



Nicola James Liaison nurse for people with a learning disability
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Key Role:-

The aim of the Liaison service is to provide advice and support to people with learning disabilities, their carers, paid care staff, acute hospital staff and primary health care staff when an individual with a learning disability comes into contact with acute healthcare services. The service consists of 3 nurses who cover the 5 acute trusts across Surrey. Nicola works between Ashford St Peters and Frimley Park Hospitals.

In particular Nicola can provide support with the following:-

- Advice to ward staff on alternative communication methods, management of challenging behaviours, completion of hospital passports etc
- Support to plan hospital stays/visits to make the experience less anxiety provoking for the individual with a learning disability; This could include the use of social stories to aid a persons understanding of what to expect from their contact with the hospital as well as making adjustments to hospital appointments and care pathways to meet the particular needs of the individual in relationship to their learning disability.
- Monitor the persons care pathway whilst in hospital and act as a link between the hospital, carers, advocates, providers and other health professionals
- Involvement in discharge planning.
- Provide training on learning disability awareness.
- Advice on capacity issues.

NB It is expected that every patient with a learning disability or a suspected learning disability is referred to the service on every contact with the hospital.