

This is what the Hospital will do:

- Provide the right information to patients with a learning disability, their carers and their families.
- Invite feedback and more involvement in planning hospital services from adults with learning disabilities, their carers and families.
- Provide better practical support for families and carers when an adult with a learning disability they care for is in hospital.
- Develop and use 'All About Me' booklets for adults with learning disabilities – to be used by carers and hospital staff to better understand the patient's needs, and ensuring 'reasonable adjustments' are in place.
- Make sure hospital staff feel confident about caring for people with learning disabilities, so that they can provide the right care for each person.
- Identify adult patients who have a learning disability to enable the planning of care in advance.
- Introduce 'Pathways' of care for adults with a learning disability that will be clearly set out for planned and emergency admissions to hospital.
- Ensure safe and effective discharge plans are in place by liaising with carers, and use of the hospitals Learning Disabilities Discharge Sheet.
- Provide car parking concessions for carers as per Trust Protocols.

Notes:



CLINICAL EXCELLENCE, QUALITY & SAFETY

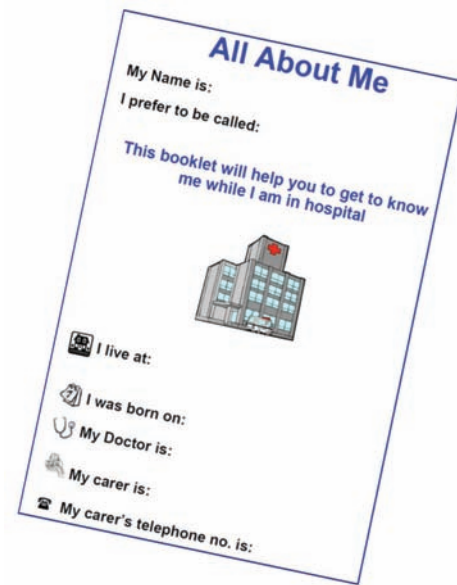
Help for adults with learning disabilities and their carers.

At Luton and Dunstable Hospital we want to give people with learning disabilities the best health care possible.

This leaflet tells you what the hospital can offer and explains what you can do to help if you have learning disabilities, are a carer or have a family member with learning disabilities.

If you have learning disabilities, care for someone who has learning disabilities or have a family member with learning disabilities this is what you can do to help:

**Make sure you / they have an
'All about Me' booklet.**



**If you need this booklet contact Ilona Brunzel or Juliet Foster the Learning Disability Liaison Nurses
on
01582 718271 or 07899 065737
or email at
Ilona.brunzel@ldh.nhs.uk or
Juliet.foster@ldh.nhs.uk**

- When attending the hospital make sure staff are made aware that you, or the person you are caring for, has a learning disability. Please make sure you bring and use your 'All about Me' booklet.
- If you have a Health Action Plan please bring that in too.
- Ask for car parking concessions, the hospital has protocols in place for this.
- Identify any support you as carers or family members wish to provide to the patient whilst they are in hospital. The hospital has guidelines for this purpose.
- Clearly establish with hospital staff anything you as carers or family members need to help you support the patient whilst they are in hospital.
- Provide feedback to the hospital when you, or the person you are caring for, attend for treatment, telling them of your experiences – good and not so good. The Learning Disability Liaison Nurses have an easy read post discharge questionnaire. Please ask for one if you have not received it.
- PALS (Patient Advice and Liaison Service) have an easy read complaints leaflet in their leaflet display stand in reception. PALS tel: 01582 497990.
- Wear a carer's badge to identify your role.