

5. Waiting for planned care

What is this work about?



In the North West staff found people can become more unwell when they are waiting to go into hospital.

What did they find out?



Staff working in hospital did not always write down that people have a learning disability or are autistic

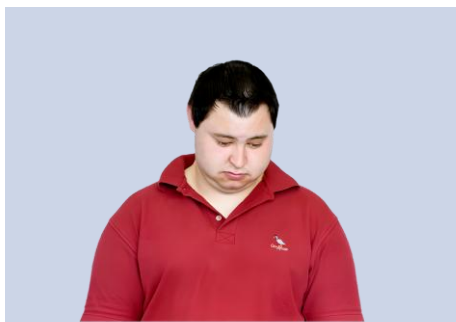


This means that people did not always get the right support or reasonable adjustments they needed



People were not always able to talk to staff or get information or help while they were waiting to go to hospital

5. Waiting for planned care



This can make people feel worried or more unwell

What did the team do?



In the North West of England staff made a document to make it better for when people needed to go to hospital



The document was coproduced with staff, autistic people, people with a learning disability, families and carers



The document will help to make sure:



- People get better care and support while waiting to go to hospital

5. Waiting for planned care



- Staff have clear advice on how to work better



- Staff have tools so they can understand when things have worked well and when they have not



- Staff work better together

How did they make things better?



They changed the way staff in health and social care work together



They made sure people got better care and support while waiting to go into hospital.