















Staying in Hospital

Information pack



Contents:

| | | |
|-------------------------------------------------------------------------------------|----------------------------------------------|-----------|
|  | Introduction | 3 |
|  | About staying in hospital | 4 |
|  | Getting to hospital | 6 |
|  | What happens when you get to hospital | 7 |
|  | Consent | 9 |
|  | Staying in hospital | 11 |
|  | Infections | 13 |
|  | Who are the Learning Disability Team | 14 |
|  | Leaving hospital | 15 |
|  | Further Information | 16 |
|  | Other useful information | 21 |
|  | Support Organisations | 22 |



Introduction

This booklet is for patients with a learning disability, your carers, friends and relatives.



It will help you to understand what it will be like when you stay in our hospital. We know coming into hospital may be a difficult time for you so we want to make sure we get it right.

Our priority is that people with learning disabilities receive the right support for their individual needs and are treated in a person centred way.



It is very important that you feel safe when you are in hospital. All staff will have a badge with their picture, name and job title.



If you, your relatives or carers feel worried about anything, or you think you have been treated unfairly please speak to a member of staff.





About staying in hospital (Inpatient)



If you have to stay in hospital overnight you are called an **Inpatient**



You will need to pack a bag



Please pack:

- night dress or pyjamas
- Dressing gown
- Slippers
- Toiletries
- Soap & flannel,
- Toothbrush & Toothpaste
- shampoo & conditioner
- razor
- deodorant
- hairbrush



If you need them, please also bring

- Glasses
- False teeth (and the container)
- Hearing aid



Please bring your medicine or tablets. Bring the boxes for your tablets too. This helps the doctor to know what they are.



If you want a newspaper or snacks, please bring a little bit of money.



If you have a health passport, please bring this with you too.

(see page 22 to explain what this is)



Please bring the letter from the Hospital



Please do not bring:

- Televisions or radios (we have these)
- Alcohol
- Anything valuable (like jewellery or lots of money)



Getting to the hospital



If someone is driving you to hospital, please show them the instructions on page 17.



If you are getting a taxi, please ask the driver to take you to the main entrance .



If you use public transport, please make sure you know the route well.

www.merseytravel.gov.uk will provide more information



A few people need an ambulance to bring them to hospital.

The hospital letter tells you how to book an ambulance.



What happens when you get to hospital?



Please go to the main reception desk.
Show them your hospital letter.
Someone will tell you how to get to the **ward**.



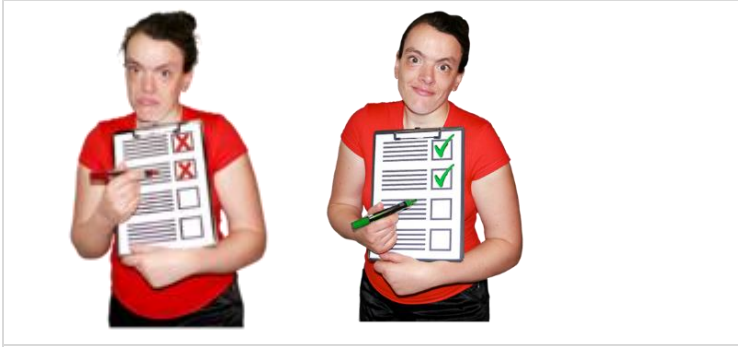
A **ward** is the name for a room where you sleep when you are staying in hospital.



When you get to the ward a nurse will say hello.
They will tell you what happens on the ward.
You can ask them questions about staying in hospital.

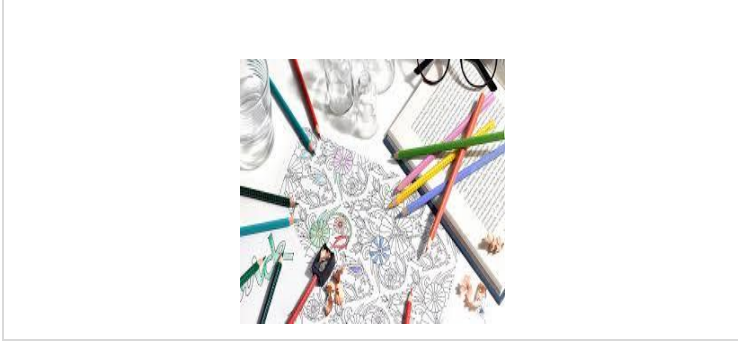


The nurse will ask you questions about You.
A member of staff will write down what you say. This helps everyone know what you like and how to look after you.



You are allowed to see what we write down about you.

You can tell us if you do not want us to share this information.



If you would like some extra company we have volunteers who can come and chat with you or find activities for you to do together.



Consent



We might ask you to say if it is okay to treat you. This is called **Consent**.



To give consent, you might have to sign a form.



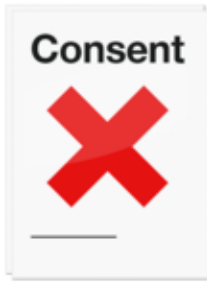
Please ask any questions you have about the treatment.



If you don't understand what the doctor is saying, please ask them to explain it in a different way.



The Senior Nurses can also support you to understand about your treatment.



You can change your mind even after you have signed the form.

This is called **withdrawing consent**.



If you find it difficult to decide what to do, you can get support from your family or carers.



A **best interest decision** is when other people decide for you.

This only happens when you are not able to decide for yourself.



A **best interest decision** is made by people who know you well

WITH

People who know about the treatment.



Staying in hospital



Meals

There is a menu for you to choose what you want to eat. Somebody will ask you what you would like to eat.

If eating some foods will make you sick, please tell us. We can ask the kitchen to make something else.

Meal times are:

Breakfast 8am-8.30am

Lunch 12-1pm

Dinner 5pm-6pm

If you are about to have an operation, you won't have anything to eat or drink until afterwards.



You can buy drinks, snacks and newspapers from a trolley which comes around or from vending machines

In **The Walton Centre Main building** the machines are by the main reception



You will have a small cupboard by your bed to put your belongings into.
Please remember not to bring anything valuable to hospital.



Your friends and family are allowed to come and visit you in the afternoon and evening.
If you need extra support, a family member or carer is allowed to stay longer.
We can offer **flexible visiting hours**.



At night time most of the lights are turned off so that you can sleep.



Alcohol and smoking are not allowed in the hospital.



Infections



Infection means there is something in your body that should not be there.

Infections can make you very sick so it is important to stop them.



You can help stop infections:

1. **Wash your hands** and use the hand gel. Do this when you go into the ward before you eat and when you go to the toilet.
2. Ask the doctors, nurses and your visitors to wash their hands too.
3. If your friends or family are unwell they should not visit you until they have been well for 2 days.



If you have had an operation, it is very important you **do not touch your wound** or allow any of your visitors to touch it.



The Walton Centre NHS Foundation Trust's Learning Disability Link Nurse



Debbie Lee - Matron for Safeguarding

Her phone number is: **0151 556 3307**

Our email address is: wcft.safeguarding@nhs.net



Leaving hospital



Leaving hospital is called **discharge**.



You might need some extra support.
A member of our hospital staff will talk to you and your family/carer about this.



The Multidisciplinary Team can support with your discharge if you want our help.
The Hospital will make sure you have the right medicine to go home with.



On page 21 there is a list of support organisations that can support you when you leave hospital.



Further Information

This part of the booklet is providing more detailed information about our hospital. The Easy Read section is at the beginning.

We appreciate a person with learning disabilities may face one or more of the following challenges;

- Comprehension - understanding what is said or meant.
- Expression - making themselves understood and expressing their needs.
- Attention deficit - concentration may be limited.
- Perception - events, language and the world we live in may differ from others.
- Short term memory - may be limited.
- Long term memory - there may have been a negative experience of coming to hospital in the past.
- Coping with change - is often a challenge.
- Eating problems - some people may have difficulty eating and swallowing foods.

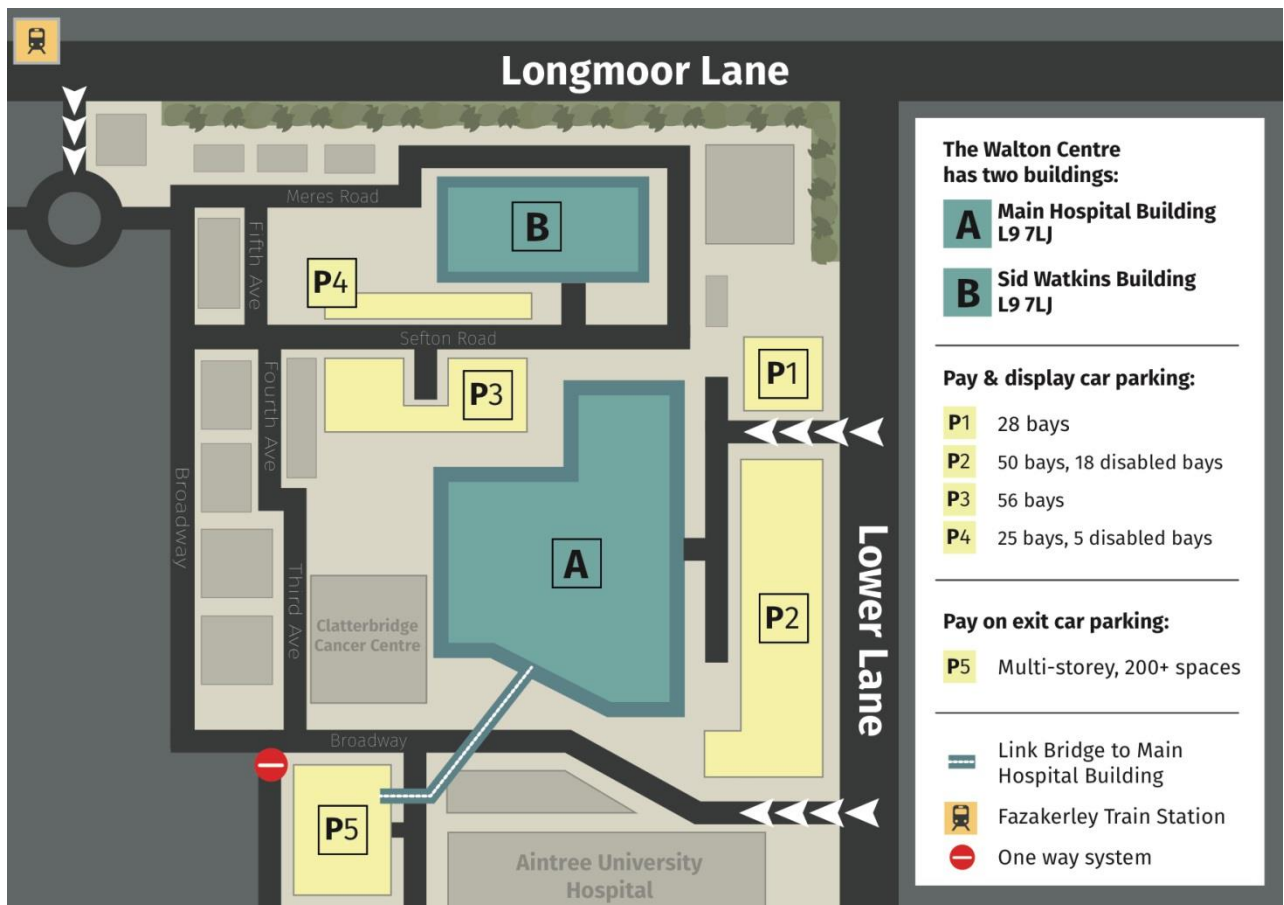
Our staff are here to support people with a Learning Disability who have complex needs and their relatives and carers.



The Walton Centre Parking:

Pay and display car parking is located in front of The Walton Centre main building and the Sid Watkins Building.

There is also a multi-story car park with a link bridge to The Walton Centre main building.





Consent

People with a learning disability, aged 18 and over, have the same legal rights and freedoms as anyone else. To have capacity to consent to healthcare decisions, a person must demonstrate they can:

- understand the relevant information;
- retain it long enough to balance out the risks and benefits, and;
- Communicate their choice (using verbal or non-verbal methods).

To support a patient's right to consent the hospital will always try to explain the treatment. This will be done in a way that is easy for the patient to understand. Involving family/carers (i.e. asking their opinion), this does not indicate that the individual lacks capacity. It is common for any patient to speak to their family before deciding on treatment.

If a patient does lack capacity to make a decision about treatment, the ward will hold a 'best interest' meeting. We involve the patient and their family/carer in order to understand the patient's wishes, so that we can make a **best interest decision**.



Reasonable Adjustments

Health and care services are legally required to make 'reasonable adjustments' for people with learning disabilities under the Equality Act (2010), ensuring equal and fair treatment.

Some examples of reasonable adjustments in a hospital setting include:

- Providing easy-read information to people with learning disabilities
- Giving longer appointment times with doctors and nurses
- Flexible Visiting Hours for parents/carers.
- Appropriate/ Convenient times for meetings, procedures and investigations.

Health professionals should listen to the family/carers of people with learning disabilities.

Health Passport

Family/carers usually know most about the patient and the support they need. The family/carers can also be involved in providing information for any reasonable adjustments that may be needed.

Information about reasonable adjustments that a patient may find helpful can be written in their health passport.

If the person you care for does not have a health passport already, or it needs updating, there is a blank passport provided with this information pack. Please remember to prompt the person you care for to bring their hospital passport with them to hospital.



The health passport is a really useful booklet to help hospital staff understand a patient's needs. The health passport gives us information about the whole person, not just information about their medical conditions. It can include lists of their likes and dislikes, including their favourite food and drink and personal interests.

Accessible Information

The Multidisciplinary team can help to explain medical conditions and their treatments by using pictures and photographs. The Multidisciplinary team has many documents available in Easy Read to help patients understand and make informed choices about their care.

Bedside support

We know that being in hospital is something that many people find distressing. Being in an unfamiliar surrounding can make people feel anxious and we know this may cause patients to appear agitated or distant. The hospital has various ways of reducing anxiety so please speak to a member of staff so that they can understand the best ways to support the patient.

The hospital has a dedicated Volunteer Support Team who work with patients with learning disabilities to help provide ward based activities and support.

Flexible visiting

If you are visiting a patient who has a learning disability, we allow visiting outside of the standard set hours for the ward. This means that you can for example, arrange to visit during meal times if this might help the patient to feel comfortable when eating. Please speak to the ward manager to arrange visits outside the set times.



Other useful information

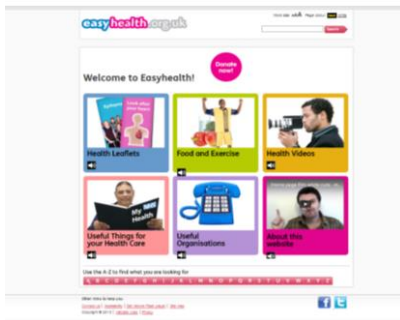


This section contains information to help you stay healthy



Easyhealth is a website with lots of information about health.

The information is easy to read and there are videos too.



There are over 500 leaflets on Easyhealth, made by many different organisations.

You can print off nearly all the leaflets straight away.



The learning disability register is a list of people with a learning disability who access their GP. Ask your doctor to add your name to the **learning disability register** if you are not already on it.



An Annual Health Check is done by your GP once a year. You can get an Annual Health Check if you are age 14 or older. It can help you stay healthy. You do not need to be ill to have an annual health check.



Support Organisations

This section has information about different organisations who give advice and support to both people who have a learning disability and their family or carer.



Mencap Liverpool

www.mencapliverpool.org.uk

0151 707 8582



Wirral Mencap

info@mencapwirral.org.uk

<http://mencapwirral.org.uk/>

0151 666 1829



People First Merseyside

<https://www.peoplefirstmerseyside.co.uk/>

Liverpool: 0151 707 6751

Sefton: 0151 329 2137



Knowsley Disability Concern

<http://www.kdc.org.uk/>

0151 480 4090



Options

<http://www.optionsforsupportedliving.org/>

0151 236 0855



PSS- Person shaped support
<http://www.psspeople.com/>
0151 702 5555



Mersey Care NHS Trust
Learning Disabilities Service
0151 737 4800



United Response
<https://www.unitedresponse.org.uk/>
0208 246 5200



National Mencap
www.mencap.org.uk
0808 808 1111



British Institute of Learning Disabilities - BILD
www.bild.org.uk
0121 415 6960



Foundation for People with Learning Disabilities
www.learningdisabilities.org.uk
020 7803 1100



Acknowledgements:

This information pack was designed by the Cheshire and Merseyside Learning Disability Network Group and reviewed by members of Mencap Liverpool.





| Hospital | Team Contact |
|--------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Walton Centre NHS Foundation Trust</p> <p>Lower Lane Liverpool L9 7LJ</p> | <p>Trust Email – wcft.safeguarding@nhs.net My Office with answerphone – 0151 556 3307</p> |
| <p>Royal Liverpool & Broadgreen University Hospital</p> <p>Prescott Street Liverpool L7 8XP</p> | <p>Telephone number: 0151 706 4602. Email: learningdisabilitiesteam@rlbuht.nhs.uk</p> <p>Shaun Lever Learning Disability Service Manager - Bleep: 5111 shaun.lever@rlbuht.nhs.uk</p> <p>Serena Jones Learning Disability Acute Liaison Lead Nurse - Bleep: 5248 serena.jones@rlbuht.nhs.uk</p> <p>Ged Jennings Learning Disability Nurse - Bleep: 4255 ged.jennings@rlbuht.nhs.uk</p> |
| <p>Aintree University Hospital</p> <p>Longmoor Lane Liverpool L9 7AL</p> | <p>Carl Griffiths Named Nurse for Safeguarding Adults / Lead for MCA & DoLS / LD & Dementia Secure email - aintree.safeguarding@nhs.net carl.griffiths@aintree.nhs.uk 0151 529 3534</p> <p>Dawn Bullen Safeguarding Specialist Nurse Learning Disability Lead dawn.bullen@aintree.nhs.uk aintree.safeguarding@nhs.net 0151 529-2357</p> |
| <p>Liverpool Heart and Chest Hospital NHS Trust</p> <p>Thomas Drive Liverpool L14 3PE</p> | <p>Joanne Shaw - Lead Nurse for PFCC and Safeguarding Joanne.shaw@lhch.nhs.uk</p> <p>Contact 07976858846 01516001857 In my absence contact Tina Kenny Matron 0151 6001616</p> |
| <p>Women's Hospital Crown Street Liverpool L8 7SS</p> | <p>Rebecca Holland - Safeguarding Specialist Nurse rebecca.holland@lwh.nhs.uk</p> <p>contact 0151 7024267.</p> |

Acute Liaison Hospital Network/Community Team Contact Details



| | |
|---------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Alder Hey Children's Hospital NHS Trust</p> <p>East Prescott Rd Liverpool L14 5AB</p> | <p>Joann Kiernan - Consultant Nurse Learning Disabilities joann.kiernan@alderhey.nhs.uk</p> <p>Laura Weatherall Acute Liaison Learning Disability Nurse Email: laura.weatherall@alderhey.nhs.uk</p> <p>Contact number: 0151 293 3663</p> |
| <p>St Helens and Whiston Hospital NHS Trust</p> <p>Whiston Hospital Warrington Rd Rainhill Prescot L35 5DR</p> | <p>Email: sthk.safeguardingadults@sthk.nhs.uk Admin desk phone: 0151 430 1332</p> <p>Natalie Hendry – Named Professional for Safeguarding Adults Email: natalie.hendry2@sthk.nhs.uk Phone: 0151 430 1552</p> <p>Diane Gould – Safeguarding Adult Lead Email: diane.gould@sthk.nhs.uk Phone: 0151 430 1314</p> <p>Caroline Tyndall – Safeguarding Development Nurse Email: caroline.tyndall@sthk.nhs.uk Phone: 0151 430 1047</p> |
| <p>Southport and Ormskirk Hospital Trust</p> <p>Town Ln Kew Southport PR8 6PN Phone: 01704 547471</p> | <p>Michelle Kitson (matron – corporate nursing) michelle.kitson@nhs.net</p> <p>01704 704094/ ascom 3715</p> <p>(In my absence contact relevant lead matron for patients ward./dept)</p> |
| <p>Wirral University Teaching Hospital NHS Trust</p> <p>Arrowe Park Rd, Upton, Birkenhead, Wirral CH49 5PE</p> | <p>Julie Reid – LD Lead Nurse julie.reid8@nhs.net 0151 678 5111 x 8291</p> <p>Mandy Waites - End of Life Care Facilitator and Acting Learning Disability Liaison Nurse amandawaites@nhs.net</p> <p>0151 678 5111 x 8437</p> |
| <p>Clatterbridge Cancer Centre</p> <p>Clatterbridge Road Bebington Wirral CH63 4JY</p> | <p>Debbie De Jonge – Macmillan Clinical Specialist for Additional Needs Debbie.dejonge@clatterbridgecc.nhs.uk</p> <p>0151 556 5282 (BLEEP: 5833)</p> |

Community Learning Disabilities Team

Cheshire and Merseyside



| CCG Area | Contact | Manager | Health Facilitator |
|----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| North West Boroughs Healthcare NHS Foundation Trust Knowsley | Address: 23 Cumber Lane Willis House Whiston 0151 426 5885 | Lorna Pink Lorna.Pink@nwbh.nhs.uk | Jayne Burton Jayne.Burton@nwbh.nhs.uk Physical health Lead Karen Turner Karen.Turner@nwbh.nhs.uk Health Facilitator |
| North West Boroughs Healthcare NHS Foundation Trust St Helens | 23 Cumber Lane Willis House Whiston 0151 426 5885 | Lorna Pink Lorna.Pink@nwbh.nhs.uk Linda Helsby Linda.Helsby@nwbh.nhs.uk | Lorraine Bates |
| Warrington | Warrington Learning Disabilities 2nd Floor Hollins Park Hospital Hollins Lane Winwick Warrington Cheshire WA2 8WA Tel: 01744 457278 | Cathie Jones Cathie.Jones@nwbh.nhs.uk | Rachel Boswell Tel: 01744 457278 EXT:3776 |
| Halton | Community Learning Disability Nurse Oak Meadow Community Support Centre Peel house Lane Widnes WA8 6TJ Tel: 0151 511 8986 | Jane Morris Jane.morris3@halton.gov.uk | No current health facilitator |

| | | | |
|-----------|-------------------------------------|-------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|
| Liverpool | Mersey Care NHS Foundation Trust | Yvonne Hornby Yvonne.Hornby@merseycare.nhs.uk | Vivien Mansfield Vivien.mansfield@merseycare.nhs.uk |
|-----------|-------------------------------------|-------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|



| | | | |
|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <p>Community Hub</p> <p>Local Services Division Learning Disabilities Service Norris Green Falklands Approach Liverpool L11 5BS</p> <p>Tel: 0151 737 4800</p> | | <p>Tel: 0151 737 4800</p> |
| Sefton | <p>Sefton Community Learning Disability Team Hesketh Centre 51-55 Albert Road Southport PR9 0LT</p> <p>01704 383030 / 383114</p> | <p>Wendy Porter Wendy.Porter@merseycare.nhs.uk</p> | <p>Tracy Reed Tracy.Reed@southseftonccg.nhs.uk</p> |
| West Cheshire and Vale Royal | <p>Address Wyvern House The Drummer Winsford CW7 1AH</p> | <p>Sue Williamson Sue.Williamson@cwps.nhs.uk</p> | <p>Specialist health facilitator Karen Brogan Karen.brogan@cwps.nhs.uk</p> <p>Health facilitator Sue Booth sue.booth@cwps.nhs.uk</p> |
| East & South Cheshire | <p>Rosemount Lodge Rosemount Site Lea Bank Close Macclesfield SK11 8HE</p> <p>Telephone number: 01625 509013</p> | <p>Andy Worth Andrew.Worth@cwps.nhs.uk</p> | <p>Jill Tompkins (adults) Jill.tompkins@cwps.nhs.uk</p> <p>Karen Somers (Children) Karen.somers@cwps.nhs.uk</p> |
| Wirral | <p>Ashton House, 26 Village Road, Oxton Wirral CH43 5SR</p> | <p>Hazel Naylor Hazel.Naylor@cwps.nhs.uk</p> | <p>Specialist health facilitator Linda Swann Linda.swann@cwps.nhs.uk</p> <p>Health facilitator</p> |



| | | | |
|------------------------------------|---------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| | Telephone number 0151 488 8100 | | Danny Acton Danny.acton@cwpa.nhs.uk |
| Cheshire & Wirral LD CAMHS Service | East/South (Including Vale Royal) Elm House Lea Bank Road Macclesfield SK11 8QA | Co-ordinator/Case Manager Penelope Millington Penny.millington@cwpa.nhs.uk Monday, Tuesdays and Friday contact number is 01625 712043 Wednesday and Thursday contact number is 01270848030 | Health facilitator: Karen Somers (Children) Karen.somers@cwpa.nhs.uk |
| Cheshire & Wirral LD CAMHS Service | West Cheshire Team 4th Floor North Wing 4 Civic Way Ellesmere Port CH65 0BE | Jenni Butler-Meadows jenni.butler-meadows@cwpa.nhs.uk Tel: 0151 337 6317 | Health facilitator: Karen Somers (Children) Karen.somers@cwpa.nhs.uk |