

Making a difference together: Understanding access to healthcare



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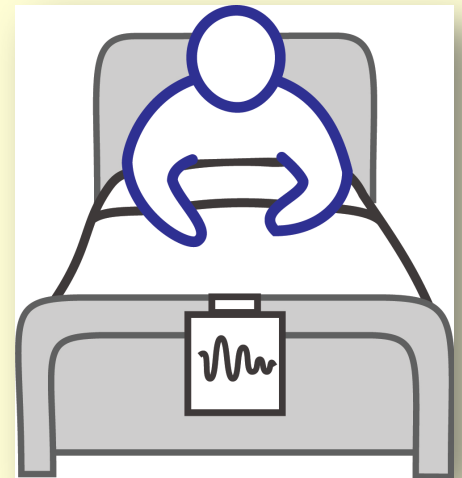
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Background and rationale

Previous reports have recognised failings in:

- Communication
- Working with the family
- Not understanding learning disability
- Not looking beyond the learning disability



The background of the image is a blurred photograph of a document, possibly a medical form or a report, with some text and lines visible. A white banner is overlaid at the bottom of the image.

Six Lives

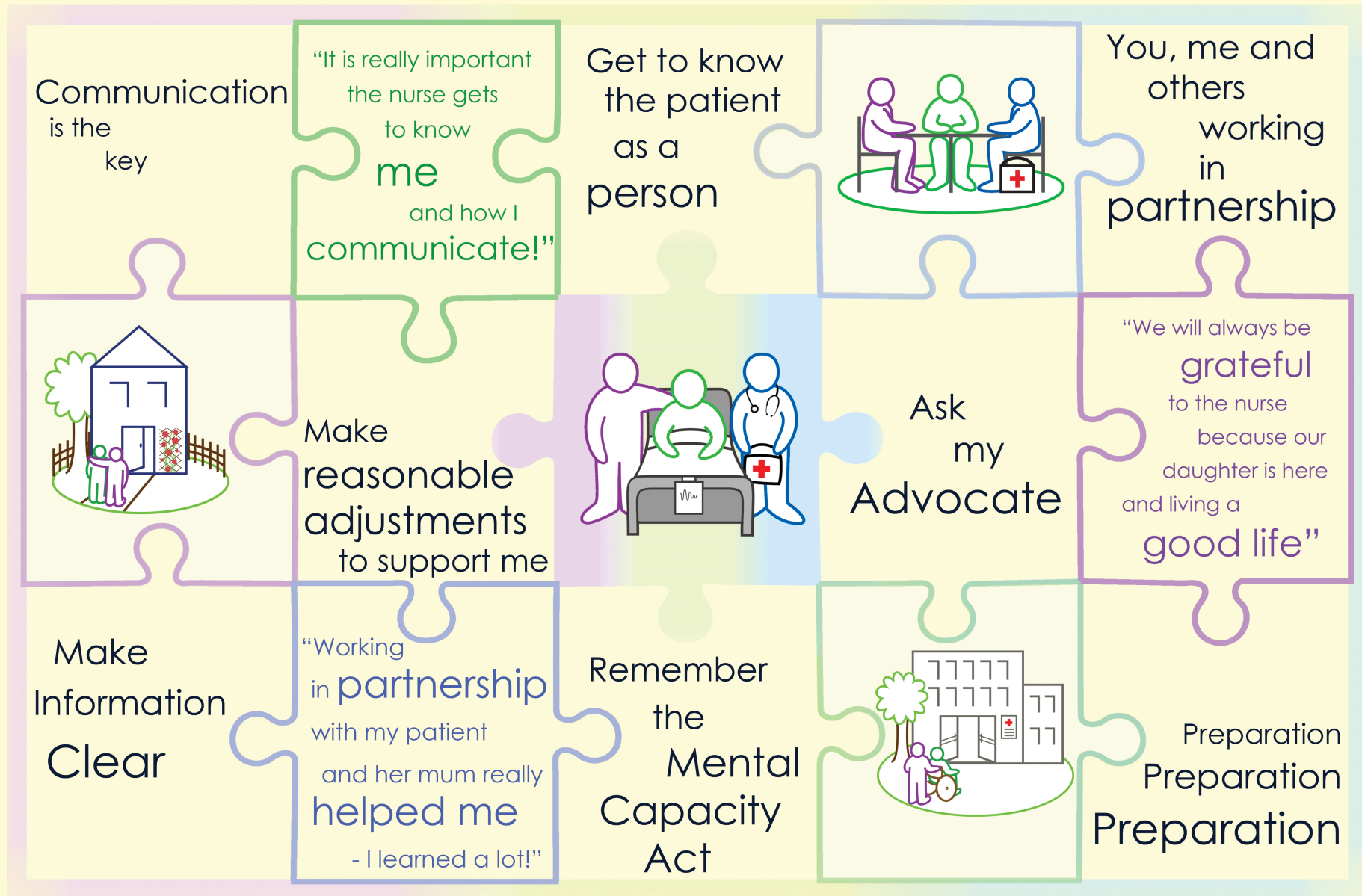
Background and rationale



- Healthcare professionals need to understand the nature of learning disability
- Healthcare professionals need to appreciate the impact of having a learning disability

We all have responsibilities, which include making reasonable adjustments

Key Messages from the toolkit My Next Patient Has a Learning Disability

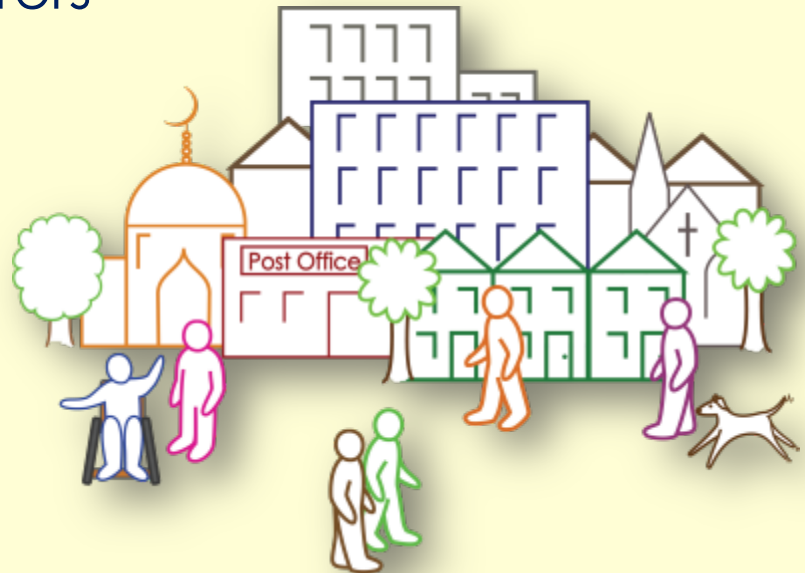


Helping me to care for you, and involving others



Recognising the person

- Valuing people
- You can't make accurate judgements based on how a person looks or behaves
- Supporting families and carers
- Reasonable adjustments





Good communication

- Respecting the person
- Using clear communication
- Be aware of verbal and non-verbal communication skills
- Make reasonable adjustments



Good communication

Clear Communication

Use **clear**
words
and pictures

Check what is
said
and
what is
heard

Explain
what is
happening

Use **body**
language
to
support
words

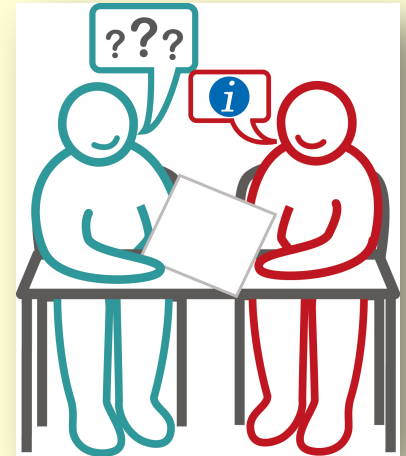
Make time to
listen
and
understand

Check **how**
people
can
communicate



Working in partnership

- Listen to others
- Anticipate particular areas of concern
- Preparation is important
- Collaboration is the key to effective working





Accessibility



- Good communication can enhance equity and accessibility of services
- Empathy can promote reciprocal communication
- Take time to listen
- Take time to check understanding



Think about how you communicate

- Don't make presumptions or assumptions about a person
- Think about the language you use
- Think about how you give information and instructions





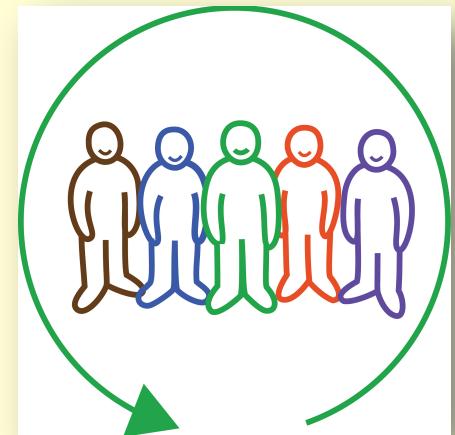
NHS

West Midlands

Strategic Health Authority

See past the learning disability

- Create environments to express good values
- Promote and celebrate good practice
- Take the time to listen
- See the person, not just the learning disability
- Involve families and carers
- We all have a responsibility



Remember:

‘...people will forget what you said, people forget what you did, but people will never forget how you made them feel.’

