



## Pack 3

# All Services

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draft guidance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# Down Syndrome Act 2022: draft guidance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



# Things in the draft guidance for all services to do



Services must follow the law about treating people fairly.



Services should ask people how they like to **communicate**.

**Communicate** means being able to tell other people what you want and how you feel.



Services should communicate with people in a way that is best for them.



People might need support from more than 1 service. The services should work together to meet peoples needs.



Services should give information in ways that are easy for people to understand.

This might be things like **easy read**, braille, large print or **audio**. **Audio** is recordings of people reading out the words.



Services must follow the law about making **reasonable adjustments**.

**Reasonable adjustments** are when services make changes to meet a person's needs.



Things like extra time and support in appointments. Or, having a quiet place for people to wait.



Services should give people care and support that is right for them. This is called **person-centred care**.



Services should make sure people can have their say about things that affect them.



Services should make sure there is an **advocate**, if a person needs one.

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



Services should give staff training about how to support people well. This could be training about Down syndrome.



They should also have training about treating people fairly and including people.



Services should support people to make their own decisions, if they need it.



Services should help to keep people safe, if they need it.



People with Down syndrome have more chance of **abuse or neglect**.



**Abuse** is when someone does or says something to hurt you or make you feel bad.



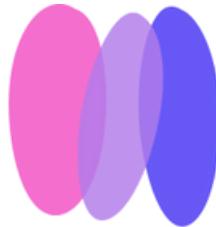
**Neglect** is when your needs are not met.



Services must work together to protect people from abuse and neglect. This is called **safeguarding**.

# National Down Syndrome Policy Group

CHANGING THE NARRATIVE



## 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 services.



People with Down syndrome have already said they think that all services should have special training about Down syndrome.

Special training on Down syndrome would help with:



Making sure needs are not missed.



Fair treatment for people with Down syndrome.



People with Down syndrome living the life they choose.



Better inclusion for people with Down syndrome.

# Things in the draft guidance for all services to do



Part of the draft guidance tells you what all services should do to support people with Down syndrome in the best way.



You can read about this first in the easy read draft guidance. It is on pages 7 to 10.



**Question:** Does the draft guidance make it clear what help and services people can expect to get?



Yes



No



I don't know



**Question:** Does the draft guidance make it clear how important it is for services to communicate better with people?



Yes



No



I don't know



**Question:** Does the draft guidance make it clear what changes services must make? These changes will mean people can get the support they need.



Yes



No



I don't know



**Question:** Does the draft guidance help services to work together in a better way to support people?



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.