


# ACCESSIBLE INFORMATION SHEETS

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TAKING  IN OUR CARE

Barking, Havering and  
Redbridge University Hospitals   
NHS Trust

# RATIONALE



- Patients with a learning disability reported difficulty understanding admission to and discharge from hospital processes



- Patients with a learning disability reported feeling scared, anxious and uncertain of what would happen during their hospital stay

# RATIONALE



- Patients with a learning disability were unable to explain to their family/carers about the care and treatment they had received during their hospital stay



- Trust staff required a suitable tool to improve their communication with patients with a learning disability

# RESEARCH



- Reviewed easy read information from other hospital Trusts nationally and locally
- Consisted of booklets that were quite lengthy and could not be personalised for each patient or were available in a small format with little space for additional information to be added

# RESEARCH



- Existing examples taken to the Trust Learning Disability Working Group for review and established these examples were not suitable



- Feedback included information needed to be simple to understand, in a larger font, with accompanying pictures to improve understanding for people with a learning disability

# PROCESS

The image shows two versions of a hospital information sheet, one for 'Coming to hospital' and one for 'Going home from hospital'. Both sheets are titled 'Barking, Havering and Redbridge University Hospital' and 'CC23'. They are designed to be easy to read with large text and simple icons.

Coming to hospital information	
Name	Date of visit
Where to go	
What to take	
Person to see	
What to do	
People to contact in an Emergency	

Going home from hospital information	
Name	Date of return
When will we leave hospital?	
What to bring?	
Do I need extra help at home?	
How will I get home?	
Important people to tell when coming home	

- Produced two versions of easy read 'Coming to' and 'Going home from' hospital information sheet



- Shared at the Learning Disability Working Group and with local advocacy services for people with a learning disability and carers



- Trust staff were included in the review





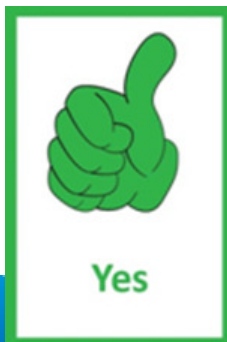
# PROCESS



- Feedback indicated the preferred choice was an information sheet completed by staff with the patient, which could be personalised for individual needs
- Information sheets contain photo symbols from a licensed product purchased by the Trust



# PILOT



- 'Going home' information sheet was piloted by the Learning Disability Liaison Nurse across both hospital sites
- Feedback resulted in additional section regarding letter to GP being added and a change of a photo symbol
- Approval by Patient Information Group and implementation across Trust





# DEVELOPMENT



- Feedback positive from patients with a learning disability, family and carers
- Improves communication between staff and patients, helps to break down barriers
- Request for additional information sheets for use in A&E and outpatient departments



# FEEDBACK



• ‘This is easy to understand’ – patient

• ‘I liked to look at this when I got home’ – patient



• ‘It’s good to go through the sheet at home to reinforce the doctor’s advice’ – parent



• ‘It makes me think about the language I use’ - staff



# AVAILABILITY



- Trust external Learning Disability web page
- Intranet page for Trust staff
- Copies available from LDLN
- Promoted during mandatory training for staff



# KEY LEARNING



- Involve local people with a learning disability from the start
- Review and re-visit what has been produced to ensure it remains relevant to patient needs
- Factor in cost of photo-symbols licence

# THANK YOU FOR LISTENING

