



# Extra support when you need to go to hospital



The Acute Liaison Service  
for people with learning disabilities.

We have an Acute Liaison Nurse at Sunderland Royal  
Hospital and the Sunderland Eye Infirmary.



My job is to support you  
if you need to come to  
hospital.

This leaflet explains  
how I can support you.

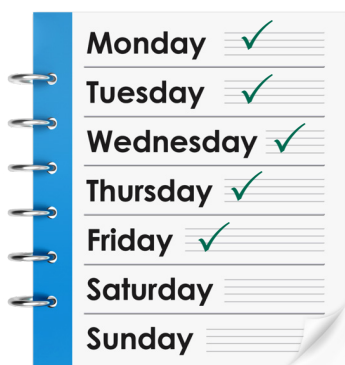


I give extra support to people  
with learning disabilities when  
they come to hospital.



I help other nurses and doctors  
at the hospital to understand the  
best way to support you.

I work at Sunderland Royal Hospital and the Sunderland Eye Infirmary.



I am usually at the hospitals during the  
day on Mondays, Tuesdays, Wednesdays,  
Thursdays and Fridays from 9am to 5pm.

# How to contact me if you would like me to support you.

You can phone me to  
ask for support.



Phone **0191 565 6256** and ask  
for extension **47146** or the acute  
liaison service for people with  
learning disabilities.

Sometimes I will be working but not at my desk,  
so you can also phone me on my mobile phone.



My mobile phone number is:  
**07989 446998**

If you can't contact me our Community Learning Disability Service  
may be able to help.



Phone **0303 123 1145** to talk to our  
Initial Response Service. They will  
put you through to our Community  
Learning Disability Team.



You or your carer can tell me if you are coming to hospital and need support.



I can help to make coming to hospital easier for you.

I can help you to visit the hospital before you come for treatment.



You and your carers can meet the people at hospital who will be looking after you.

I can give you Easy Read leaflets.



These make things easier to understand if you need to have an operation, a scan or any other type of test.

I can help you to fill in a Care Passport.



This booklet that tells staff at the hospital about the things that are important to you.

I can help you when you come to hospital for an appointment.

I can help to make sure your appointment goes well.



I can ask for you to have an appointment at the start of day.



This means you will be seen quickly and won't have wait around very long.

I can ask for you to have a longer appointment.



This will give the doctor more time to explain things and for you to ask questions.

I can come with you and your carer when you see the doctor.



I can help you to understand what the doctor tells you about any treatment you need.

I can help if you need to come to hospital for treatment or a scan.

I can help to make sure your treatment or scan goes well.



I can help you feel relaxed before your treatment or scan.



I can make sure the hospital staff know the best way to support you so you do not worry too much.

I can help to make sure you have the right medication.



I can help you and your carers understand what the medication is for and how to take it.

I can support you after your treatment or scan.



Before you leave hospital I can make sure your carers understand how to support you at home.

I can help if you need to stay in hospital overnight or for a few days.



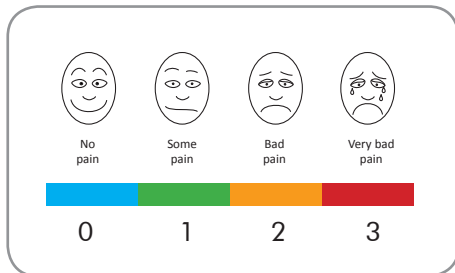
I can help to make sure you get good care and support in hospital.

I can help to make sure you are well looked after.



I can make sure the hospital staff know the best way to support you and keep you safe.

I can help you to communicate.



if you find it hard to tell people you are in pain or unhappy I can find ways to help you communicate.

I can help to make sure that you understand what is happening.



I can make sure that your family and staff know what is happening and what support you need.

I can help you to make choices about your care and treatment in hospital.

You have the right to say yes or no to treatment. This is called consent.



I can help you to understand your choices.



I can give you Easy Read information and spend time explaining all your choices to you.

Sometimes people are not able to understand their choices.



Some people may be too ill to say yes or no to choices about their health care.

If you can't make a choice yourself, I can help people to make the right choice for you in your best interest.



I will make sure hospital staff listen to your family and care staff. This will help them to decide the best way to help you.



# Useful websites.

## South Tyneside and Sunderland NHS Foundation Trust:



[www.stsft.nhs.uk](http://www.stsft.nhs.uk)

## Sunderland Action for Health Easy Read website.



[www.sunderlandactionforhealth.co.uk](http://www.sunderlandactionforhealth.co.uk)

There are lots of other things I can do to support you when you come to hospital so please do phone me.

**Acute Liaison Service** 

**Phone:** 0191 565 6256 and ask for 47146

### Credits

This factsheet was developed by the Learning Disability Liaison Service at South Tyneside and Sunderland NHS Foundation Trust, and funded by the Sunderland Clinical Commissioning Group.

Designed by The Clear Communication People Ltd. using Photosymbols and other stock photography.

  
**Sunderland**  
**Clinical Commissioning Group**

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**South Tyneside and Sunderland**  
NHS Foundation Trust

### About Easy Read information

Easy Read information using larger print, easy words and pictures to make information easier to understand. Easy read is a summary of the key points. Whilst it is useful to help people understand complex subjects it should not be relied upon solely in the process of supporting people to make decisions about their health care and treatment.

This factsheet can be downloaded free of charge from: [www.sunderlandactionforhealth.co.uk](http://www.sunderlandactionforhealth.co.uk)