

'A' for Adjustment

Attitude

Addressed Care

Approach

Assessment

Actions – **Session 5**

Guidance for staff on what to do and where to get help in response to individual needs and concerns; includes suggestions on how to improve future responses and follow up actions.





Learning Outcomes

- Recognise how to involve family and carers for better outcomes.
 - Learn about who else you can involve and sources of support.
 - Know where to find easy read information.
 - Understand the importance of reviewing, recording and sharing information.
 - Be aware of providing clear and helpful information to those who support people with a learning disability and/or autism.
 - Gain an awareness of having difficult conversations.
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Involving family and carers is highly likely to provide a better outcome

Involving family members, parent carers and adult carers recognises, respects and values their skills, experience and personalised knowledge about the person they care for.

They are at the front line of providing support and a key source of what works, what doesn't work and how best to support the Person.

Remember as well as the right thing to do, it's also the law.



Care Act 2014



Who to involve and where to get support

- Family, care staff and personal assistants (PA's)
 - Learning Disability Hospital Liaison Nurses
 - Primary Care Liaison Nurses/Health Facilitators
 - Community Learning Disability Teams
 - Learning Disability Champions can provide additional guidance and support to their staff, people with a learning disability and family.
 - Your organisation may have a groups who can advise on how best to support people with a learning disability.
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Provide easy read and accessible information



Where to find easy read information:

[NHS England Easy Read](#);
[Learning Disability England Easy Read](#)
and many other organisations for e.g.
[Easy Health](#).



Sharing information

You have a legal responsibility under the **Equality Act 2010** to provide Reasonable Adjustments; this includes providing information in a meaningful way in accordance with the **NHS Accessible Information Standard 2016**

Use the following tools to share the valuable information that you learn about someone and improve their experience of accessing health and care.

NHS Summary Care Records

Reasonable Adjustments Flag - You should consult and record any agreed adjustments on the Reasonable Adjustment digital Flag where available.



Information for care and support staff





NHS Improvement Standards

for people with learning disabilities and autistic people to get the best possible care



The Learning Disability
Improvement Standards
for NHS trusts





Difficult conversations

Remember:

- Rights
- Communication
- Capacity
- Values



<https://www.resus.org.uk/respect>



Reflections

- Use John and Rita's stories to reflect on your learning.
 - Connect your learning to the scenarios and discuss how the adjustments made a difference for a better health outcome.
 - What would you do differently in future?
 - What would help you and your service improve the health and experience of people with a learning disability and/or autism and autistic people?
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Health Education England



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