

# For Healthcare Organisations

Here are some examples of small changes you can make within healthcare settings.

## Awareness

- ✓ Offer awareness training to help your employees understand how to support people with learning disabilities and/or autism
- ✓ Ask your employees to be more patient and take extra time to explain and help people with learning disabilities and/or autism
- ✓ Promote the support that is available on your website and in communications with patients.

## Getting around

- ✓ Ensure floorplans and maps are readily available
- ✓ Provide virtual tours of your facilities for people to watch online before their visit
- ✓ Use easy read signage or include pictures on signs
- ✓ provide clear directions and instructions.

## Waiting Areas

- ✓ Create quiet waiting rooms or separate spaces to wait before appointments and offer these to people rather than wait to be asked
- ✓ Lower or soften the lighting in waiting rooms
- ✓ Use a Starlight Distraction Box filled with toy items and resources to support people who are worried about a medical procedure.

## Appointment

- ✓ Introduce easy read format letters so they are accessible from the beginning
- ✓ Consider arranging appointments when it is quieter
- ✓ Extend appointment times to give more time during appointments
- ✓ Explain what will happen at an appointment, giving patients the opportunity to ask questions beforehand.



For more suggestions, please visit:

[www.staffsstokeics.org.uk/small-changes](http://www.staffsstokeics.org.uk/small-changes)