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Reasonable Adjustments and Dementia friendly Checklist

- Do you have a quiet space for someone who might be feeling anxious or confused? A few minutes with a supportive person might be all that's needed.
- Are signs clear, in bold face with good contrast between text and background?
- Are the signs fixed to the doors they refer to? They should not be on adjacent surfaces if at all possible.
- Are signs for toilets and exits clear? These are particularly important
- Are glass doors clearly marked?
- Are there any highly reflective or slippery floor surfaces? Reflections can cause confusion.
- Do you have a changing room (where applicable) where an opposite sex carer or partner can help out if the person needs help with their clothes?
- Do you have a unisex toilet or other facility which would allow someone to have assistance without causing them or other user's embarrassment?
- Be flexible with appointment times. Many people with a learning disability will find it easier coming to hospital when it is quieter, so an appointment at the very beginning or very end of the day might make their appointment go more smoothly. They may also need an appointment at a time when their supporter is able to accompany them.
- Make sure people can get into and around the hospital. This includes ensuring there are no physical barriers for people using wheelchairs or with mobility issues
- Provide a quiet place to wait. Hospitals are often busy, noisy places and this can be overwhelming for many people
- Use hospital passports (have them available and make staff aware of them)
- Provide written information in Easy Read format. This means people are much more likely to read and understand information about their appointments, procedures and results. This is also a requirement of the NHS's own Accessible Information Standard
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