

Hospital liaison service in County Durham and Darlington for adults with learning disabilities

Providing inpatient and community support for adults with learning disabilities who are going into hospital or attending outpatient appointments in County Durham and Darlington

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Information for service users, families, carers and supporters. This leaflet can be read with a family member or carer to help you understand our service



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What is a liaison nurse?

A liaison nurse is for adults with learning disabilities.



A liaison nurse may be able to help you when you are in hospital, or when you have an out patient appointment.

How can I help you?

If you know you are coming into hospital, I can help you and hospital staff prepare.



I can arrange for someone to come with you to your first appointment. This is called a pre-assessment visit.

What can the liaison nurse do?



If you need extra support I can visit you on the ward. I can work with staff and carers to make you feel safe and well looked after.



Help the people who care for you



If you are having an operation or tests I can give you easy read leaflets to help you understand



I can arrange a visit to the ward or the department where you can meet the staff who will be caring for you.

I can make sure you have a 'hospital passport' booklet to bring into hospital.



This tells the hospital staff important things about you, like how you eat and drink or how you take your medication.

It helps the hospital staff to get to know you. If you don't have a 'hospital passport' and would like one I can help to complete it.



Help staff to know how to care for people with learning disabilities.



Make sure hospital staff have all the information they need about you so you get the right care



Work with community nurses and social workers involved in your care.

- It is important for the staff to talk to you about your health and how you are feeling.
- I can help when you are in hospital at
- University Hospital of North Durham
- Darlington Memorial Hospital
- Bishop Auckland General Hospital
- Chester le Street Community Hospital
- Shotley Bridge Community Hospital

If you are admitted to another hospital I can also help you.

If you are unhappy about our services...



Please tell a member of staff.



Freephone 0800 052 0219 or



Email tewv.pals@nhs.net.

Feedback

We'd like to know if you thought this information was



- good or bad
- if anything was missing you wanted to know
- if there was anything you didn't understand.



You can tell us by email.
tewv.communications@nhs.net



Or you can telephone the communications team on:

01325 552223