



Putting **patients**  
at the **HEART**  
of everything we do



London North West  
University Healthcare  
NHS Trust

# Learning Disability and Autism Patient Pathway



Information for patients

When you come to hospital we expect the staff to work in a certain way.

This is called a Patient Pathway.

**Northwick Park & St. Marks Hospital**



**Central Middlesex**



**Ealing Hospital**



**Clayponds Hospital**



**Willesden Hospital**



This booklet is for you to share with your family and carers. It tells you:

- What happens when you come to hospital
- Who will be helping you
- How you and your family can help



**This is about the Patient Pathway.**

**The Patient Pathway is what you can expect when you come to hospital.**



**You might come to hospital on a planned admission.**

**This means you know when you are coming and it is not an emergency.**



**We would like to have a meeting with you and your support team before you come in.**



**We will send you a letter to arrange this.**

**It will be in Easy Read Format.**



**Chloe Donovan, the Learning Disability Specialist nurse will be told you are coming. She will also tell the champions that you are coming.**



**At the meeting we will decide who will be working with you when you are in hospital and who will help arrange for you to go home.**



**Sometimes you will come into hospital through Accident and Emergency.**

**This is called an Emergency Admission.**



**The hospital staff will let Chloe know you are there.**

**She will work with the champions to make sure that everything is in place for you.**



**Staff will make sure you have easy read information.**

This is my **NHS**  
**Health Passport**

For people who need additional support when accessing health services.  
My name is \_\_\_\_\_  
I need to take this to hospital and all other health appointments. This gives health staff important information about me. It will go in case in my bedside notes and give me back the original.

A picture of me goes here

My passport belongs to me. Please return it when I am discharged.

Reading and non-reading staff please look at my passport before you do any tests or treatments.

Things you must know about me

Things that are important to me

My likes and dislikes

Things you must know about me

Does it fit me?	Yes/No
Is it easy to use?	Yes/No
Is it easy to read?	Yes/No
Is it easy to carry?	Yes/No
Is it easy to use?	Yes/No
Is it easy to use?	Yes/No
Is it easy to use?	Yes/No

**Staff will ask for your health passport and make sure everyone reads it.**

**Staff will make sure that this goes with you between departments.**



**The hospital staff will work with the Learning Disability team to make sure you have everything you need.**



**This might help you to get used to some treatments or help with consent.**



**If you need more reasonable adjustments, Chloe and the champions will make sure these are in place.**



**You might need extra support from carers or family.**

**You can agree with the hospital staff what this might look like.**



**The hospital will use this information to write your care plan.**





**If you are having an operation, you might need a meeting beforehand to arrange any extra support.**

**This might mean visiting parts of the hospital.**



**When it is time for you to go home, the hospital will make sure someone is in charge of making sure everything is in place for you.**



**You might need to have a social worker involved if your support is changing.**



**You will have a discharge planning meeting before you go home.**



**You will have an easy read version of your discharge plan.**



**The hospital will make sure you have all the medicines you need.**





**The hospital will make sure you have all the equipment you need.**



**The Learning Disability Community Team will be involved if you or your carers need extra support when you go home.**



**We will make sure someone tells you what is happening when you are waiting to go home.**

**If it's easier for you to wait in bed, we will let you stay there.**

## For more information on easy read please contact:

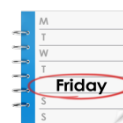
The Acute Learning Disability Specialist Service



Working Hours:



to



to



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[lnwh.tr-acutelearningdisabilities@nhs.net](mailto:lnwh.tr-acutelearningdisabilities@nhs.net)



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@lnwh\_chloe

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## General Trust information

### Patient Advice and Liaison Service (PALS)

PALS is a confidential service for people who would like information, help or advice about the services provided by any of our hospitals. Please call 0208 869 5118 between 9.30am and 4.30pm or e-mail [LNWH-tr.PALS@nhs.net](mailto:LNWH-tr.PALS@nhs.net)

Please note that this service does not provide clinical advice so please contact the relevant department directly to discuss any concerns or queries about your upcoming test, examination or operation.

**If you would like this information in large print, braille, different format or language, please contact the PALS team on 020 8869 5118 or email [lnwh-tr.PALS@nhs.net](mailto:lnwh-tr.PALS@nhs.net) We will do our best to meet your needs.**

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