



# Let's get it right

for patients with learning disabilities



FOR CHILDREN AND YOUNG ADULTS WITH DISABILITIES AND THEIR FAMILIES

Supported by Small Change Big Impact

**cw+** The Art + Science  
of Patient Care  
Chelsea + Westminster Health Charity  
Registered Charity no.1067412

Chelsea and Westminster Hospital **NHS**  
NHS Foundation Trust

# Let's get it right!

We want to make the hospital **fully accessible** to all of our patients.

We have set up a **Learning Disability Flag** system.

This will be kept on our electronic hospital record system under the **Disability Log**.

This information will **help us look after you** when you come to see us

**All staff** will be able to see this information.

This means you **should not have to tell us** about your needs over and over again.

## Notes

## What is the Flag?

The Learning Disability Flag will be part of your hospital records and will tell all staff that you have a learning disability.

**It will have a list of your important needs. For example:**

- I have light sensitive epilepsy
- I am non-verbal but pictures help me
- I need a quiet space

## What do we need to know?

**Things that you like, for example:**

- What I like to be called
- I need a changing place for personal care

**Things that you do not like for example:**

- Do not touch me without permission
- Crowded and loud spaces
- Not being told what is happening
- Not to be kept waiting a long time

**Support needed:**

- Please let us know if you will be bringing a carer with you when attending appointments
- Please provide your carer's contact details
- We can provide hospital volunteers to assist you with appointments

## What happens next?

- If you would like the Learning Disability Flag set up for you, please speak to the nurse/manager in charge of the area you are attending
- They can help you decide what should be in the Learning Disability Flag
- You will be given a printed copy of the information
- Any further questions please contact the Lead Nurse (contact details on page 6)

## What if my needs change?

- If you want to change any of the information that we have about you, please let the department that you are currently attending know





- They will update your Learning Disability Flag for you
- You or your carer can always contact the Lead Nurse for Learning Disability at [kathryn.mangold@chelwest.nhs.uk](mailto:kathryn.mangold@chelwest.nhs.uk)

## What is a hospital passport?

You can also have your own hospital passport:

- You can get one at the Patient Advice & Liaison Service (PALS) on the Ground Floor
- This will have information about most of your needs
- Please bring your hospital passport with you to all your appointments

# My appointment

Date: \_\_\_\_\_

My hospital number: \_\_\_\_\_

Ward/department: \_\_\_\_\_

Contact details: \_\_\_\_\_

## **PALS**

pals@chelwest.nhs.uk

## **Lead Nurse for Learning Disability**

Kathryn Mangold—kathryn.mangold@chelwest.nhs.uk

## **Lead Nurse for Adult Safeguarding**

Nick Hale—nick.hale@chelwest.nhs.uk

## **Website**

[www.chelwest.nhs.uk/learning-disabilities](http://www.chelwest.nhs.uk/learning-disabilities)





# Chelsea and Westminster Hospital

NHS Foundation Trust

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