



# ***INDUCTION HANDBOOK***



Name \_\_\_\_\_

Date \_\_\_\_\_

# CONTENTS

Resuscitation Procedures.....	3
Fire Safety Procedures.....	3
Child & Adults at Risk Safeguarding .....	4
Confidentiality, Security, Fraud & Bribery.....	6
Prevent Strategy (counter terrorism).....	7
Moving and Handling .....	8
Sepsis Awareness .....	8
What to do when an Inspector calls (CQC) .....	9
Clinical Governance.....	9
Community Sites/co-ordinators.....	10
The Academy.....	11
I.T Services.....	12
Staff Support Services.....	12
Electronic Staff Record.....	13
Training Tracker .....	13
Booking onto Courses.....	13
Academy Library & Information Service.....	14
Key Contact Numbers.....	14
Person Centred Communication .....	15

# Resuscitation Procedures

## Adult Medical Emergency Team (MET)

The Medical Emergency Team should be called on **2222** when encountering a casualty who:

- is in cardiac arrest or respiratory arrest
- is in imminent danger of cardiac or respiratory arrest and help is required rapidly
- has one or more of the following criteria:

<b>Airway</b>	Threatened
<b>Breathing</b>	Respiratory rate less than 5 or greater than 40
<b>Circulation</b>	Pulse rate less than 35 or greater than 180 Systolic BP less than 70mmhg
<b>Disability</b>	Sudden decrease in level of consciousness (AVPU = P or U)
<b>Other</b>	Repeated or prolonged seizures Any patient who does not fit the above criteria but who you are seriously worried about and help is required rapidly

## Paediatric Emergency Team (PET) and Obstetric Emergency Team

For deteriorating or unresponsive children dial **2222** and state clearly "*Paediatric Emergency Team*".

For a pregnant woman requiring urgent emergency obstetric treatment dial **2222** state clearly "*Obstetric Emergency Team*". Follow the procedure given above.

## Resuscitation in Community Hospitals and Community Healthcare Settings

The ambulance service should be called on **999** for any adult or child who fits the criteria above or for whom medical assistance is urgently required. Please reply to the questions from the ambulance controller and ensure a member of staff is dispatched to meet the ambulance crew if possible.

# Fire Safety Procedures

## Action on discovery of a fire:

- Raise the Alarm - 2222 (GWH) 9-999 (Community)
- Operate a manual call point if necessary (there may not be an automatic system)
- Close all doors and windows to contain the fire.
- Evacuate people from the immediate vicinity.

## On Hearing an Intermittent Fire Alarm:

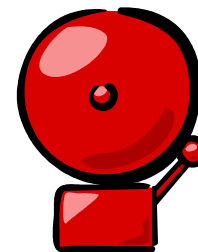
- Stay where you are and await further instruction.
- Be prepared to evacuate. Only evacuate if instructed to do so by a member of Fire Team or The Fire and Rescue Service or if the fire alarm changes from intermittent sounding to continuous sound.

## On Hearing a Continuous Fire Alarm:

- Wait until the alarm is **confirmed as a fire** before starting the evacuation procedures.
- Evacuate to the designated place of safety for your area.

Fire Evacuation plans (GWH) and Fire Action Notices (Community) are displayed in each department.

**DO NOT USE THE LIFTS Unless advised to do so by the Fire and Rescue Service.**



# SAFEGUARDING

Categories of Harm - Adults and Children	Categories of Harm - Adults only
<b>Sexual:</b> includes:- rape and sexual assault, contact or non-contact sexual acts including online.	<b>Discriminatory:</b> Based on a person's ethnic origin, religion, language age, sexuality, gender, disability.
<b>Psychological:</b> includes:- emotional abuse ,threats of harm or abandonment, deprivation of contact or communication,, isolation or withdrawal from services or supportive networks.	<b>Financial or material:</b> includes:- theft, fraud, exploitation, pressure with wills, property , inheritance or financial transactions, or misappropriation or property, possessions or benefits.
<b>Neglect or acts of omission,-</b> Ignoring medical or physical care needs, not providing access to appropriate care or education, withholding of the necessities of life,; failure to report abuse or risk of abuse.	<b>Institutional/Organisational :</b> Repeated instances of unsatisfactory professional practice, pervasive ill treatment or gross misconduct .indicating an abusive climate.
<b>Physical:</b> includes:- hitting, slapping, pushing, kicking, misuse of medication, inappropriate restraint and /or sanctions.	<b>Domestic Abuse:</b> Includes psychological, physical, sexual, financial, emotional abuse and so called "honour" violence.
	<b>Modern Slavery:</b> encompasses slavery, human trafficking, forced labour and domestic servitude.
	<b>Self Neglect:</b> – neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Making an alert	
1	Inform your Line Manager of the safeguarding concern.
2.	Complete a Multi-Agency Safeguarding Vulnerable Adults Referral Form 75 on the intranet – under Safeguarding Vulnerable Adults
3.	Fax Form 75 to the appropriate Adult Social Care Safeguarding team and Safeguarding Adults Administrator (Fax: 01793 605969) and file the form in the patients notes
5.	Complete an Incident Forum (IR1) select "Vulnerable Patient" in the cause box. Ensure you add notification to your Directorate Safeguarding Lead and Ward Manager.
6.	Ensure your safeguarding concerns are appropriately communicated at every handover and transfer. 4.

# **GREAT WESTERN HOSPITAL FOUNDATION TRUST**

## **CHILD PROTECTION/SAFEGUARDING CHILDREN STRUCTURE**

**Nerissa Vaughan**  
Chief Executive  
Trust Lead for Child Protection  
Hilary Walker - Chief Nurse

**Named Nurse Wiltshire Community**  
Jo Naylor  
Mobile: 07920576271

**Named Doctor**  
Dr Lucy Grain  
Tel: 01793 604921  
Bleep: 2088

**Named Nurse Acute**  
Joanne Smith  
Tel: 01793 604961  
07768398796

**Named Midwife**  
Christina Rattigan  
Tel: 01793 604953  
Safeguarding Midwife(GWH)  
Binny Upham  
Mobile : 07554115863

**Safeguarding Team Wiltshire Community**  
Tel: 01225 712901  
Child Protection Safeguarding Nurses  
Mike Menzies Mobile 07917 790501  
Michelle Cole Mobile 07917 210068  
Emma Cooper Mobile 07917 828249  
Angela Conway Mobile 07880055750

**The Named Doctors and Nurses**  
take a professional lead within  
the Trust on the safeguarding of children.  
They provide advice, expertise and training  
and support the Trust in its clinical governance role

**Child Sexual Exploitation**  
(CSE) Lead  
Dr Sophie Forsyth  
01793 604492/4494

**WE ALL HAVE A DUTY TO SAFEGUARD AND PROMOTE THE WELFARE OF CHILDREN**

### **In Hours**

If you have any child protection concerns you need to discuss these with someone senior within your department, which may be your Ward/Dept Manager, Child Protection lead, Child Protection Advocate ,or one of the Trust 's Named Professionals. (as listed above) For the GWH acute side someone from the paediatric medical team can be contacted and they are available 24/7. This is the Paediatric Registrar and or/the Consultant of the week (in hours) and the On Call Paediatric Registrar or Paediatric Consultant (Out of Hours).

The referral teams from the relevant Children 's Social Care Service are also there to give advice and you can contact them via switchboard.

Swindon 01793 466903 or Wiltshire 01380 733567

### **Out of Hours**

The on call Paediatric Registrar will give advice within GWH and can be contacted via switchboard .

or the relevant Social Care EDS (Emergency Duty Service) via switchboard .

For Swindon Tel no:01793 436699

For Wiltshire Community Tel: 0845 6070888

### **For the Child Protection Policy & Procedures**

Please refer to the policy which can be found on the Trust Policy and Procedures intranet page or via South West Child Protection Procedures at [www.swcpp.org.uk](http://www.swcpp.org.uk)

## **Designated Leads for Swindon & Wiltshire**

**Dr Fiona Finlay**  
(Wiltshire Community)  
Tel: 01225 731615

**Designated Doctor**  
Dr Janet King  
(Swindon)  
Tel: 01793 604959 (Sec)  
Tel:01793 604020  
Bleep: 2120

The designated professionals take a strategic,  
professional lead on all aspects of the Health Service's  
contribution to safeguarding children across the CCG  
area and also provide professional advice and support  
to the Named professionals

**Paula Whittaker**  
Designated Nurse  
Safeguarding Children  
(Swindon)  
Tel:01793 465323

**Deputy Designated Nurse:**  
James Dunne  
Tel: 01380733908  
Mob: 07887554807

## Confidentiality - Useful Contact details

**IG Manager – Colin Cairns / IG Officer – Carole Sheppard – IT Security,**  
*Information Governance, IT Incident Reporting*

**Phone: 01793 60 5675 Email: [info.gov@gwh.nhs.uk](mailto:info.gov@gwh.nhs.uk)**

**Freedom of Information Lead – Colin Cairns - information requests by**  
*staff, patients, and members of the public*

**Phone: 01793 60 5675 Email: [foi@gwh.nhs.uk](mailto:foi@gwh.nhs.uk)**

**Caldicott Guardian – Dr Guy Rooney (Medical Director) – Trust**  
compliance with the Caldicott Principles

**Phone: 01793 60 4182 Email: [guy.rooney@gwh.nhs.uk](mailto:guy.rooney@gwh.nhs.uk)**

**Data Protection Officer – Julie Taylor (Health Records Manager) –**  
subject access requests

**Phone: 01793 60 4717 Email: [julie.taylor@gwh.nhs.uk](mailto:julie.taylor@gwh.nhs.uk)**

**The Trust Data Protection Officer is the Health Records Manager.**

## Security

Great Western Hospitals NHS Foundation Trust has a duty to provide a safe and secure environment for patients, employees and visitors. If you encounter or suspect a possible violent, aggressive, threatening or abusive incident please contact Security on ext: **4601** or in an emergency situation on **2222** within GWH. Wiltshire staff are to contact the Police on 999.

The Trusts Security Management Specialist (LSMS) is Andy Wells who can be contacted on: 07557150308.

Security management includes:

- Violence & Aggression towards staff
- Protection of property and assets
- Security of controlled drugs, prescription forms and hazardous materials
- Safety of Paediatric and Maternity Units

All security incidences must be reported via an electronic/paper IR1.

## Fraud and Bribery

**False Representation** – Dishonest representation for gain or to cause a loss to somebody e.g. claiming extra hours on your timesheet.

**Failing to Disclose Information** – Dishonestly failing to disclose information to make a gain or cause a loss e.g. not informing your manager that you are working for another employer whilst on sickness absence from the Trust.

**Fraud by Abuse of Position** – Abuse of position to gain contracts or discounts for friends, relatives and associates.

Trust Counter Fraud Specialist David Bennett 07786 856 972

## Incident Reporting

Whenever an incident occurs, the priority is to ensure the safety of the person(s) or area affected is made safe.

Once safety is assured please complete an **Electronic Incident Form** in all cases. If you do not have access to the Electronic System please complete a paper IR1 form (available in all departments).

For further information refer to the Incident Management & RIDDOR Policies which are available on the Trust Intranet.

**CONTEST** is the UK's counter – terrorist strategy which is regulated by the Home Office and the Department of Health.

It is divided into 4 key areas.

The one key area which we need to understand is called **PREVENT**.

This is the part of the strategy which aims to stop people becoming terrorists and supporting terrorist activity.

It is important that, as staff working within healthcare, you know:

- You may have a role within the Prevent strategy
- You need to recognise vulnerable individuals who may need support.
- You need to know what to do next if you have worries or suspicions about a patient, a relative or another staff member.



## What am I looking for?

### Physical:

- Injuries from glass, multiple wounds on hands, face and feet
- Accidental knife or gun shot wounds
- Chemical burns of unknown origin or without credible explanation
- Inhalation episodes from noxious substances

### Non-physical:

- Pursuit of increasing radical activity - demonstrations, leaflet distribution
- Downloading of terrorist materials / coverage / propaganda on computer
- Searches on internet and/ or ordering of materials which can be used as explosives
- Expressed concerns from family members of change in behaviour or demeanour, increased aggression or being withdrawn and secretive.
- Something expressed or explicit which makes you concerned that there is an issue which may need investigating.

## What do I do if I am concerned?

Within your working area or as part of your visit to the patient's home.

- Gain as much information as you can from the source, without seeming to be too intense.
- Report concerns to your line manager.

An initial referral can be done in many ways depending on where you are:

- Via the Trust Prevent lead - Rob Nicholls, Deputy Director of Nursing. Tel: 01793 604181 / 3
- Via Security guards at a hospital
- By dialling 999
- Calling Crimestoppers on 0800 555111
- Report to or call your local police station
- Tell a Police Officer or Police Community Support Officer of your concerns
- Your local council offices – there are local authority Prevent leads who would be involved in any referral

## SEPSIS AWARENESS

“Sepsis is a life-threatening condition that arises when the body’s response to an infection injures its own tissues and organs. The infections which can give rise to sepsis are common, and include chest, urine, and wounds.

Sepsis can lead to shock, multiple organ failure and death, especially if not recognised and treated early”

*UK sepsis Trust*

### Who should we screen?

Every patient admitted as an emergency and any acutely unwell or deteriorating patient.

If severe or red-flag sepsis is present,

**the sepsis 6 must be delivered  
within 1 hour**

**Please see Trust posters & intranet for information, policies, guidelines and Trust sepsis documentation.**

**Nic Lythel (Sepsis Specialist Nurse)**

## Moving & Handling Procedures

**Every member of staff, including Bank and Agency staff must:**

- make full and proper use of risk assessments and Safe System of Work.
- take reasonable care of their own safety and that of fellow colleagues, patients and visitors.
- ensure a Report in writing is made (via IR1 Report Form) for any manual handling near miss or untoward incident.
- use the appropriate equipment provided for their safety
- ensure that their work wear and protective equipment is selected with the job in mind.
- consider not only the weight of the load but also other factors, such as: method of handling/movement, stability, environmental constraints, own knowledge, training and instructions.
- inform the manager/supervisor of any physical condition which may have an affect on their ability to perform their work tasks e.g. pregnancy, back problems, musculoskeletal problems etc.

### **Who to contact**

1. **Line Manager or Supervisor**
2. **Link Manual Handling Co-ordinator (MHLC)**
3. **Steve Higgins** - Deputy Health and Safety Manager/MSD and Ergonomic Specialist. Bleep 1314
4. **Sarah Barbieri** -Manual Handling Advisor 01793 605541
5. **Jo Woodward** (for Community staff)- Health & Safety Officer 01985 220721



## What to do when the inspector calls!

The inspector will arrive without warning and ask to see evidence and observe care in practice.

They will speak to staff to ask questions such as mandatory training attendance. They will also speak to patients. They will continually observe all aspects of care delivered looking at many things including infection control procedures, privacy and dignity and how staff approach and care for patients.

### What should you do?

- Ensure the most senior staff member/manager of your area is called to meet and accompany the inspector.
- Be positive and proud of the excellent standard of care you deliver.
- Be ready to be able to demonstrate and show them good examples of how you have improved care - such as reducing infections, Productive Ward, reducing pressure ulcers and falls prevention work.
- Evidence is required to show that you are compliant, ensure you offer supporting evidence to demonstrate the good work you do.
- Be open and honest and be mindful that all you say and do is being observed and will be written down.
- Ensure your colleagues are alerted to the visit and aware of the process and how to assist in ensuring a good inspection is completed.
- Please inform Teresa Wallace on (01793 60)4173 as Interim Quality and Compliance Manager.

**Please always report any concerns you have to your manager, to ensure timely review and action planning.**

## Clinical Governance

### What is Clinical Governance?

Clinical Governance provides a framework. It is designed to help organisations and individuals continuously monitor and improve the standards of care. It operates at a local level. Local healthcare organisations are responsible for making sure that their organisation meets appropriate standards. The focus is on improving and maintaining high standards of care. The goal is to make sure that high-quality healthcare is available to everyone throughout the country. Clinical governance covers the following subjects:

- Activities for improving quality, especially teamwork.
- Identifying and managing risks.
- Continuing professional development.

It helps provide good practice. Our patients and clients can feel confident that they're getting high quality care that meets their individual needs. It involves co-operating with others. Clinical governance depends on teamwork and good communication among all staff. This involves sharing good practices. Sharing goals, information and efforts is the key to success.

### Who sets the standards?

- The Department of Health – sets out the level of quality healthcare, in "Standards for Better Health"
- The National Institute for Clinical Excellence (NICE)
- The National Service Frameworks (NSFs)

### How will we know if we are meeting the standards?

- Clinical Audits
- Incident Reports
- Complaints Procedures

## Community Sites

GWHNHSFT is responsible for many Community locations within Wiltshire. Each site has its own specific rules relating to Access, Fire, Parking, opening and locking up times etc.

If you are based at any of these sites there is a local induction to help you familiarise yourself with the site. This is normally carried out by your line manager on your first day on site.

Any day to day questions can be normally answered by a department colleague or the local Receptionists or Site Coordinators.

For those who work at GP surgeries or other similar establishments the same rules apply.

There are Community Hospitals at:

Chippenham  
Marlborough  
Warminster  
Devizes  
Melksham  
Trowbridge

There are Health Centres at

Devizes  
Calne  
Corsham  
Amesbury

There is also the WALK IN CLINIC at Central in Salisbury.

We also have personnel in Salisbury District Hospital.

## Facilities Site Co-ordinators

Richard Garland  
Savernake and Devizes Community Hospitals  
& Calne Health Centre.

Mobile : 07900 052897  
Tel : 01672 517202

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Tonia Welch  
Warminster Hospital and South Wilts sites

Direct Line: 01985 224731  
Mobile: 07919 543824

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Billie Hasell  
Trowbridge, Chippenham and Melksham Hospitals  
Corsham FHC

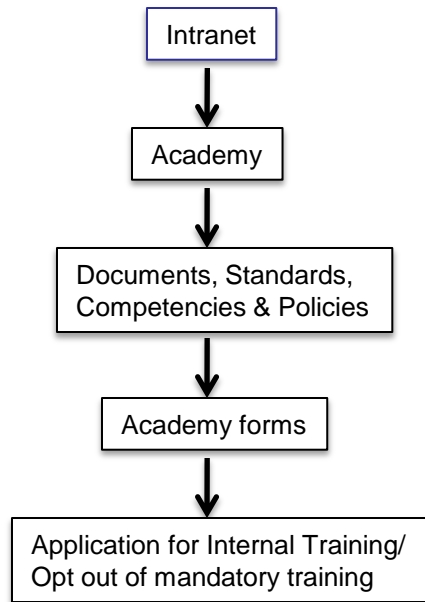
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# The Academy

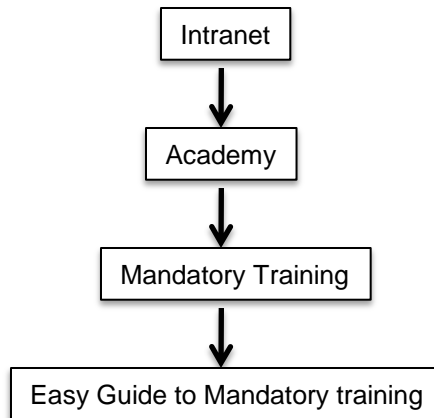
The Academy is a highly successful multi-professional education centre, situated on the Lower Ground Floor of the Great Western Hospital. The Academy boasts state of the art education facilities including telemedicine, video conferencing, extensive IT, an excellent multi profession Library as well as a full range of education rooms, clinical skills lab , simulation suite and lecture theatres. **Accessing Training** - information about all courses offered by the Academy can be found on the **intranet**.

To apply to attend an internal course or to opt out of an element of mandatory training:



To book a course at  
**GWH:**  
T: 01793 605912  
swindon.education@gwh.nhs.uk

To access the Training Needs Analysis (TNA) & easy guide to mandatory training

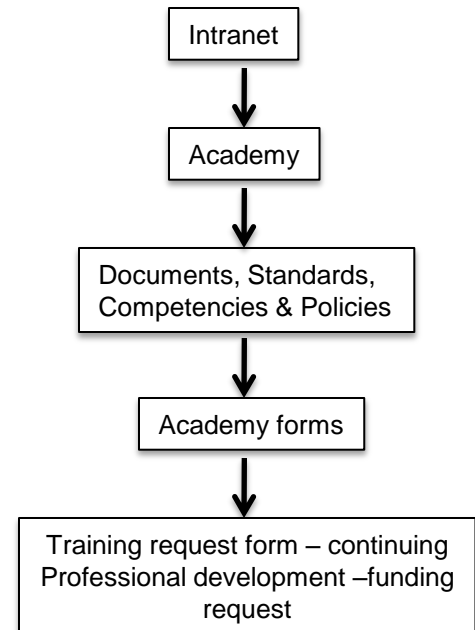


## Library Service

Academy Library Information Service s (ALIS) are provided for all staff and students at Great Western Hospitals NHS Foundation Trust. ALIS is staffed Mondays to Fridays from 8:30am to 5:00pm. Your staff ID badge will gain you access to the Library . The Library offers training in all aspects relating to ALIS - from a basic introduction to the service up to advanced literature searching.

Please call Ext 4593 for the current training programme.

To apply for Continuing Professional Development (CPD) course funding



To book a course in the  
**Community:**  
T: 01985 220724  
community.education@gwh.nhs.uk

## I.T Services

The IT Service Desk is a Single Point of Contact for members of staff to contact with any issues, requests or questions regarding the IT systems and resources provided by the Great Western Hospitals NHS Foundation Trust.

The IT Service Desk is open 0800 - 1730 Monday - Friday (excluding Bank Holidays) and can be contacted on 01793 605858

### For New Starters.

There is a Frequently Asked Questions information booklet available to view or download on the Intranet. You can find it as follows:-

- On a Trust computer, click on the E icon next to the start button. This will bring up the Intranet home page.
- Click on I on the A-Z bar at the top of the page
- Scroll down to I.T Services, click on this
- In the green box on the left you will see I.T user guides and hand-outs. Click on this
- You will find the documents required under the Heading New Starters.

**Please be aware that you cannot access the Intranet from home**

## Staff Support Services

Staff Support Services offers an holistic service to individuals and organisations in a friendly, discreet and confidential setting. The Service offers the following:

**Professional Support** – Can help diffuse potentially disruptive work relationships, reduce stress related reactions to work pressure, restore and build effective teams, prevent mental and physical ill health.

**Counselling** – For employees experiencing distress, conflict or confusion in their lives as a result of a particular event or situation, or from a past experience, which may affect or interfere with work, relationships and other aspects of life.

**Critical Incident Debriefing** – For employees who have experienced an abnormally stressful event linked to their work (or related to a personal incident), and who wish to take a positive action to counter the effects.

**Stress Management** – This is for those who feel overloaded and overwhelmed with pressure or stress. Do you feel irritable, tired and tearful? Are you exhausted but not sleeping, not eating, drinking too much, frequently unwell, do you get headaches? Are you anxious or forgetful? If so, you may be suffering from stress.

**Complementary Therapies** – The Centre encourages you to take time out for relaxation as a positive approach to caring for yourself and we offer the complimentary therapies at competitive prices:

### **Training Courses**

- Counselling Skills for Staff working in the Caring Professions
- Listening and Communication Skills
- Breaking Bad News/Loss, Grief and Bereavement
- Assertiveness/Time Management
- Dealing with Sensitive Issues
- Stress Management
- Meditation and Relaxation and many more.....

For more information please contact: Staff Support Services. Belgrave House, 77 High Street, Wroughton, Swindon, SN4 9JU.  
Tel/Fax: 01793 815279 this number also provides a confidential, twenty-four hour answering machine service.

## **Your Electronic Staff Record**

It is your responsibility, not your manager's to ensure you are up to date in all aspect of mandatory training, You are able to check your compliance by logging on to your ESR.

There may be other role specific modules that you need to complete or modules you can opt out of. Please complete an opt out form and return to the Academy to ensure your Electronic Staff Record (ESR) is a true reflection of your role needs.

To access your ESR

Go to the Intranet Homepage.

In the yellow box on the left you will see Electronic Self-Service. Click on this.

You will be asked to log in with your name (The name you are recognised by within the Trust) and password

The first time you log in you will not have a password so enter forgotten password. You will then be issued with a password.

If you have any difficulty logging in there is a contact number at the base of the page.

## **Electronic Prescribing and Medicines Administration (EPMA)**

.If you are qualified clinical staff you will also need to complete the Electronic Prescribing and Medicines Administration EPMA module, before you start work. This module can be found using the following link.

<http://www.gwh.nhs.uk/epma>

## **Booking Training**

Please go on to the Intranet Homepage.

Under A for Academy, you will find the necessary information. Dates for courses can be found here.

Please check which course you need to attend on your ESR

Choose which date you would like to attend. Please have alternative dates in mind in case the course you have chosen is already full.

Once you have chosen a date you need to complete a booking form, which can be found on the Academy Forms page. This needs to be signed by your manager and sent to:-

For GWH based staff –

Jacque Jones (Training and Development Administrator)

01793 60 5912- Academy Trainers office..

JacquelineE.Jones@gwh.nhs.uk

For community based staff –

Sandra Burnell or Helen Bailey(Community Training Administrators)

01985 220724- Warminster Community Hospital

sandra.burnell@gwh.nhs.uk

helen.bailey@gwh.nhs.uk

Opt out forms and additional information are also accessible on this page.

If you have been allocated a place on the course you will receive an email confirmation.

If, for any reason you are unable to attend the training session can you please let the Academy know.

## Academy Library and Information Service

Telephone: **01793 604593/6** e-mail: [alis@gwh.nhs.uk](mailto:alis@gwh.nhs.uk)

### Membership:

All staff and students from the hospital and the surrounding healthcare community are welcome to join the library. Please complete a registration form on your first visit to the library. If you are unsure of your eligibility to use the library, please ask the enquiry desk.

**Location & opening times:** Lower Ground floor,  
08:00 to 17:00 Monday to Friday (24 hour access is available)

### Facilities & Service:

- Journals – a wide collection in the library and over 1000 on line via [www.evidence.nhs.uk](http://www.evidence.nhs.uk)
- Books, reports and DVDs
- Databases (Medline, Cinahl etc.) on [www.evidence.nhs.uk](http://www.evidence.nhs.uk)
- Internet and nhs. net access
- Study facilities – over 50 spaces available with 27 computers
- Document request service

Majority supplied free of charge from other healthcare libraries  
British Library requests are provided at a reduced charge (£5p per article and £8 per book)  
Copies made from Journals held in the library are charged at 5p per page

Literature search and enquiry service  
Library, database or information related training for groups or individuals  
Photocopying / printing facilities at 5p per page

**Please ask ALIS staff for more information on the service provided by the Academy Library and information Service.**

## Key Contact Numbers

<b>GWH Switchboard (External)</b>	<b>01793 604020</b>
<b>GWH Switchboard (Internal)</b>	<b>0</b>
<b>Emergency Number</b>	<b>2222</b>
<b>Carillion Helpdesk</b>	<b>4600</b>
<b>Security</b>	<b>4601</b>
<b>Porters</b>	<b>4646</b>
<b>Academy Enquiries</b>	<b>4416</b>
<b>Paging System 88 + Bleep No. + extension no.</b>	

### Community Contacts:

<b>Calne Health Centre</b>	<b>01249 812821</b>
<b>Chippenham Hospital</b>	<b>01249 447100</b>
<b>Devizes Hospital</b>	<b>01380 725089</b>
<b>Malmesbury Primary Care Centre</b>	<b>01666 825825</b>
<b>Melksham Hospital</b>	<b>01225 703088</b>
<b>Salisbury District Hospital</b>	<b>01722 336262</b>
<b>Savernake Hospital</b>	<b>01672 517200</b>
<b>Trowbridge Hospital</b>	<b>01225 711300</b>
<b>Warminster</b>	<b>01985 212076</b>

# Person Centred Communication

## Deaf and hard of hearing people

- Make sure you have their attention before speaking.
- Find a suitable place to talk, with good lighting, away from noise.
- If they are accompanied by a hearing person or interpreter, don't just focus on the hearing person.
- Ask if they can lip read.
- Don't shout, it is unpleasant for the hearing aid user and looks aggressive.
- If someone doesn't understand what you have said, don't just repeat it – try saying it in a different way.
- Remember not to turn your face away from a deaf person, always turn back to them so they can see your face.
- Check that the person you are talking to can follow you.
- Be patient and take time to communicate properly.
- Use plain language and don't waffle. Avoid jargon and unfamiliar abbreviations.
- Don't be afraid to use a pencil and paper if you need to.
- BSL interpreters can be booked via Pearl or PALS.

## People on the Autistic Spectrum or with a Learning Disability

- Use short clear statements or requests
- Allow time for processing information
- Back up information visually
- Reduce choices - it may cause anxiety
- Avoid touch
- Don't give too much information in one go
- Be aware of sensory overload
- Consider what might be happening in their world
- Avoid using body language, gestures or facial expressions without verbal instructions. These may not be understood.
- Check that they have understood what you have said - they may speak clearly but can lack full understanding.
- Ask for the information you need. They may not volunteer vital information without being asked directly.
- They may not have an understanding of personal space. They may invade your personal space or need more personal space than the average person.
- Don't be surprised if the patient doesn't make eye contact, especially if he or she is distressed.

## People with Dementia

- Address the person by their preferred name.
- Explore the life history of the person through talking to the patient, their family and friends.
- Speak calmly/ use short sentences/ give small amounts of information.
- Give time for the person to respond.
- Don't argue about facts or try to 'correct' the person.
- Move to the person's level/ maintain eye contact where possible.
- Use gestures, objects or signals as well as words.