

HELPING PEOPLE TO UNDERSTAND

- Allow time for them to process what you have said.
- Be prepared to repeat or rephrase what you have said.
- Check that they have understood.

KEEP LANGUAGE SIMPLE

- Avoid humour and double meanings as they can be taken literally.
- Avoid metaphors.
- Make sure your facial expressions and tone of voice match what you say.
- Use short, simple words.

INCLUDE THE INDIVIDUAL

- Speak to the person first, but also remember to include the carer.
- Ask them what they need.
- Find out if they have a Hospital Passport, Book, or Health Action Plan.
- Support the individual to make decisions or follow Mental Capacity Act 2005.

INVOLVE THE FAMILY AND CARER

- Carers often have expert knowledge and understanding of the individual being cared for.
- Involve them as partners in care; include them in decision making and care as appropriate.
- Think about the carer's needs; offer a health check if suitable or encourage them to see their own GP.
- Be flexible regarding appointments so that they can be included in the important conversations / health reviews and provide needed support.

COMMUNICATION

- Speak clearly and use simple language. Ask Direct, but brief questions.
- Check for understanding.
- Find time to listen and give the individual plenty of time to reply.
- Pay attention to facial expressions and posture and utilise communication support tools.
- Where appropriate, provide information in alternative format (i.e. Easy Read).

Small changes can make a
BIG
DIFFERENCE

ENVIRONMENT

- Some people may be sensitive to light, sound, movement, smells etc.
- Keep the environment as calm as possible.
- Minimise noise wherever possible.
- Reduce bright lights or bright colours.
- Remove additional equipment or distractions if possible.
- Some people may benefit from using sensory items during their appointment.

APPOINTMENT PLANNING

- Ask the person or their carer what support they might need.
- Give additional time for appointments—Offer a longer appointment where needed.
- Offer appointment at a time that suits the person and carer.
- Establish whether the individual would benefit from a familiarisation visit.
- Share a photo of the clinician before the appointment if needed.
- Flag any required reasonable adjustments on system for future reference.

TREATMENT

- Getting to know your patient in order to understand their needs is imperative.
- Make use of pain scales and communication materials.
- Explain at every stage what you are about to do. Check consent throughout.
- Communicate in simple language, avoid jargon.
- Use pictures/symbols
- Provide accessible information as standard.
- Flag any required reasonable adjustments on the clinical system for future reference.