

## Reasonable Adjustment wheel

When supporting a person with learning disabilities, think about the following steps.

If further advice or support is needed, contact the Acute Liaison Nurse for Learning Disabilities,

Kieran Uttley on 07712427679

### Keeping language simple

Avoid humour and double meaning words as these can be taken literally.

Make sure your facial expressions and tone of voice match what you say.

Some people use long and complex 'social' language but may not understand the meaning of the words they use.

### The support people need

Ask the person and/or their carer or advocate what support they might need.

Be prepared to ask again at different stages of your support.

### Improving appointments

Think about:

Choosing the best time of day and having the first or last appointment.

Making a longer appointment.

The best place for them to wait.

Fitting in with important routines.

Visit at home wherever possible.

### Helping people understand

Allow time for them to process what you have said (at least 6 seconds).

Check they have understood.

Be prepared to repeat and rephrase what you have said.

## There are simple adjustments we can make to support people with a learning disability when they access our service:

### Good environments

The environment is important – some people with learning disabilities are particularly sensitive to light, movement, sound, smell and touch.

Keep the environment as calm as possible. Some people can't cope with busy areas. Familiarity is important to people with learning disabilities.

### Information from people.

Ask direct, brief questions

Questions about time and frequency are often difficult to understand.

People may give you the answer they think you want to hear or repeat what you say, seeming to agree.

Check answers, ask again in a different way.

### Telling people what you are doing.

Explain at every stage what you are about to do, what will happen and why.

Check consent throughout.

Explain in simple language, avoid jargon and complex language.

Use pictures and/or symbols (refer to the Communication Toolkit).

### Understanding behaviours

Behaviour is how many people communicate how they are feeling. Some behaviours may be a coping mechanism or due to physical or mental illness.

Don't assume the behaviour is a result of the learning disability.

Bear in mind the person may be very anxious. Consider sensory impairments, if in doubt, ask.