

# All in a Day's Work



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Learning disabilities affect about 1.5 million people in the UK;

Whatever the degree of their disability, each day these people, their relatives and carers face a challenge to maintain their activities of daily living.

We wanted to ensure our patients with a disability received a quality service and to feel an integrated, not segregated part of our department.

And for this service to be provided, **“All in a days work”**

The team recognised that being admitted to hospital for a surgical procedure is often a very frightening and intimidating experience for patients with learning disabilities.

A strange environment and unfamiliar faces can cause agitation, aggression and displays of unpredictable behaviour, resulting in a poor patient experience.

**So how could we improve our service?**



The team met with Sunderland People First, to identify some of the issues both patients and staff were experiencing.

This resulted in the “easy read” Day Surgery Guide, which is given to patients before their admission dates.

The guide explains the patient journey with pictures and some of the reasonable adjustments which can be made to alleviate any anxieties.

This is used in conjunction with the patients personal care passport.

City Hospitals Sunderland **NHS**  
NHS Foundation Trust

**Day Surgery**

**easy read**

This is about going to hospital for a small operation.  
You may go home the same day.


This factsheet will tell you what will happen  
if you need to have day surgery.

# This is me My Care Passport

- This document was developed for Sunderland Clinical Care Commissioning Group by the Learning Disability Nurse Team based at CHS
- It is completed and kept by the patient/carer
- The passport gives important information about the patient's likes and dislikes, important information to them and safety measures for the patient and is used for every visit to the Surgical Day Case Unit

**This is me  
My Care Passport**

It should be kept with me and brought with me into any care setting, including hospital.

 Click to add a photo of yourself here.


**My name is:**

**I like to be known as:**

Please return my passport to me when I go home.

This is essential reading for all staff working with me. It gives important information about me. This passport should be kept visible and used when you talk to me or think about me.

 **Things you must know to keep me safe**

 **Things that are important to me**

 **My likes and dislikes**

This passport is as a pdf file that can be typed into, saved and updated using Adobe Acrobat Reader. Go to: [www.sunderlandactionforhealth.co.uk](http://www.sunderlandactionforhealth.co.uk) to download it free of charge. You could also print it off and write on it.

- Visits to the unit prior to admission
- First or last appointments
- Customised individual rooms – rooms are covered with personal choice of pictures, hospital trolleys covered with blankets, cushions etc. colouring books and hobbies encouraged
- iPod available to play favourite music
- No need to wear gowns, ID bracelets, Anti Embolism stockings etc.
- Entertainment!!
- Multi procedure operations
- Pre medication given at home or in reception

- Carers can accompany patients to theatre until asleep and be there when they wake up
- Post op medication and discharge information is made available immediately post surgery in case the patient need to leave the department quickly to alleviate stress
- Allocation of male/female nurses as required
- Same nurse allocation if return visit needed
- Rearranging expected fire alarm tests
- Alternative environment for procedures, due to fear of lifts



# Any Questions?