

Supporting people with learning disabilities at Southend Hospital.

Our commitment.



People with learning disabilities have the right to good care.



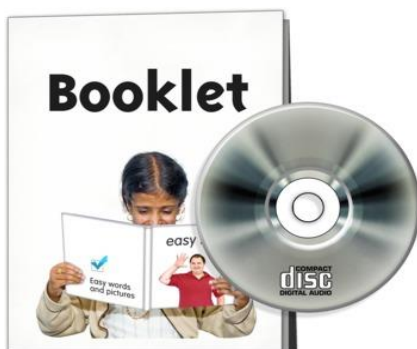
We will listen to you.



We will ask what support you need.



We will give you information about your appointment or admission.



We can explain things to you by talking, easy read, audio or video.



We will work in partnership with you and those people who are important to you.



We will make sure that you can use any of our services that you need to.



We will treat you fairly.



You can visit first if you are worried about coming in to hospital.



We will make sure you know how to get extra help.



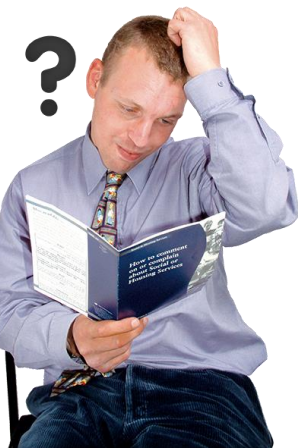
We want to know what you think about the help we give you so we can try and make things better.



We will make sure that you receive the right care and treatment when you are here.



We will try and make reasonable adjustments so you receive the best care possible.



We will do a capacity assessment if we are not sure you can make decisions for yourself.



We will make sure you have an advocate if you need one.



Training

All new nursing staff will have training about supporting people with learning disabilities and autism.



We follow the good practice guide Mencap getting it right charter.



We have a learning disability nurse specialist who can also help.