

How the Learning Disability Liaison Service can help:

- ✓ Support people with a learning disability through their visit or stay in hospital
- ✓ Help patients to understand their care and treatment pathways
- ✓ Make sure reasonable adjustments are made
- ✓ Listen to and involve family and carers in the patient's care
- ✓ Develop easy read information where required
- ✓ Promote the use of Health and Care passports

Our skills include:

- ✓ Act as a link between the hospital and community services
- ✓ Provide advice on Mental Capacity Act and Best Interest Framework
- ✓ Support staff to understand how a learning disability can affect a person and how it may present
- ✓ Provide support and advice to staff on how to make reasonable adjustments to enable access to care
- ✓ Provide Learning Disability Awareness Training
- ✓ Provide support and advice to staff regarding communication methods
- ✓ Provide support to ensure safe discharge planning
- ✓ Uses education to broaden understanding of emotions and provides skills in how to manage them.

How you can help:

- ✓ Let the team know if a family member of someone you care for is in hospital or if they have a hospital appointment
- ✓ Make sure a patient health and care passport is available for use
- ✓ If the patient has any communication aids, please bring them with you
- ✓ Let hospital staff know if there are any specific needs, likes or dislikes that will help them whilst they care for the patient

Our formal pathways include:

- Discharge care pathways
- Planned admission care pathway
- Emergency admission care pathway

Your Learning Disability Specialist nurses are
Amy Mitchell and Helen Burn



Making a referral

If you have any queries, or want to make a referral, please contact the Learning Disability Liaison Service:

Learning Disability Liaison Service

Queen Elizabeth Hospital
Gateshead Health
Gateshead
NE9 6SX

Telephone: **0191 445 2682**

Email: ghnt.learning.disability@nhs.net

How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have.

If you have any suggestions or comments about your visit, please either speak to a member of staff or contact the Patient Experience and Information Team on **0191 445 6129** (09.00 – 17.00, Monday to Friday). You can also email Patient Experience at ghnt.pals.service@nhs.net

Alternatively, you may wish to complain by contacting our complaints department:
Chief Executive,
Gateshead Health NHS Foundation Trust,
Trust Headquarters,
Queen Elizabeth Hospital,
Sheriff Hill,
Gateshead,
NE9 6SX

The team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

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Information for patients, relatives, and carers

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