



Staying in Hospital

Information Pack:

This booklet is for patients with a learning disability / Autism





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Introduction



This booklet is for patients with a learning disability / Autism, your family, carers and friends.



It will help you to understand what it will be like when you stay in our hospitals. We know coming into hospital may be a difficult time for you so we want to make sure we get it right.



Our priority is that people with learning disabilities receive the right support for their individual needs and are treated in a person centred way.

It is very important that you feel safe when you are in hospital. All staff will have a badge with their picture, name and job title on it.



If you, your relatives or carers feel worried about anything, or you think you have been treated unfairly please speak to a member of staff.



About staying in hospital (Inpatient)



If you have to stay in hospital overnight, you are called an **Inpatient**.



You will need to pack a bag.



Please pack:

- Night dress or pyjamas
- Dressing gown
- Slippers
- Toiletries
- Soap & flannel
- Toothbrush & toothpaste
- Shampoo & conditioner
- Razor
- Deodorant
- Hairbrush.



If you need them, please also bring:

- Glasses
- False teeth (and the container)
- Hearing aid.



Please bring your medicines or tablets.

Bring the boxes for your tablets too.

This helps the doctor to know what they are.



If you want to buy newspapers or snacks, please bring a little bit of money.



If you have a Health Passport, please bring this with you too.

(see page 19 to explain what this is).



Please bring the letter from the Hospital if you have been sent one.



Getting to the hospital



If someone is driving you to hospital, please show them the parking information on pages 16 and 17.



If you are getting a taxi, please ask the driver to take you to the main entrance.



If you use public transport, please make sure you know the route well.

www.merseytravel.gov.uk will provide more information.



A few people need an ambulance to bring them to hospital.

The hospital letter tells you how to book an ambulance.



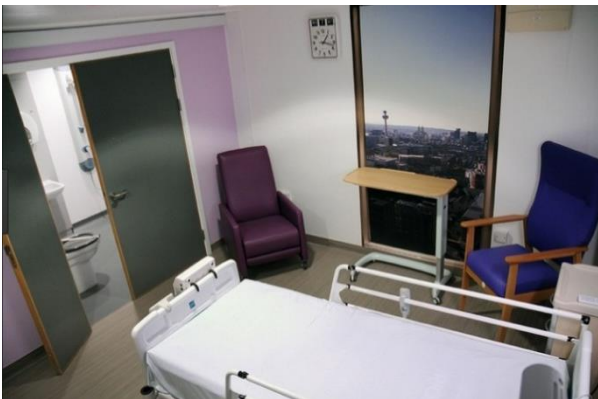
What happens when you get to hospital?



Please go to the main reception desk.

Show them your hospital letter.

Someone will tell you how to get to the **ward**.



A **ward** is the name for a room where you sleep when you are staying in hospital.



When you get to the ward a nurse will say hello.

They will tell you what happens on the ward.

You can ask them questions about staying in hospital.



The nurse will ask you questions about you.

A member of staff will write down what you say.

This helps everyone know what you like and how to look after you.



You are allowed to see what we write down about you.

You can tell us if you do not want us to share this information.



Consent



We will ask you to say if it is okay to treat you. This is called **Consent**.



To give consent, you might have to sign a form.



Please ask any questions you have about the treatment.



If you do not understand what the doctor is saying, please ask them to explain it in a different way.



The Safeguarding team can also support you to understand about your care and treatment in hospital.



You can change your mind even after you have signed the form.

This is called **withdrawing consent**.



If you find it difficult to decide what to do, you can get support from your family or carers.



A **best interest decision** is when other people decide for you.

This only happens when you are not able to decide for yourself.



Staying in hospital



Meals

There is a menu for you to choose what you want to eat. Somebody will ask you what you would like to eat.

If eating some foods will make you sick, please tell us. We can ask the kitchen to make something else.

Meal times are approximately:

Breakfast 7:30 am

Lunch 12 noon

Dinner 4:30pm

If you are about to have an operation, you will not have anything to eat or drink until afterwards.



There is a shop in the hospital where you can buy drinks, snacks and newspapers.

These are in the main entrance area of both **Whiston** and **St Helens** hospitals.



You will have a small cupboard by your bed to put your belongings into.

Please remember not to bring anything valuable to hospital.



Your friends and family are allowed to come and visit you in the afternoon and evening.

If you need extra support, a family member or carer is allowed to stay longer.

We can offer **flexible visiting hours**.



At night time most of the lights are turned off so that you can sleep.



Alcohol and smoking are not allowed in the hospital or on hospital grounds.



Infections



Infection means there is something in your body that should not be there.

Infections can make you very sick so it is important to stop them.



You can help stop infections:

1. **Wash your hands** and use the hand gel.
Do this when you go into the ward, before you eat and when you go to the toilet.
2. Ask the doctors, nurses and your visitors to wash their hands too.
3. If your friends or family are unwell they should not visit you until they have been well for 2 days.



If you have had an operation, it is very important you **do not touch your wound** or allow any of your visitors to touch it.



St Helens and Knowsley Hospitals (Adult Safeguarding Team)

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0151 290 4946

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Our email address is:

Learning Disability & Autism Team (Adults) –

LearningDisabilityAutismTeam@sthk.nhs.uk



Leaving hospital



Leaving hospital is called **discharge**.



You might need some extra support.

A member of our hospital staff will talk to you and your family/carer about this.



The Safeguarding Team can support with your discharge if you want our help.

The Hospital will make sure you have the right medicine to go home with.



Information for parents and carers.

Hospital Parking:

Car parking at Whiston Hospital for Patients and Visitors

Car parking is available for patients and visitors in the Multi Storey Car Park off Delph Lane. Other car parks are located by the Accident and emergency Department off Dragon Lane and by the paediatric entrance off Stoney Lane.

There is also a dedicated disabled car park at the front of the hospital main entrance and also disabled spaces available within the multi storey, Accident and Emergency and paediatric car parks.

All these car parks at Whiston and St Helens hospitals have a charging system. The charges are as follows:-

Less than 20 minutes:	Free
20 minutes - 1 hour:	£1.00
1 - 2 hours:	£2.20
2 - 3 hours:	£3.30
3 - 4 hours:	£4.40
4 - 5 hours:	£5.50
5 – 6 hours:	£6.00

£6 Maximum Charge
(Prices are subject to change).



The car park operates a Pay on Foot system. This means a ticket will be issued on arrival and visitors will need to go to the payment machine to pay the amount required and have their ticket validated for exit before leaving. To leave, visitors will need to place their tickets in the terminal by the exit barrier.

There are six payment machines at Whiston Hospital - two are located within the hospital by main reception, two can be found on Level 5 of the multi storey car park and two are located by the Accident and Emergency Department car park. There is a pedestrian link bridge from Level 5 of the multi-storey car park which takes you to the main entrance of the new hospital via the lifts or stairs.

For frequent visitors, weekly passes are available for £12. These passes will have unlimited use for a full 7 day period. At Whiston Hospital, weekly passes can be purchased for the Multi Storey Car Park and all public car parks. These can be purchased direct from all payment machines via cash or credit / debit card.

Car parking at St Helens Hospital for Patients and Visitors

Parking is available for patients and visitors on the St Helens Hospital site with designated patient 'drop-off areas' at the front main hospital entrance and the Lilac Centre entrance to the rear of the building. Parking spaces for disabled drivers (up to 3 hours maximum stay) are located to the front of and adjacent to the main hospital entrance.

The visitor car parks at St Helens and Whiston hospitals have a charging system – the same charges apply at St Helens and Whiston hospitals. At St Helens Hospital, weekly passes can be purchased for the patient and visitor car park either from General Office between the hours of 9.15am to 4.45pm or from the car park pay machine directly 24 hours a day.



Carers Passport

In our hospitals we are keen to work together with carers as partners and to recognise their needs. When the person you care for comes into hospital, it is natural that you may worry. The hospital staff will look after that person whilst they are here however, you may choose to help with some parts of their care.

To complete this Carers Passport please speak to the nurse looking after the person you care for.

What does a Carers passport do?

A Carers Passport can:

- Help us know who is a carer
- Provide a shortcut to knowing what support is needed, without having to ask lots of questions
- Raise awareness of caring
- Provide a clear offer of support
- Recognise how important carers are in patient's lives
- Provide information to managers or key professionals
- Help in ward discussions.

Please ask Named Nurse for a card “I am a carer”

Staff discount in the Spice of Life Restaurant at both Whiston and St Helens Hospitals.

Flexible visiting hours.

Parking concessions: these are available to patients and visitors that are required to regularly attend either hospital. A weekly pass costing £12 can be purchased. These passes will have unlimited use for a full 7 day period.



Health Passport

Family/carers usually know most about the patient and the support they need. The family/carers can also be involved in providing information for any reasonable adjustments that may be needed.

Information about reasonable adjustments that a patient may find helpful can be written in their health passport.

If the person you care for does not have a health passport already, or if it needs updating, a blank passport can be provided by the ward staff or by contacting the Hospital Safeguarding Team. Please remember to prompt the person you care for to bring their health passport with them to hospital every time they attend.

The health passport is a really useful booklet to help hospital staff understand a patient's needs. The health passport gives us information about the whole person, not just information about their medical conditions. It can include lists of their likes and dislikes, including their favourite food and drink and any fears they may have about being in a hospital setting e.g. needle-phobia, fear of close contact.

Reasonable Adjustments

A Reasonable Adjustment Care Plan will be written to identify any Reasonable Adjustments Required.

Accessible Information

Hospital staff can help to explain medical conditions, procedures and treatments by using pictures and photographs. The Hospital Safeguarding Team can help our staff by showing them where to find Easy Read documents that can help with these explanations.



Flexible visiting

If you are visiting a patient who has a learning disability, we allow visiting outside of the standard set hours for the ward. This means that you can, for example, arrange to visit during meal times if this might help the patient to feel comfortable when eating. Please speak to the ward manager to arrange visits outside the set times.





Other useful information



This section contains information to help you stay healthy.



Easyhealth is a website with lots of information about health.

The information is easy to read and there are videos too.



There are over 500 leaflets on Easyhealth, made by many different organisations.

You can print off nearly all the leaflets straight away.



The learning disability register is a list of people with a learning disability who access their GP. Ask your doctor to add your name to the **learning disability register** if you are not already on it.

An **Annual Health Check** is done by your GP once a year. You can get an Annual Health Check if you are age 14 or older. It can help you stay healthy. You do not need to be ill to have an annual health check.



Support Organisations

This section has information about different organisations who give advice and support to both people who have a learning disability and their family or carer.



Knowsley Disability Concern

<http://www.kdc.org.uk/>

0151 480 4090



Mencap Liverpool

www.mencapliverpool.org.uk

0151 707 8582



Wirral Mencap

info@mencapwirral.org.uk

<http://mencapwirral.org.uk/>

0151 666 1829



Options

<http://www.optionsforsupportedliving.org/>

0151 236 0855



British Institute of Learning Disabilities - BILD

www.bild.org.uk

0121 415 6960



Halton Speak Out

<http://www.haltonSpeakout.co.uk>

01928 713877

St Helens and Knowsley Learning Disability
Community Teams

0151 426 5885

Halton Learning Disability Community Team

0151 495 5302

Acknowledgements:

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**Mersey and West Lancashire
Teaching Hospitals**
NHS Trust



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