

Pack 10

Finding Support

Down Syndrome Act 2022:
draft guidance





Department
of Health &
Social Care



Down Syndrome Act 2022: draft guidance

What services should do to support
people with Down syndrome



Making sure people know where to find help and support



Sometimes people may not get the care and support they expect from a service.



If this happens, people should know how to **complain**.

Complain means telling a service you are unhappy about something.



Services should make it clear how people can complain.

They should tell people what to do and what will happen next.



Some people might need support to complain. Services should tell people where they can get an **advocate**.



An **advocate** is someone who can help you speak up for yourself or they can speak up for you.

If people are unhappy with how the service has dealt with their complaint, they can complain to an **ombudsman**.



An **ombudsman** looks into complaints about a service.



They make sure the service has looked at the complaint properly.

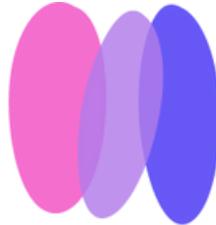


If people think a service has broken the law, they can speak to a **lawyer**.

A **lawyer** is someone who has special training and knows a lot about the law.

National Down Syndrome Policy Group

CHANGING THE NARRATIVE



Department
of Health &
Social Care



Down Syndrome Act 2022: draft guidance

Tell us what you think



This survey is for:

- People with Down syndrome and their families and carers.
- People with similar conditions or a learning disability and their families and carers.

It is now your turn to complete the draft guidance survey on Finding Support.

Making sure people know where to find help and support



Part of the draft guidance tells you what people can do if they are not happy with the care and support they get.



You can read about this first in the easy read draft guidance. It is on pages 41 to 42.



Question: Does the draft guidance make it clear what people need to do if they are unhappy with their care and support?



Yes



No



I don't know



Question: Do you think we need to make any changes to this part of the draft guidance?



Yes



No



I don't know



If you ticked yes, please tell us what changes we need to make. Write your answer in this box.