

Your experience at our hospitals

Supporting patients with additional needs

YOU CAN'T TELL BY
LOOKING

Please tell us if you or your loved one has additional needs – **our staff are trained to support you.**



BEFORE ADMISSION TO HOSPITAL

**"Any barriers
I experience in
accessing hospital
services are adjusted
to ensure I have equal
access to healthcare."**

We will support patients with additional needs prior to their admission, with adjustments made to care pathways and waiting lists to support individual requirements.



ADMISSION TO HOSPITAL

**"My voice was heard,
my individual needs
recognised; people
heard my voice and
my relatives' too,
valuing our opinions
when planning and
delivering my care."**

Patients with learning disabilities, autism or dementia will be identified early and supported with tools like Hospital Passports, and be provided with reasonable adjustments to their care.



ENGAGEMENT

**"Our experiences
of being in hospital
were valued and
used to improve the
healthcare provided
for future hospital
users."**

We will involve patients and their families in planning their care and support them to share their experience.

We will show that we will learn lessons from complaints, or when things go wrong, or when people die.



DEVELOPMENT

**"I felt those caring
for me were
knowledgeable of
my individual needs
and how best to
meet them."**

We will have the right staff with the right training to meet the needs of people with learning disabilities, autism and dementia.



DISCHARGE FROM HOSPITAL

**"My individual needs
was recognised
and my right to
a safe discharge
from hospital were
promoted."**

Discharge planning will involve patients, carers, and relatives, with personalised plans tailored to individual needs, goals, and required support services.



PROMOTE AND PROTECT YOUR RIGHTS

**"My right to make
decisions for myself
was respected and
when I needed help
the interventions and
support provided was
the least restrictive
options available."**

We will monitor outcomes and medication use and promote the right to informed consent, regardless of disabilities.

We will make sure we do things properly when the law says a person is unable to decide for themselves.