

ROLE OF THE LEARNING DISABILITY LIAISON NURSE IN AN ACUTE HOSPITAL

Heather Woollard

BHRUT Learning Disability
Liaison Nurse



BARKING, HAVERING & REDBRIDGE UNIVERSITY HOSPITALS TRUST (BHRUT)



- 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

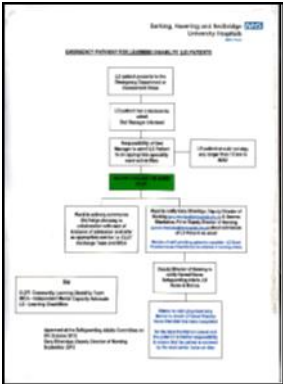


LEARNING DISABILITY LIAISON NURSE ROLE

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



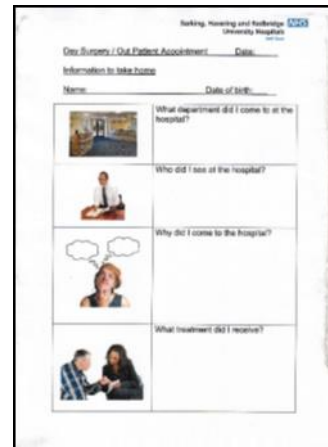
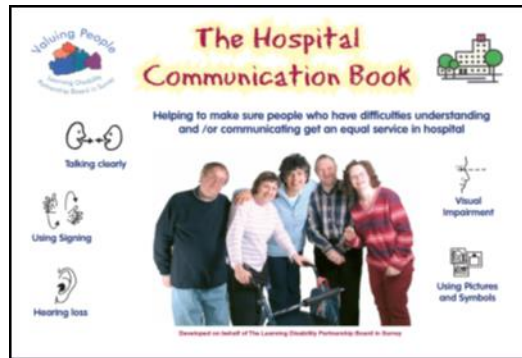
- LD Care pathways

- Hospital Passport

- Electronic LD alerts



RESOURCES & INITIATIVES



- Hospital Communication Book
- Easy Read Information Sheets
- LD Resource Folders

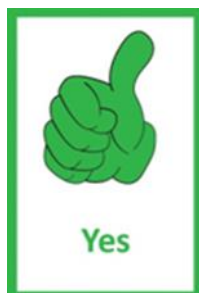


RESOURCES & INITIATIVES



- 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!

