



Learning Disability Leaders Conference 2026



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research@carereseach.co.uk



louiewerth



www.carereseach.co.uk



Learning Disability
Leaders Conference 2026



Accessible Feedback:

Hearing **EVERYONE'S** voice and
why it matters



research@careresearch.co.uk



louiewerth



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About me

- Founder of Care Surveys
- Support hundreds of people to have their voices heard through our accessible feedback surveys
- Passionate about giving people their voice





Hearing the voices of people with Learning Disabilities is crucial

- Ensuring people with Learning Disabilities have a voice and are heard is crucial and vital part of providing them good inclusive care
- No one would say they are in a caring relationship with someone that never listens to them





Two types of feedback

- The types of feedback we may seek and need can be categorised as:
 - 'Little' Feedback
 - 'Big' Feedback
- The size here is about the scope and breadth NOT the importance





‘Little’ Feedback

- Day to day decisions
- What people want to wear or eat
- Favourite activities and interests
- Immediate needs
- Anything that is action driven and impacts the now/short term
- A wealth of digital tools, different communication languages and devices, personally tailored and used well





Services are great at this!

- Services work incredibly hard
- Use of accessible tools
- Relationship building / noting cues
- Care plans
- We work hard to ensure the 'little' feedback of the every day is heard





'BIG' feedback

> The deeper- more reflective questions

- Are you happy?
- What are your goals?
- Do you feel safe?
- Do you want us to change anything?
- Do you like your support team?





Why BIG feedback matters

- These are not just Yes / No
- These are not simply 'doing' questions
- These are 'being' questions
- They help us check that people truly feel cared for





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Why we need to think carefully about BIG feedback for people who have learning disabilities

***Of course, everyone is different....**



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Giving people space – creating opportunity

- We can't necessarily expect some people we support to completely independently volunteer up important, reflective or difficult information
- There is no guarantee that a view that is held, will be expressed
- Sometimes we need to create the space, create the opportunity so people feel able to reflect and say what they feel





Service improvement

- The 'mum' test doesn't work
- We really can't assume we know what people want
- Our 'improvements' can be quite the opposite
- We need to ensure we truly build our services around feedback





Being CQC Ready

- CQC want to hear the experiences and lives of the people you support
- But for some people you support, making them talk to a CQC inspector just doesn't work
- YOU need to collect these voices and stories
- Your team need to advocate and ensure their voices are heard





True inclusivity

- We cannot only offer the 'little' feedback
- We get feedback from everyone else (families, staff, professionals)
- Accessibility is a spectrum not a binary
- We need to ensure we have ways of capturing the views people have, where they are at
- Equitable accessibility is not the same as universality





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Top tips on supporting people with learning disabilities to give **BIG feedback**



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Needs to be structured and intentional

- If it's in conversation, have clear direct questions and explain what's happening - don't just 'turn' on them
- Surveys can be a great way to explore these
- It can be shared experience - not simply a solo experience
- Balancing accessibility with anonymity





Focused and simplified

- One BIG feedback at a time
- Say it in as a few words as possible
- Convey the question theme - not the hyper detail
- Consider using the CQC / CIW / CIS / SCIFF frameworks to inform question themes





Use accessible tools

- We've all had that awkward feeling kneeling next to someone 'scribing' what we think they are sort of saying in response to a question
- Use PECS / Makaton / BSL / Simplified text / Online / Video
- Ensures questions and themes are understood and enables people to respond in their voice directly
- Cuts out the middle person/translator!





Share all views together

- You may collect the feedback in different ways using different tools
- But we need to combine, share and celebrate all the results
- Feedback and findings that reflect everyone





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We can help!



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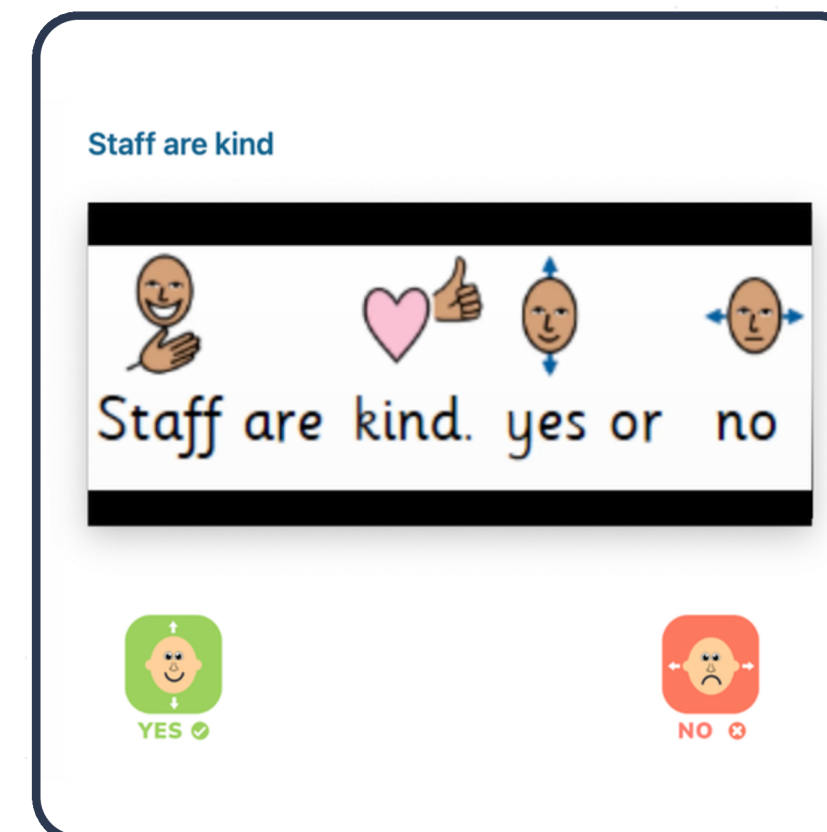
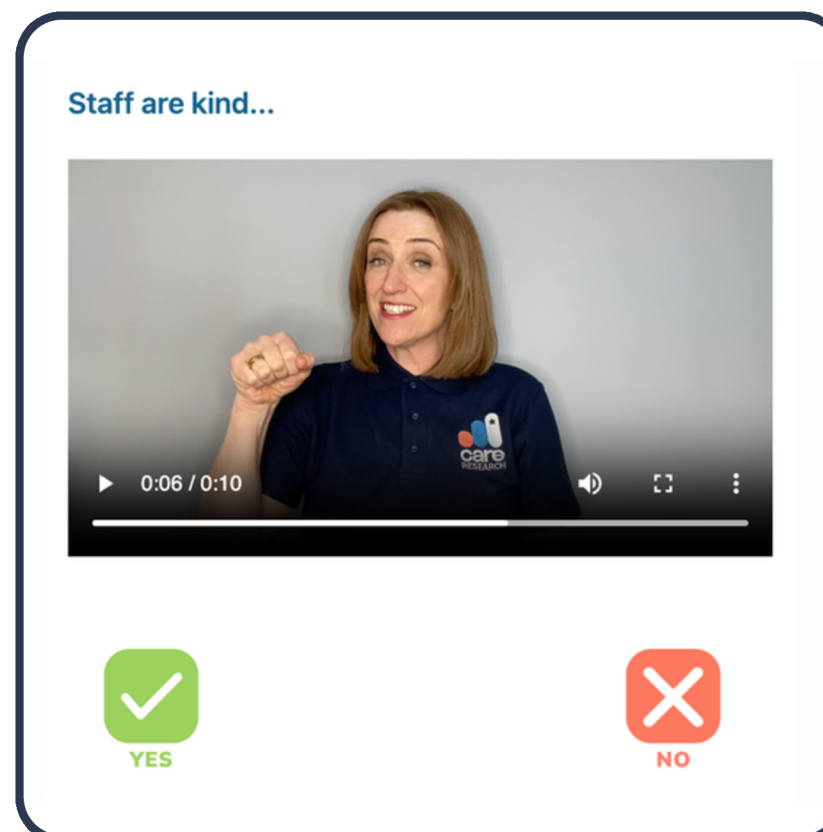
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Accessible Surveys

- > Simplified Text
- > Video Questions
- > Makaton
- > PECS
- > Translations
- > Video Record Function
- > BSL - Coming Soon!



What Care Surveys Provide >>



Your Logo

Survey Question

Full results

Comparative analysis

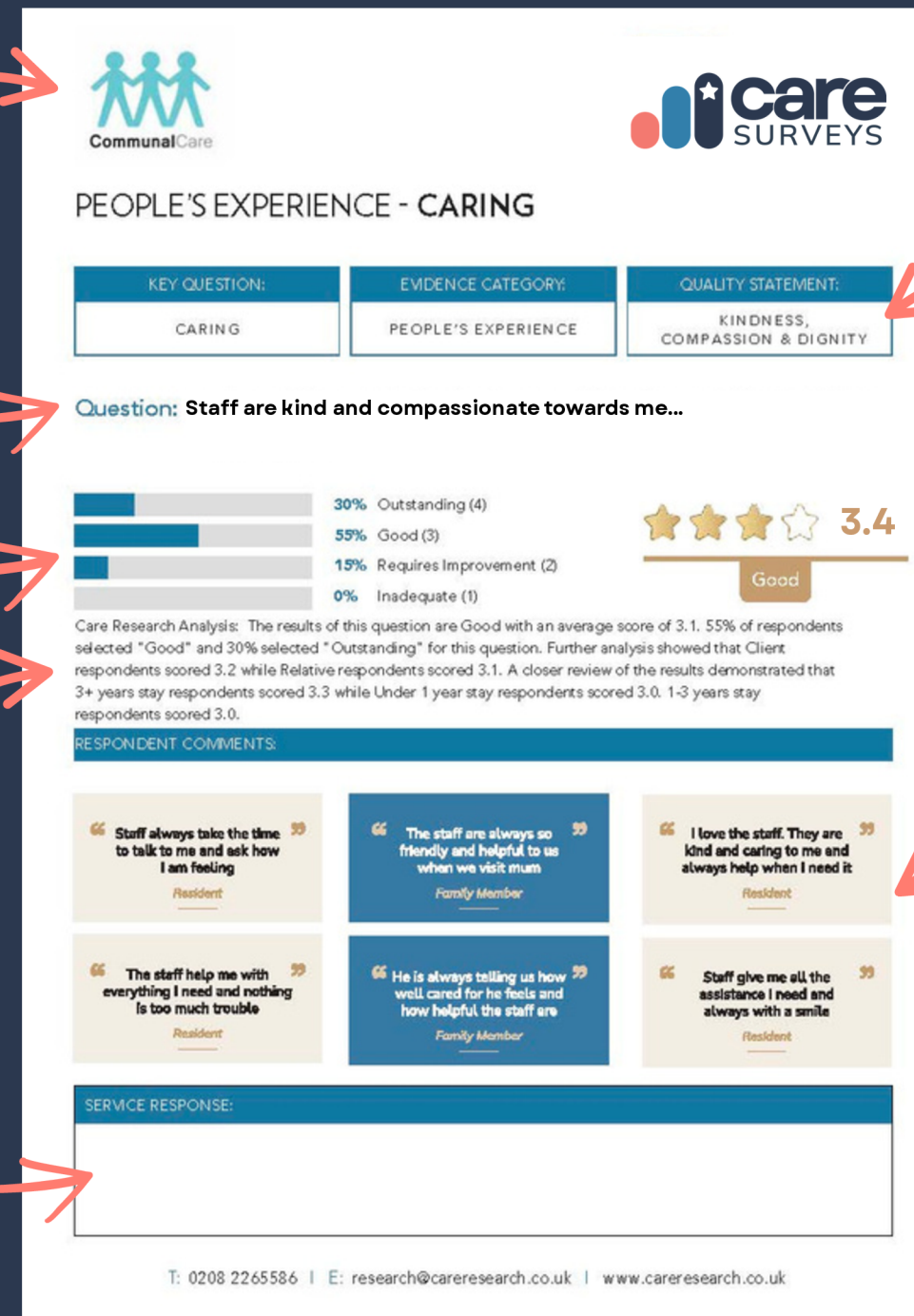
Space for the service to respond

Independently gathered and processed

CQC Framework mapping

Scoring

Selective Comments



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Time For

Q&A



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