











Supporting Patients with Additional Needs Information Pack





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Introduction



This booklet is for patients with additional needs, your carers, friends and relatives.

It will help you to understand what it will be like when you stay in our hospital. We know coming into hospital may be a difficult time for you so we want to make sure we get it right.

Our priority is that people with additional needs receive the right support for their individual needs and are treated in a person centred way.



It is very important that you feel safe when you are in hospital. All staff will have a badge with their picture, name and job title.







If you, your relatives or carers feel worried about anything, or you think you have been treated unfairly please speak to a member of staff.










Staying in hospital

	<p>If you have to stay in hospital overnight you are called an Inpatient</p>
	<p>You will need to pack a bag</p>
	<p>Please pack:</p> <ul style="list-style-type: none"> • night dress or pyjamas • Dressing gown • Slippers • Toiletries <ul style="list-style-type: none"> Soap & flannel, toothbrush & toothpaste shampoo & conditioner razor deodorant hairbrush sanitary towels
	<p>If you need them, please also bring</p> <ul style="list-style-type: none"> • Glasses • False teeth (and the container) • Hearing aid



	<p>Please bring your medicine or tablets.</p> <p>Bring the boxes for your tablets too. This helps the doctor to know what they are.</p>
	<p>If you want a newspaper or snacks, please bring a little bit of money.</p>
	<p>If you have a hospital passport, please bring that with you too.</p>
	<p>Please bring the letter from the hospital</p>
	<p>Please do not bring:</p> <ul style="list-style-type: none"> • Televisions or radios (we have these) • Alcohol • Anything valuable (like jewellery or lots of money)



Getting to the hospital



If someone is driving you to hospital, please show them the instructions on page 14.



If you are getting a taxi, please ask the driver to take you to the main entrance



If you use public transport, please make sure you know the route well.








A few people need an ambulance to bring them to hospital.

The hospital letter tells you how to book an ambulance.








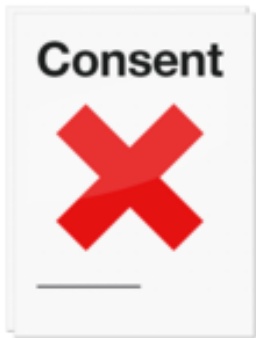



What happens when you get to the hospital?

	<p>Please go to the main reception desk. Show them your hospital letter. Someone will tell you how to get to the ward.</p>
	<p>A ward is the name for a room where you sleep when you are staying in hospital.</p>
	<p>When you get to the ward a nurse will say hello. They will tell you what happens on the ward. You can ask them questions about staying in hospital.</p>
	<p>The nurse will ask you questions about you. We will write down what you say. This helps everyone know what you like and how to look after you.</p>
	<p>You are allowed to see what we write down about you. You can tell us if you do not want us to share this information.</p>



Consent

	<p>We might ask you to say if it is okay to treat you. This is called giving consent.</p>
	<p>To give consent, you might have to sign a form, especially if you are having an operation.</p>
	<p>Please ask us any questions you have about the treatment.</p>
	<p>If you don't understand what the doctor, nurse or midwife is saying, please ask them to explain a different way.</p>
	<p>The Safeguarding team can also help you to understand</p>

	<p>You can change your mind even after you have signed the form.</p> <p>This is called withdrawing consent.</p>
	<p>If you find it difficult to decide what to do, we can talk to your family or people who support you.</p>
	<p>A best interest decision is when other people decide for you.</p> <p>This only happens when you are not able to decide for yourself.</p>
	<p>A best interest decision is made by people who know you well</p> <p>WITH</p> <p>people who know about the treatment</p>



Staying in hospital



Meals

There is a menu for you to choose what you want to eat. You tick what you want to eat on the form.

Please ask if you need help reading or filling out the form.

If eating some foods would make you sick, please tell us. We can ask the kitchen to make something else.

Meal times are:

Breakfast 8am-8.30am

Lunch 12-1pm

Dinner 5pm-6pm



If you are about to have an operation, you won't have anything to eat or drink until afterwards.



You will have a small cupboard to put your things.

Please remember not to bring anything valuable to hospital



Your friends and family are allowed to come and visit you in the afternoon and evening.

Only 2 people are allowed at your bed. This means that your visitors might have to take turns.

If you need extra support, a family member or carer is allowed to stay longer.



At night time most of the lights are turned off so that you can sleep.



Alcohol and smoking are not allowed at the hospital.



Infections



Infection means there is something in your body that shouldn't be there.

Infections can make you very sick so it is important to stop them.



You can help to stop infections:






1. **Wash your hands** and use the hand gel.
Do this when you go into the ward before you eat and when you go to the toilet.
2. Ask the doctors, nurses and your visitors to wash their hands too.
3. If your friends or family are unwell they should not visit you until they have been well for 2 days.



After your operation it is very important you **do not touch your wound** or allow any of your visitors to touch it.



Leaving hospital

	<p>Leaving hospital is called DISCHARGE</p>
	<p>We will help you to make a plan to stay well after you leave hospital.</p> <p>We will make sure you have the right medicine or tablets to take.</p> <p>A nurse will explain what you need to do.</p>
	<p>You might need some extra support.</p> <p>A social worker can help you.</p> <p>They will talk to you and your family or carer.</p>
	<p>We will try to get you home before lunchtime.</p>
	<p>On page 17 there is a list of charities who can support you when you leave hospital.</p>



Information for Relatives and Carers

This booklet is for patients who have additional needs such as a learning or physical disability, autism or dementia. It will help both you as a carer and the patient understand what to expect from your visit to our hospital.

Making sure that care is compassionate, dignified and person centred is important at the Liverpool Women's NHS Foundation Trust. Ensuring people with additional needs receive the right support in the right way; specific to their individual needs continues to be our priority.

We aim to treat everyone with:

- Compassion
- Respect
- Dignity

We appreciate a person with additional needs may face one or more of the following challenges and we are fully committed to making your experience as stress free as possible;

- Comprehension – understanding what is said or meant.
- Expression – making themselves understood and expressing their needs.
- Attention deficit – concentration may be limited.
- Perception – events, language and the world we live in may differ from others.
- Short term memory – may be limited.
- Long term memory – there may have been a negative experience of coming to hospital in the past.
- Coping with change – is often a challenge.
- Eating problems – some people may have difficulty eating and swallowing foods.



Before you set off

Please read this pack when you receive it. There is a section for patients in Easy Read, please go through this with the person you care for to help prepare them for their appointment or admission.

We have included a list of 'what to bring' in the patient section of this pack.

If you are driving, make sure you know which part of the hospital you need to go to, so that you can find the closest car park.

Parking



- There are spaces for blue badge holders closer to the entrances **but please note that you still have to pay for parking.**
- Before you leave the car park, please pay at the machine.
- If you come to the hospital a lot you might be able to get cheaper or free parking. Please ask the hospital staff looking after you about this.

When you get to hospital:

For Hospital Admissions: please go to the main reception and our staff will be happy to direct you, please ask if you're unsure where to go.

Leaving Hospital (Discharge)

We will work with you to make arrangements for the patient's safe discharge. We want to make sure the person gets the support they need so they can recover well. We will help to liaise with social services if the person you care for requires extra support when they return home.

Consent

People with a learning disability, aged 18 and over, have same legal rights and freedoms as anyone else. To have capacity to consent to healthcare decisions, a person must demonstrate they can:

- understand the relevant information;
- retain it long enough to balance out the risks and benefits, and;
- Communicate their choice (using verbal or non-verbal methods).



To support a patient's right to consent; we will always seek to explain the treatment, in a way that is easy for you and the patient to understand.

Involving other people (i.e. asking your opinion); will not be taken as a sign that the individual lacks capacity. It's common for any patient to speak to their family before deciding on treatment.

If a patient does lack capacity to make a decision about treatment, we will hold a 'best interest' meeting. We involve the patient and their family/ carer in order to understand the patient's wishes, so that we can make a **best interest decision**.

If you are the nominated Lasting Power of Attorney (LPA) for Health & Welfare decisions or have been identified as a Court Appointed deputy, please notify a member of our staff as soon as possible as we will need to see a copy of the LPA or court order.

Reasonable Adjustments

A reasonable adjustment is a term used to describe the changes we can make, so that patients with additional needs are able to receive the same high standard of care.

You know the patient much better than we do, so if there is anything we can do differently that would help the patient to have a better experience in hospital, please speak to us. It helps if we know in advance so that we have time to make the adjustments you suggest.

If your relative/ person you care for is referred to hospital by a GP or other health professionals, please remind them to state that the patient has additional needs. You can also discuss reasonable adjustments with the GP/health professional and ask them to include this information in the referral to us.

Information about reasonable adjustments that a patient may find helpful can be written in their health passport. If the person you care for doesn't have a health passport already, you can get a blank passport via our intranet site. Please remember to prompt the person you care for to bring their hospital passport with them to hospital.

Examples of Reasonable Adjustments

Choice

Where possible we will offer you choices on:

1. Times- if the patient is anxious in crowded situations, we can arrange for appointments at the start or end of the day
2. Location: in certain situations, it might be possible to visit the patient in the community instead of requiring the patient to attend hospital.



Extra time

We offer patients who have a learning disability a double appointment as standard. This is twice the amount of time which is normally allocated for the appointment. This allows our patients to feel at ease and gives more time for:

- patients to explain their symptoms and ask questions
- doctors so that they can explain clearly and help the patient to understand
- family members/ carers to be involved
- making decisions about treatment

Waiting for appointments

We know that waiting for appointments can sometimes be distressing for patients, relatives and their carers. We aim to make the time you have to wait as short as possible, and we can provide a quiet area for you to wait if this would make things easier for you.

Accessible Information

We can help to explain medical conditions and their treatments by using pictures and photographs. We have many documents available in Easy Read to help patients understand and make informed choices about their care.

Bedside support

We know that being in hospital is something that many people find uncomfortable. Being in an unfamiliar surrounding can make people feel anxious and we have various ways of reducing anxiety so please speak to us so that we understand the best way to support the person you care for.

The health passport is a really useful tool to help hospital staff understand a patient's needs. It provides information about the whole person, including likes/dislikes and known triggers for anxiety.



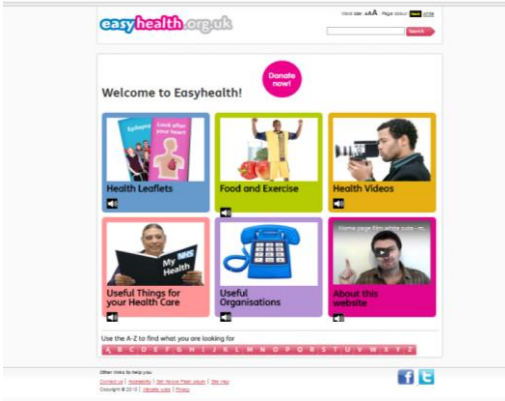

We also appreciate that not being with their relative; friend or carer can be extremely unsettling therefore in certain situations we are happy to provide unrestricted access to a relative, friend or carer, including overnight stay.

Flexible visiting

If you are visiting a patient with additional needs, we allow visiting outside of the standard set hours for the ward. This means that you can for example, arrange to visit during meal times if this might help the patient to feel comfortable when eating. Please speak to the ward manager to arrange visits outside the set times.



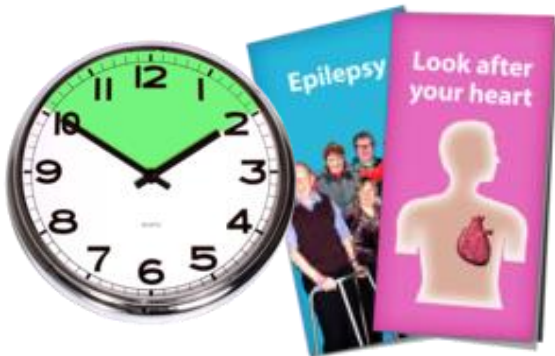
Other useful information

	<p>This section contains information to help you stay healthy</p>
	<p>Easyhealth is a website with lots of information about health.</p> <p>The information is easy to read and there are videos too.</p>
	<p>There are over 500 leaflets on Easyhealth, made by many different organisations.</p> <p>You can print off nearly all the leaflets straight away.</p>
	<p>A health passport is a book about you.</p> <p>It has information to help our staff look after you such as what you like and don't like.</p> <p>If you don't have a health passport, you can use the one in this pack.</p> <p>Please get someone to help you fill it in before you come to hospital.</p>



If you tell your doctor that you have a learning disability, you can get extra support. The doctor can add your name to the **learning disability register**.

The register is a list of people with a learning disability who use the doctor's surgery. You can be any age to be on the register.



When you are on the register you can get extra support at the doctor, such as:

- longer appointments
- easy read information
- a health check every year (if you are age 14 or older)



Support Organisations

This section has information about different organisations who give advice and support to both people who have a learning disability and their family or carer.



Mencap Liverpool

www.mencapliverpool.org.uk

0151 707 8582



Wirral Mencap

info@mencapwirral.org.uk

<http://mencapwirral.org.uk/>

0151 666 1829



People First Merseyside

<https://www.peoplefirstmerseyside.co.uk/>

Liverpool: 0151 707 6751

Sefton: 0151 329 2137



Knowsley Disability Concern

<http://www.kdc.org.uk/>

0151 480 4090



Options

<http://www.optionsforsupportedliving.org/>

0151 236 0855



PSS- Person shaped support

<http://www.psspeople.com/>

0151 702 5555



Mersey Care NHS Trust

Learning Disabilities Service

0151 737 4800



United Response

<https://www.unitedresponse.org.uk/>

0208 246 5200



National Mencap

www.mencap.org.uk

0808 808 1111



British Institute of Learning Disabilities - BILD

www.bild.org.uk

0121 415 6960



Foundation for People with Learning Disabilities

www.learningdisabilities.org.uk

020 7803 1100



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