

5. Work together with hospital staff to improve your stay if you go to hospital
6. Work together with mental health staff to improve your care if you have mental health needs
7. Work with you, your family and support to get the right care for you
8. Work with people with learning disabilities to make Easy Read Information
9. Advise on how to make changes to help you when accessing healthcare services. This is called Reasonable Adjustments

BCUHB are signed up to the Getting it right charter, for more information go to:

www.ndti.org.uk/uploads/files/Getting_it_Right_Charter.pdf

Getting it right charter 

See the person, not the disability

For more information about our team or if you need our help, please call our health liaison nurses

on:



01978 298484

or

01824 706016

For Hospital enquiries contact your local Acute Liaison Nurse on:



Ysbyty Gwynedd: 0783 363 4492

Ysbyty Glan Clwyd: 07900052095

Wrexham Maelor: 0776 660 2478



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University Health Board

Health Liaison Team for Adults with Learning Disabilities



**Improving Access to
Healthcare Services for
Adults with Learning
Disabilities**

Introduction

Having a learning disability can affect the way you access healthcare services.

You may need some extra help with:

- Appointment letters
- Following instructions
- Understanding how to get to appointments and what time to be there
- Recognising early signs of ill health
- Knowing where to go for help



Since 2007 there have been many reports telling us that people with learning disabilities face barriers when trying to access health services



This could be due to:

- Communication difficulties
- You, family members and carers not being listened to
- Health professionals only seeing the person's learning disability and not the health problem
- Difficulties for the person to make their own decisions and choices

Who are the Health Liaison Team?

Our team is made up of:

- Adult Learning Disability Nurses
- Hospital and Community Liaison Nurses
- Specialist Dysphagia Nurses (who help with swallowing problems)
- Healthcare Support Workers

This is what we do:

1. Work with and inform healthcare professionals in all settings about the health needs of people with learning disabilities
2. Improve access to healthcare services both in the community and in hospitals
3. Promote the annual Welsh Health Checks at GP surgeries