ROLE OF THE LEARNING DISABILITY LIAISON NURSE IN AN ACUTE HOSPITAL

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- Queen’s Hospital, Romford
- King George Hospital, Goodmayes
MENCAP CHARTER

Getting it right charter

See the person, not the disability

All people with a learning disability have an equal right to healthcare.
All healthcare professionals have a duty to make reasonable adjustments to the treatment they provide to people with a learning disability.
All healthcare professionals should provide a high standard of care and treatment and value the lives of people with a learning disability.
By signing this charter, we pledge to:

- make sure that hospital passports are available and used
- make sure that all our staff understand and apply the principles of mental capacity laws
- appoint a learning disability liaison nurse in our hospital(s)
- make sure every eligible person with a learning disability can have an annual health check
- provide ongoing learning disability awareness training for all staff
- listen to, respect and involve families and carers
- provide practical support and information to families and carers
- provide information that is accessible for people with a learning disability
- display the Getting it right principles for everyone to see.

For guidance on implementing this pledge, please visit www.mencap.org.uk/gettingitright
LEARNING DISABILITY LIAISON NURSE ROLE

Role is to ensure people with a learning disability accessing hospital services:

- Understand why they are in hospital
- Receive safe and equitable healthcare
- Pain relief is available
- Issues of consent are considered
- Hospital passports are available and used
- Carers are supported
- Hospital staff are supported
RESOURCES & INITIATIVES

- LD Care pathways
- Hospital Passport
- Electronic LD alerts
RESOURCES & INITIATIVES

• Hospital Communication Book

• Easy Read Information Sheets

• LD Resource Folders
RESOURCES & INITIATIVES

- LD Awareness training co-presented with people with a learning disability
- 80 Safeguarding / LD Champions
- Radios & headphones
RESOURCES & INITIATIVES

- Learning Disability web pages
- Pagers for use in outpatients
- Easy read patient surveys
RESOURCES & INITIATIVES

- LD Headboard magnets
- Carers Policy & Support Plan
- Children’s LD Liaison Nurse
REASONABLE ADJUSTMENTS

• Quieter waiting area
• Seen on time
• Longer appointment times
• Simple language / no jargon
• Easy read information

• Carer support
• Use of communication aids
• Sensory needs addressed
• Pre- visits to ward or clinic area
LEARNING DISABILITY WORKING GROUP

• A forum for people with a learning disability & their carers to be heard within BHRUT
• Discuss concerns & how to improve services
• Discuss things that have gone well & how these can be used in other services within the Trust
• Ensures the needs of people with a LD are considered across all hospital services
PATIENT / CARER FEEDBACK

• People with learning disabilities feel valued

• Hospital experiences are more positive

• Hospital staff understand the needs of people with a learning disability

• Hospital staff value the contribution of carers

• Hospital Passports are available and used
‘I WILL’ STATEMENTS.....

• **I will** be seen by staff who are friendly towards me

• **I will** be listened to

• **I will** be given time to understand what is happening

• **I will** have my treatment explained to me; staff will not use jargon & will speak clearly to me

• **Staff will** know who I am & why I am there
REMEMBER

There are 3 golden rules to use when working with people with a learning disability

The only trouble is no-one knows what they are!