



Treat me well

Getting the support
you need in hospital



What is this booklet about?



Hospitals have a set way of looking after all their patients.



For example, they might have one way of making appointments or one leaflet they use to give people information.



But the way the hospital does things might not work for someone with a learning disability.



This booklet is about how to ask for things to be done in a way that works for you.



This booklet is about how to get **reasonable adjustments**.



Reasonable adjustments in hospital are helpful changes to the way the hospital works with someone with a learning disability.



Reasonable adjustments mean people with a learning disability can get the treatment and healthcare they need.



Why are reasonable adjustments important for people with a learning disability?



Everyone is different and everyone has their own needs.



Some people find it hard to use the hospital.



You might need the hospital to do something in a different way or sort out extra support for you.



What are some examples of reasonable adjustments in hospital?



1. Hospital staff who speak clearly and use easy words



2. Making sure you can have a support worker or family member there when you are in hospital



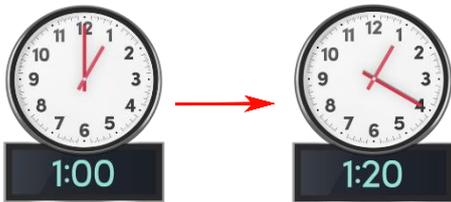
3. Getting extra support from the learning disability nurse or local learning disability team



4. Appointments at times that are better for you



5. Having a Hospital Passport which hospital staff read



6. Having more time when you see the doctor, for example having two appointments back to back



7. Hospital staff who give information in easy read



8. Making sure you don't have to wait too long



9. Making sure the hospital is easy for you to get around



10. Having a quiet place to wait or a private room



How do you ask for reasonable adjustments?



Think about things that can be hard about going to hospital for you.



Think about how things could be changed to make it easier for you.



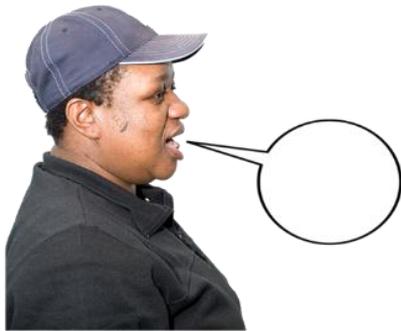
You can tell the hospital staff what you need before you get there.



Or you can tell them when you arrive.



You can contact the learning disability nurse if the hospital has one.



You can ask the person who is treating you to make the changes you need.



If you have a family member, friend or support worker there, they can help you talk to hospital staff about the reasonable adjustments you need.



Where can you go to for more information?



You can go to the Mencap website to find out more:

www.mencap.org.uk/health



Please read our other guides:



Know your rights: Your rights in hospital



Know your rights: Sorting out problems with your hospital care



Thank you to Photosymbols for the Pictures in this guide.