



Guidance notes for your HSC Hospital Passport

For people with a learning disability in contact with a general hospital

These guidance notes are to help you or your carer complete your Hospital Passport.

Who can complete a Hospital Passport?

You can complete your Hospital Passport yourself or with help from your carer or someone who knows you well. A Hospital Passport may also be completed for you if you do not have one and are unable to complete it. You will need up-to-date information to complete each section of the form.

To staff:

Please read the regional Hospital Passport and make reasonable adjustments *before* you undertake any assessment, examination, treatment or care.

Try to make the passport easily available to all staff involved in care.



Health and
Social Care



All about me

Please ensure all information in this section is up to date. For all telephone numbers include the dialling code. You can give a mobile phone number.



Communication

All people with a learning disability have the ability to communicate, but some do not use words. Please tell us how you communicate with other people and what helps you understand any information they provide to you.

For example, you may find it helpful if the staff in hospital speak slowly, speak loud enough to be heard, write things down, or use pictures and symbols to help you understand what they are saying.

You may be unsure about what happens in hospital or afraid about coming to hospital. Or you may have difficulty in clearly explaining if you are in pain. It is helpful to provide some information about how you might behave if you are afraid, worried or in pain and how hospital staff could help you.

For example, what changes might staff see in what you say or do? Or how could staff tell if you were becoming more or less worried or in less pain?



Medical History

This information should be up to date to let staff compare it to other information hospital staff have, like hospital notes and Electronic Care Record (a computer system that lets staff see your medical notes).

When thinking about allergies, tell us things that may bring you out in a rash or make you feel itchy or sick.

It is really important to let staff in hospital know if you are on any medication given directly to you from the hospital or from a doctor, as they may not know this. It is important to bring your medication to hospital and it is also helpful to know how you prefer to take your medication. For example, do you prefer to take it in food, with a drink or as a liquid?



Looking after me

Please give information to help staff enable you to be as independent and as involved as possible in decisions about your care when at hospital. This includes information about any support you need when moving (in bed, sitting or walking).

It is also helpful to give information about help you may need when eating, drinking, dressing, using the bathroom or other personal care. Tell staff about how your food and drink is prepared, any special diet and the amounts usually put in a cup or glass. Include information on the support you may need at mealtimes and any choking risks.

Many people find it difficult to sleep in hospital. Please provide any information you think will be helpful about what you do before you go to bed to help you sleep as well as the time you normally go to sleep and wake up.



Keeping me safe and happy

Many people do things or have things to help them feel safe. If you use anything, for example, a walking stick, personal alarm, or other equipment, write this down so that staff in hospital know. If you like to have any personal things close to you (such as your phone, magazines or special things) also write this down.

Staff you meet in hospital want to look after you well when you are there. It is useful for them to know about the things you like to do, see or talk about and what makes you happy. It is also important for them to know about what upsets you and things you do not like to do, see or talk about.

It can be good for staff in hospital to know how to support you if your behaviour starts to become difficult for them. Write down what things help you to be more relaxed and able to work with hospital staff.

For example, do you like to be left alone for a short time? Or maybe you prefer to lie down, sit in a chair, be in a quieter place, have some lights turned off or have someone you know stay with you? Try to be very clear about what you need staff to do, rather than what you do not want them to do (like say 'I need you to be quiet now' instead of 'stop shouting').