

# Helping you to have a good stay when you come into hospital

Hospital Liaison Service for People  
with Learning Disabilities



Patient Information Leaflet

If you would like support from our team when you are in hospital or when you are coming for an appointment you need to:-



**Telephone** 0191 565 6256 and ask for 47146 or the hospital liaison service for learning disabilities.

You can **telephone** 0191 565 6256 and ask the receptionist to **Bleep** us on 52255. (This is for when we are not at our desk and we will ring you as soon as we can)

Developed by the Acute Liaison Service for City Hospitals Sunderland NHS Foundation Trust and Northumberland Tyne and Wear NHS Foundation Trust, in collaboration with Sunderland People First.

## Who can ask the Liaison Service for support?



You



Parents and carers



Any Healthcare Professional in hospital or in the community

Day centres, advocacy services and carers centres can also ask for our help.

## What does the hospital liaison service for adults with learning disabilities provide?



Ashley Murphy



Lyndsay Stephenson



Dave Bleasdale

Our job is to support you if you need to come into hospital. We also help other nurses and doctors at the hospital so they can look after you in a better way.

We work at Sunderland Royal Hospital. We are usually here during the daytime Monday to Friday.

## If you are coming to the hospital to visit your consultant as an outpatient or day case:



We can ask the secretary to give you an appointment at the beginning of the day so you don't have to wait around for a long time.



We can ask for you to have a longer appointment with the doctor so you don't feel rushed.



We can support you and your carers when you see the doctor and help you understand the information you are given.



Sometimes people are too ill to say yes or no, or they are unable to understand the decision they are making.



If you are not able to make a certain decision about your care we can support your family your carers and hospital staff to decide what is best for you.



There will be lots of other things that we can do to support you when you are coming to hospital so please give us a ring.

## Making Choices



You have the right to say yes or no to treatment. This is called **consent**.



We can support you to make choices and give your consent by giving you information in different ways to help you understand.



To make a decision you must be able to understand what the decision means for you and your health. This is called **capacity**.

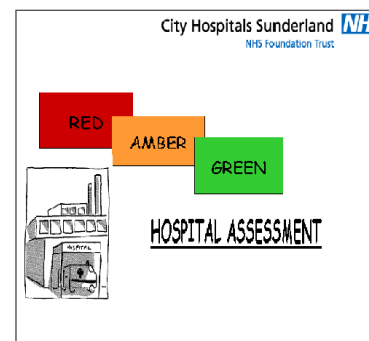
## If you or your carer let us know you are coming into hospital:



You and your carers can visit the hospital and meet the people who will be looking after you.



We can give you leaflets that make things easier to understand if you need to have an operation or a scan or other kinds of tests.



We can support you and your carers to fill in a booklet that tells staff at the hospital about the things that are important to you. This is called a **hospital passport**.





We can support you when you come for your first appointment. This is called a **pre assessment visit**. The doctor will take important information about you and tell you about the treatment you need.



We can support you and your carers to make sure you have the right medication and help you understand what the medication is for and how to take it.



We can support you and your carers to make sure things are right when you are **discharged** (go home).

## What can we do to help if you are already in hospital?



We can work together with you, your carers and hospital staff to make sure you are safe and well looked after.



If you find it hard to tell people you are in pain or you are unhappy, we can help find ways to let people know.



We can make sure everyone who looks after you knows what is happening to you.