



Our hospitals charter

Supporting people with learning disabilities when they are in hospital



People with **learning disabilities** have the right to expect good health care



By signing up to this charter we agree to take a **person centred** approach to the care, treatment and support of people with learning disabilities when they are in hospital

 Whittington Health NHS Florence Nightingale Divisional Senior Nurse Emergency Services	Dr Yi Mien Koh
	
	18 July 2012
Whittington Health NHS	The Whittington Hospital NHS Trust
 Whittington Health NHS Florence Nightingale Divisional Senior Nurse Emergency Services	Chief Executive



- We will **listen** to you



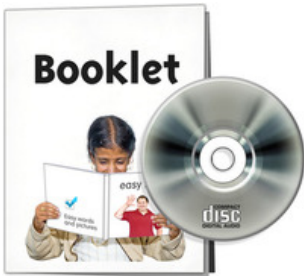
- We will ask about what **support** you need



We will give you **information** about what we do

The information will help you understand

- how we can help
- what to expect



We will explain things by talking to you as well as by using

- easy read formats
- audio
- video



We will work in **partnership** with

- you





- your family and friends
- your support workers



We will make sure that

- you can use any of our services that you need to use



- we treat you fairly



- you can **visit first** if you are worried about what will happen in hospital



If you need help straightaway (in an **emergency**), you will not be able to visit first



We will make sure that

- you know who to ask for extra help



- you are **safe** while you are in hospital



We want to know what you think about the help we give you



- we will listen to what you say



- we will try to make things better



We will also ask family carers and support workers what they think about the care we give



All new staff will have **training** about

- learning disabilities
- autistic spectrum disorder



We will make sure our staff learn the **communication skills** they need to work with people with learning disabilities



When we are working with people with learning disabilities we will make sure



- we always look after you properly



- you have the right treatment if you are in pain



- you have enough to eat and drink



- we work with you in a person centred way



- we do not ignore you



- we let you make choices whenever possible



- we do a **capacity assessment** if we are not sure if you can make your own decisions



- we do not restrain you without doing a risk assessment



- you have all the **information** you need



- you can use the services you need to use



- we make a proper **plan** about what happens when you leave hospital



- we look at your symptoms (the signs of your illness) without assuming they are part of your disability



- we do not assume things about your quality of life



- we take the skills and responsibilities of your carer seriously



- we listen carefully to anything that families or carers tell us about you



- we follow the good practice guidance in the Mencap **getting it right** charter