

Children with autism and/or learning disabilities attending the Paediatric Emergency Department

Information for patients, parents and carers

The leaflet alerts children and young people with autism and/or learning disabilities and their families to the reasonable adjustments that the Paediatric Emergency Department has to offer. If you have any queries or concerns, please do not hesitate to speak to the team caring for your child.

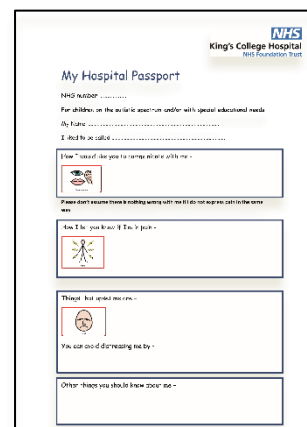
We understand that the Emergency Department can be a frightening place, especially for children with learning disabilities, autism or any other special educational needs. We would like to make these promises to you:

- we will take extra time with you and your child
- we will listen to you, we understand you know your child best
- we will adjust our communication to your child's needs
- we will not assume your child's behaviours are due to their autism and/or learning disabilities
- we will make reasonable adjustments for you and your child

We have put together some extra support for your child, please let us know if any of the following would be useful and we will do our best to provide them.

Please fill out a hospital passport

Please tell us the reasonable adjustments your child needs. This will help us care for your child in the best way possible. It gives us information on how they communicate, their likes and dislikes, how they let us know they are in pain and anything we can do to avoid upsetting them. It's a very short form and will only take a couple of minutes to fill out. Doctors and nurses will read it before treating your child and it will allow them to provide care in the right way. This will then be saved, in case your child needs to visit again.



If your child finds loud and noisy places challenging

We have a sensory area for your child to wait in. It is quieter than the waiting room and has sensory lights and toys to help keep your child calm. We also have an iPad with cartoons and games to help distract your child.

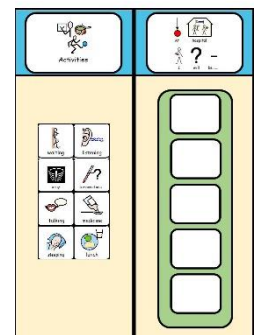


If your child has communication needs

We have picture boards of some of the things we do regularly in the department, such as taking medicines, doing chest assessments and taking temperatures (see left). These aim to help if your child responds to visual information better. We have picture key rings for different emotions, if your child finds this easier to tell us how they are feeling. If your child uses Makaton, we have picture boards of common signs to help our staff understand.

If your child worries if they don't know what is coming next

We have made a social story to explain what happens at the emergency department to make their journey less scary. We also have a visual 'now and next' board (see right), so we can give your child plenty of time to adjust to what's happening next.



If your child has difficulty with anxiety or expressing emotions and feelings

We have made a 'worry chart' and a 'what makes me anxious' chart. If your child finds this useful, we can sit down and feel these out. This will help the doctors and nurses give them the best care in the right way.

Resources to help children with special educational needs

Mencap – charity supporting people with learning disabilities

www.mencap.org.uk/

Tel: 0808 808 1111

Government advice on how to get support for your child with special educational needs

www.gov.uk/children-with-special-educational-needs

Charity supporting families with disabled children

www.scope.org.uk/advice-and-support/families-with-disabled-children

Tel: 0808 800 3333

Charity promoting advancement of people with special educational needs

www.nasen.org.uk

Tel: 01827 311500

Charity specialising in support for people with autism

www.autism.org.uk

Tel: 0808 800 4104.

PALS

The Patient Advice and Liaison Service (PALS) is a service that offers support, information and assistance to patients, relatives and visitors. They can also provide help and advice if you have a concern or complaint that staff have not been able to resolve for you. They can also pass on praise or thanks to our teams. The PALS office is located on the ground floor of the Hambleden Wing, near the main entrance on Bessemer Road - staff will be happy to direct you.

PALS at King's College Hospital, Denmark Hill, London SE5 9RS

Tel: 020 3299 3601

Email: kch-tr.palsdh@nhs.net

If you would like the information in this leaflet in a different language or format, please contact our Communications and Interpreting telephone line on 020 3299 4826 or email kch-tr.accessibility@nhs.net