



Reasonable Adjustment



The extra things that can be done so that people with learning disabilities can get accessible healthcare.

Produced October 2013

Here are some examples of Reasonable Adjustments:

- ❖ Quiet waiting room so less anxious and to avoid loud noises and unpredictable chaos,
- ❖ First appointment of the session, to reduce waiting time,
- ❖ Longer appointment, to make sure enough time to communicate well and ensure understanding,
- ❖ Tour of department before appointment so that the adult knows what to expect,
- ❖ Easy read information, so that procedures are understood. This should be given to the adult to take home so that it can be re-read,
- ❖ Easy read menu and help to choose and complete it if needed,
- ❖ First on theatre list so time for carer to reassure and/or support,

- ❖ Visit ward before admission so that the adult knows what to expect,
- ❖ Use plain English and avoid jargon,
- ❖ Reduced waiting in emergency admissions. Some adults have been used to being taken straight to Kingfisher Ward.
- ❖ A dedicated professional from hospital setting or own support provider,
- ❖ Use of communication aids eg photographs, symbols, signing,
- ❖ Repeated reassurance before procedure and during hospital stay,
- ❖ Opportunity to use own calming or coping strategies e.g. head phones are used by some people to listen to music, to reduce noise, to block out stressful noises and/or may be an important part of their routine,
- ❖ Flexible visiting hours.

I am sure that there are many more extra things that can be done so that people with learning disabilities can get accessible healthcare.

A screenshot of a 'My Care Passport' form. The title is 'This is me My Care Passport'. Below the title is a link: 'Click here to download guidance on filling out this form'. The form has two main sections. The first section is for personal information, with fields for 'My name is:' and 'I live at the address:'. The second section is for contact information, with fields for 'Please write the person you want to call:' and 'Please write the person you want to call:'. Below these fields are three traffic light icons: a red light labeled 'When you need to see me', a yellow light labeled 'Things that are important to me', and a green light labeled 'My likes and dislikes'. At the bottom, there is a small text box with the URL 'www.dorsetpeoplefirst.co.uk'.

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