



Easy Read Newsletter

Protect yourself from flu



Winter 2018 / 2019

We are NHS England.
Welcome to our winter newsletter.

It is for people with a learning disability
and autistic people.

In this newsletter we just say people.



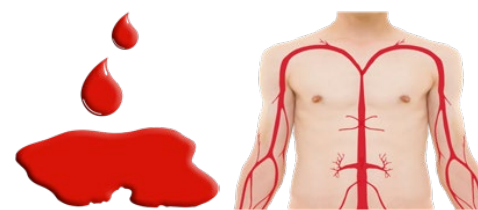
Hello



This newsletter looks at some serious issues. We think it is important you know about them.



People with a learning disability too often die earlier. We are looking into this.



Sepsis is a dangerous infection of the blood. Find out how to spot it and who to call for help.



With the cold weather coming we have information about getting a free flu jab to help you stay well this winter.



Sometimes you will see [blue web links](#) and emails to find out more. You can click these on the computer.



Please get in touch if you have any ideas for the newsletter.

We would love to hear from you. Our email is engage@nhs.net

In this issue ...

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An update on our Ask Listen Do project about feedback, concerns and complaints.



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Learning from the deaths of people with a learning disability



People with a learning disability too often die earlier. We are doing some work to find out why.

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Protect yourself from flu



People with a learning disability are more likely to be very ill if they get the flu. A free flu jab can help stop this.

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Brian goes for a flu jab

Brian does not want to get the flu virus this winter. Follow the photo story and find out what happens!



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Flu poster

You can print or cut out this poster about the free flu jab to show people.



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Word search

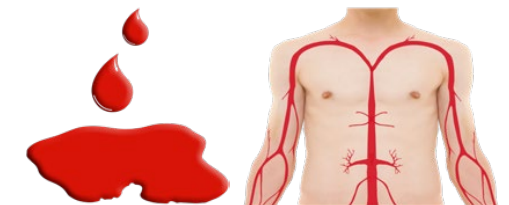
Find all the words in the box.



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Sepsis

NHS England is doing work to look at sepsis. Sepsis is when your body reacts badly to an infection.



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Getting ready to leave secure hospitals



We have been doing work in secure hospitals. These are places where some people are treated if they have a mental health condition.

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Ask Listen Do



Ask Listen Do is a project we are doing about feedback, concerns and complaints.



This work is being done in health, social care and education services.



If services get better at listening to people they can learn and make their services better,



So more people will get the right care, education and support.



NHS England asked people about their experience of giving feedback, concerns and complaints.



Almost everybody said that they had wanted to raise a concern or make a complaint at some time.



Lots of people said they didn't always know how to raise a concern or make a complaint.



Most people said that they did not feel that their complaint had changed things.



Find out more

More information for you :

bit.ly/ask-listen-do-info



More information for staff and services :

bit.ly/ask-listen-do-for-staff

Learning from the deaths of people with a learning disability



People with a learning disability too often die earlier.



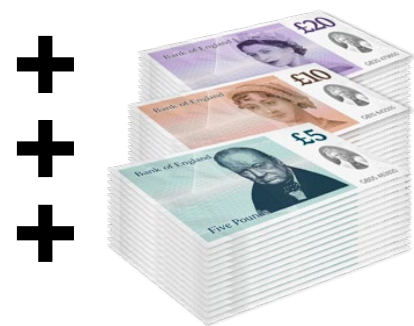
If people get the right care and support they can live healthy lives just like everyone else.



We are doing some work to find out about the health care that people with a learning disability get.



When a person with a learning disability dies there should be a review to find out what happened.



There will be more money for reviews so we can look into more people's deaths.



The reviews tell NHS England how to make health services better for people with a learning disability.



In our earlier newsletters there are articles about our work to help people get better health care :



[Better care for people with epilepsy](#)



[Better care for people who have difficulty swallowing](#)



[Sharing information better about reasonable adjustments](#)



In this newsletter you can read about sepsis. This is when your body reacts badly to an infection.

Learning from the deaths of people with a learning disability



Things that can help people get good health care :



Annual Health Checks help people get good health care from their GP.

bit.ly/annual-health-checks



Simple changes can make it easier for health services to meet people's needs - we call this making reasonable adjustments.



If you would like to find out more about the *Learning Disability Death Review* here are some easy read information and videos :

bit.ly/death-reviews

Protect yourself from flu

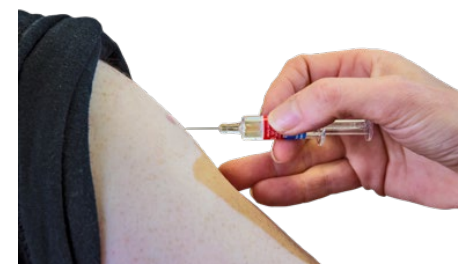


Every year in England lots of people get the flu - usually in the winter.

Flu is a virus that makes you feel ill.



People with a learning disability are more likely to be very ill if they get the flu.



The best way to avoid getting flu is to have a flu jab. This is an injection.



People with a learning disability can have a free flu jab.



Family carers and paid support workers should also have the flu jab so they don't pass the flu on to you.

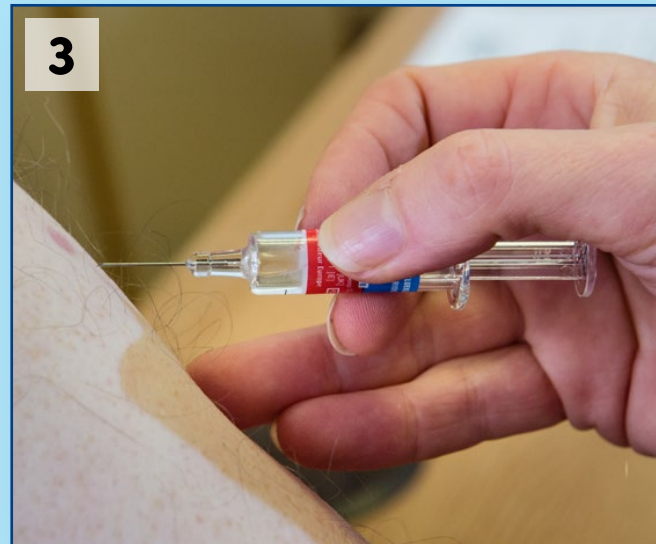
Brian goes for a flu jab



Brian does not want to get the flu virus this winter.



He phones the doctors to make an appointment for a free flu jab.



It is an injection that will help stop him getting the flu.



Next week he will see the nurse at the health centre.



He could also get the flu jab at a pharmacy.



His support worker can get a free flu jab as well.



The nurse explains what she will do.



She shows him a syringe, cotton wool and a plaster.

Brian goes for a flu jab



The injection is quick and doesn't hurt much.



A plaster to cover the mark and it's all over.



Brian's friend Jamila is scared of needles. She has a nose spray instead.



That's it until next year!

Get your free flu jab

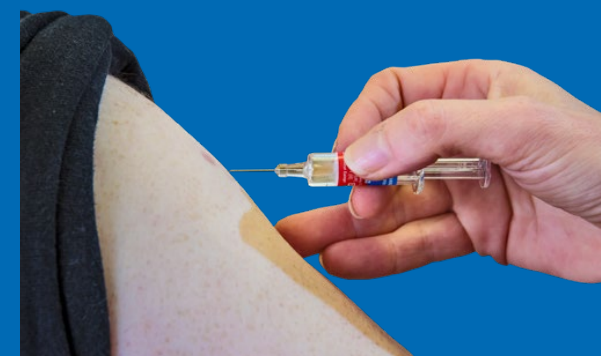


Flu will make you feel very ill and it can be dangerous.



People with a learning disability can have a free flu jab. This is an injection that helps stop you getting the flu.

Carers can have the flu jab too.



You can have the flu jab from a nurse at your GP (your local doctor).

Or you can have a flu jab at a pharmacy.



If you cannot have injections you can have a nose spray instead.

Health staff can get advice on helping people to have injections bit.ly/blood-tests

The next page is a poster you can cut out to show people



Word search



Can you find all these words in the box above?

winter
flu jab
nose spray

virus
injection
pharmacy

free
nurse
carer

Sepsis



NHS England is doing work to look at sepsis. Sepsis is when your body reacts badly to an infection.



People can become unwell very quickly and they need to be treated in a hospital.



If people don't get the right care then they can die.



Research has shown that some people with a learning disability are dying from sepsis.



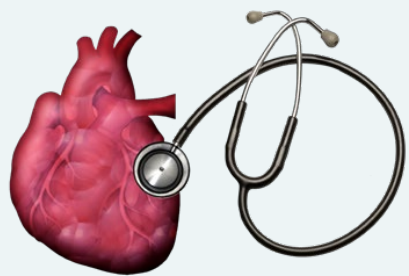
This could have been avoided if everyone knew more about spotting sepsis in people with a learning disability.



Look out for sepsis



Feeling very hot or very cold and shivering



Having a very fast heart beat



Breathing fast or feeling out of breath even if you are sitting still



Feeling confused



Feeling sick or vomiting



Fainting or collapsing



Not able to have a wee or not going for a wee all day



What you should do if you think you have sepsis



Phone NHS 111 and say you are worried about sepsis



You may need to go to hospital straight away



Do you know of any good resources about sepsis?

These might be good information for people and their families.



Or it might be good information for health staff who are working with people with a learning disability.



Please tell us about these resources by emailing jane.kachika@nhs.net

More information



For more information about sepsis visit the Sepsis Trust website :

www.sepsistrust.org



or phone **0800 800 0029**

Secure hospitals

Care and treatment reviews



My name is Gavin Harding. I am a Learning Disability Adviser for NHS England.



I have been doing some work in secure hospitals.



These are places where some people are treated if they have a mental health condition

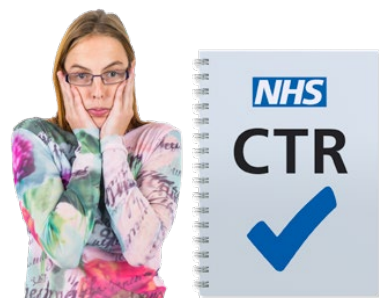
or if they need to be treated in a place where they are safe.



Sometimes, people are treated in a secure hospital if they have committed a crime.

Secure hospitals

Care and treatment reviews



Care and Treatment Reviews (CTRs) - help make sure people only go into these hospitals when there is no other choice.



They also help to make sure people get good care in hospital and can leave hospital as soon as possible.

For young people CTRs are called care, education and treatment reviews.



We wanted to find out how this is working. So we had some meetings called focus groups.



People in secure hospitals shared their stories of the care and support they get.



People who have come out of secure hospitals also told their stories about how their care and support helped them be ready to leave.



The focus groups showed that many people had not had a good care and treatment review - or had not had one at all.





NHS England has made sure that people's experiences have been used to improve CTRs in these and other hospitals.



We talked to people about their plans for when they leave hospital.



We are supporting people to speak up and be heard about things that need to be better in their care and the hospital .



Find out more

For more information about Care and Treatment Reviews visit our website :

www.england.nhs.uk/my-ctr



Or watch this video we made about CTRs :

bit.ly/secure-hospitals-ctr



The last word

From North Somerset People First



That's the end of our winter newsletter. We hope you enjoyed reading it.



We give the last word to members of North Somerset People First - who told us what they think about the things in this newsletter.



If you want to tell us about something that's important to you - please phone or email.

Thank you to North Somerset People First for checking this newsletter is easy to read.

Made with Photosymbols® for NHS England.

Someone told me I couldn't have a free flu jab - this was wrong.

I don't like needles they are a bit scary.

It's really hard to book an appointment. I have to ring up at 8.30 and all the appointments are gone - they tell me to phone back the next day and the same thing happens.

I didn't know you could have a nose spray instead of an injection.

It gets frustrating having to say the same thing over and over again about my ADHD and Aspergers.

When I go for an appointment, talk to me not my supporter or members of my family.

Sometimes information is too hard and there is too much of it.

Contact us



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Learning Disability and Autism
Engagement Team

Phone : **0113 824 9686**

Email : engage@nhs.net

Web : [www.england.nhs.uk/
learning-disabilities/about/get-
involved/forum](http://www.england.nhs.uk/learning-disabilities/about/get-involved/forum)

Facebook :
[NHS England Learning Disability
and Autism Engagement](https://www.facebook.com/NHSEnglandLearningDisabilityandAutismEngagement)

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