS England's FAQs website in the code.



In the FAQs we have put some more examples of how organisations have been giving the training.



The FAQs have information on how to support trainers with personal experience well.



Standard 4

Standard 4 says all staff must get training that is good quality.



This means the training is based on good information and has been tested. It will keep being checked.



People with a learning disability and autistic people must be included in checking the training.



What people told us about Standard 4:

Most people agreed that training should be based on good information.



Most people agreed that training should be checked by another organisation, not the one giving the training.



Most people agreed that these things must be checked:

1. What is in the training

and

2. How the training is run.



Some organisations said they already offer staff training on learning disability and autism.



Most people said staff should have training that keeps being checked.

Other things people said:



Some people asked for more information on how the training will be checked and by who.



Organisations wanted more information about different training courses they could do.



Organisations wanted to know if CQC will check if their staff are doing Oliver's Training.

Or if they are allowed to do other training too.



Organisations wanted to know if there is 1 organisation they must use to check the training.

What the government said:



To make sure the training is good quality it must be checked.



We have worked with CQC to make it clearer to organisations how training will be checked.



How organisations will check and update the training their staff do might be different.



For example, some organisations may already check their own training and have ways of doing this.

Some might buy training that already has checks built in.



The training must still be based on good information and be checked often.



People with personal experience must be involved in any checks to the training.



There is more information on NHS England's FAQs website about how checks to the training are made.



Organisations will have to show CQC that they have done what the law says.



NHS England will pick an organisation to set up and run a new service. This service will check the quality of Oliver's Training.



More information will be added to NHS England's FAQ website.



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The Department of Health and Social Care has asked Skills for Care to set up a new service. It is called the Quality Assured Care Learning Service.

This service will keep a list of organisations that give Oliver's Training to social care staff.



Only organisations who have good quality training will be put on the list.

How often staff should have training



The code says that services registered with CQC should make sure their staff get training at least every 3 years.



What people told us:

Most people agreed that services should make sure their staff get training every 3 years.



What the government said:

We have made it clearer in the code that staff should do the training every 3 years.



It must be a full training course and not just a shorter course.

Questions about Oliver's Training

The code says what is in Oliver's Training and how it should be run.



What people told us:

Lots of people said the code is clear about what tier of training staff should do.



Most people said it was clear how the training meets the standards.

What the government said:

We have added 2 new examples to the code.

This is to help organisations understand which tier of training staff will need.





We have made it clearer that council staff who work in health and care services need to have the training.



This is only for staff who work in health and social care services registered with CQC.

Using the code to run training and how to follow the standards



The code says how organisations should use the code to meet the law.



It says what happens if organisations do not meet the standards in the code.

What people told us:



Just over half of people said it was clear in the code what needed to happen to meet the standards.

What the government said:

We have worked with CQC to make sure it is clear:



- How organisations need to show they are meeting the standards in the code.



- How organisations will show they are following the law.

How to find out more



If you want to find out more about the questions we asked people, you can look on our website:

www.gov.uk/government/consultations/oliver-mcgowan-draft-code-of-practice-easy-read