

So your next patient has autism and/or a learning disability



Cumbria, Northumberland,
Tyne and Wear
NHS Foundation Trust

Making reasonable adjustments

Plan your appointment

- Do some research about the person's history and their physical sensory and communication needs in advance
- Consider the appointment location - would a home visit be less stressful?
- Consider offering a longer appointment and/or offering it at a quieter time
- Let the person know who will be attending the appointment and why
- Don't assume people can read an appointment letter, use accessible formats or telephone with the appointment.

Making communication work

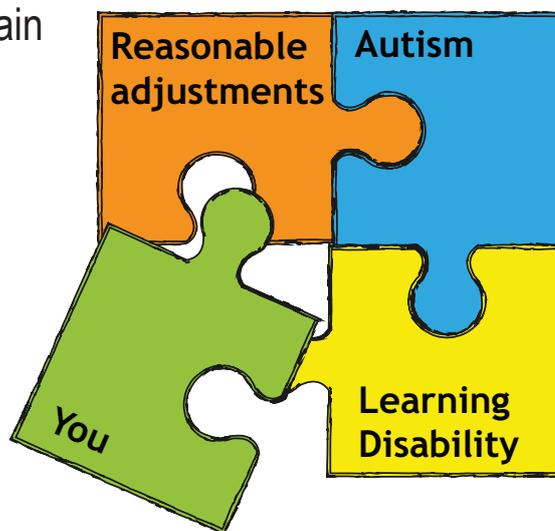
- Good signage and directions help people find their way easily to the appointment location
- Use visual aids to explain what you want the person to do - pictures, gesture, drawing
- Use short sentences, avoid using jargon
- Talk directly to the person and involve family and carers for clarification if you need to.

Be willing to adapt your assessment

- Include tasks which are interesting and relevant to their needs
- Functional activities make more sense - explain what you are doing and why
- Show the person what you want them to do
- Be flexible and relaxed in your approach - don't rush.

Environment

- Limit the likelihood of interruption
- Minimise sensory stimulation and noise
- Remove unnecessary equipment
- Start your appointment on time, waiting areas can be stressful.



GreenLight Toolkit



Caring | Discovering | Growing | Together