

Healthcare for all: our Learning Disability Policy

A Policy is a list of rules.

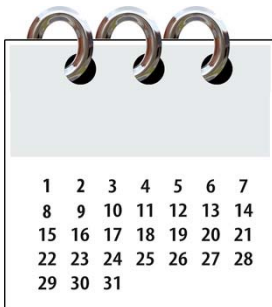


Following the rules helps us give you good health care, and keep you safe.

Everyone who works in the hospital must follow the rules.

These people wrote the rules.

- Elaine Strachan Hall – the Chief Nurse
- Caroline Heason – a manager
- Stephanie Ross – a nurse



They wrote the rules on 25 February 2013.

The rules say what we will do when you come to hospital.

Coming into hospital

If you have a learning disability, you might need some special help when you come to hospital.





You can tell us you have a learning disability, before you come to hospital: that will help us.



We will give you special help if you want it.

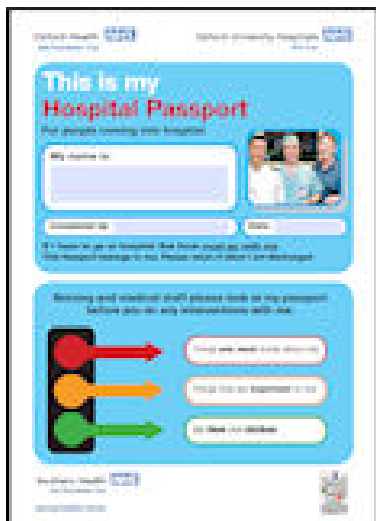
We can tell the nurse or doctor that you have a learning disability, and put a yellow sticker on your hospital notes.



If you **don't** want us to tell them, we **won't** tell them.



We can say you have a learning disability in your hospital notes on the computer.



We will make sure you have a 'Hospital Passport', which tells the nurses and doctors all about you.

We will make sure the nurses and doctors know about your hospital passport.

In hospital



We will give you information you can understand.

We will tell you:

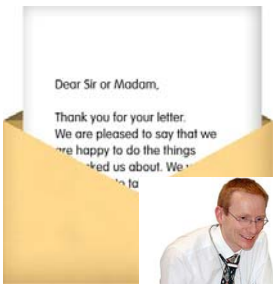


- that you can choose your treatment
- what will happen when you come to hospital
- how to tell us if we make you unhappy.



We can change the way we work, to make it easier for you to get your treatment.

We will tell the Learning Disability Liaison Nurse that you are coming to hospital.



We can give you:

- an Easy Read letter telling you when to come to hospital (an 'appointment' letter)
- more time to talk to the doctor when you come to hospital.

If you have a carer looking after you, we will help them too.



- We will tell them what we are doing to make you better.
- If they tell us how to help you, we will listen to them.



Going home

We will make it easy for you when you go home from hospital.

We will include you and your carers when planning for you to leave this hospital.

We will make sure you have all the information that you need.

We will make sure it is safe for you to leave this hospital.

If you need people to help you when you get home, we will fix that up.

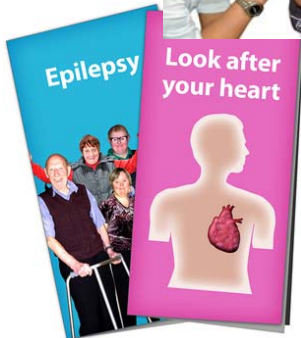
We will give you the right medicine to take home, and tell you about it.

We will ask you what you think about our hospital.

We will give you a 'Friends and Family Test' form. You can use the form to say if you think the hospital is good or bad.

If you think it is bad, we will ask you how we can make it better.

We will teach all our workers to give good care to people with learning disabilities.



Questions



1. What do you think about it?

Good

Bad

Not sure





We will teach them:

- what it is like to have a learning disability
- what carers are allowed to do to help
- how to talk so you can understand them
- how to help you when you come to hospital, and help your carer too.



We will check that these rules are the best they can be.



We will check how well we are following the rules.

We will ask people with learning disabilities what they need us to do for them in hospital.



We will look at these rules in three years to see if they need to be changed.

We will tell everyone how well we have been following the rules.

We will do our best to do what you tell us, to make it better.

Those are the rules!