



# Easy read newsletter



# Hello



NHS England and NHS Improvement



We are NHS England and NHS Improvement and we help improve people's health and care.



Welcome to our newsletter.



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



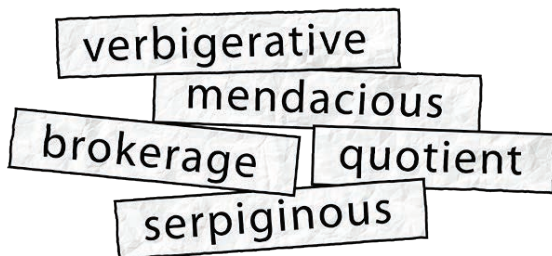
In this newsletter we just say people.

# Issue 10 2019



There is lots of information in this newsletter.

We have tried to make it easy to read.



We put hard words in **bold**.



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



You can email us your ideas to make the newsletter better on [engage@nhs.net](mailto:engage@nhs.net)

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Getting help through other things rather than medicines and treatment.



# Looking after your teeth



It is important to keep your teeth clean and healthy.



To keep your teeth clean make sure you brush them with fluoride toothpaste.



Brush twice a day including once right before bed.



Sugary food and drinks are bad for your teeth.



You can keep your teeth healthy by going to the dentist for check ups.

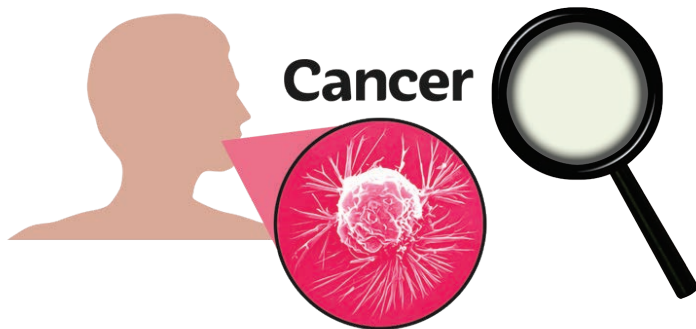
# Why to go to the dentists



Your dentist will tell you how often you need to come for check ups.



Dentists can help you look after your teeth.



They can spot early signs of other illnesses like mouth cancer.



If you go to the dentist it can stop big problems from starting.

If you don't go to the dentist, you may get more tooth pain and you might lose your teeth.



If you do not earn a lot of money, you might be able to get help to pay for the dentist.



You can find out more about whether you can get help to pay for your dentist at the NHS website-

[tinyurl.com/  
PayingForDentist](https://www.tinyurl.com/PayingForDentist)



# This is Katrina's story of going to the dentist



Katrina needs to go to the dentist for a check up.



She finds the number for her local dentist on the NHS website.



Katrina rings the dentist and asks for an appointment.



Katrina tells the receptionist (person on the phone) that she has a learning disability.



# Katrina's story



5  
The receptionist asks Katrina if she needs any reasonable adjustments (helpful changes).



6  
Katrina says she would like to bring someone with her to the appointment to help her be calm.

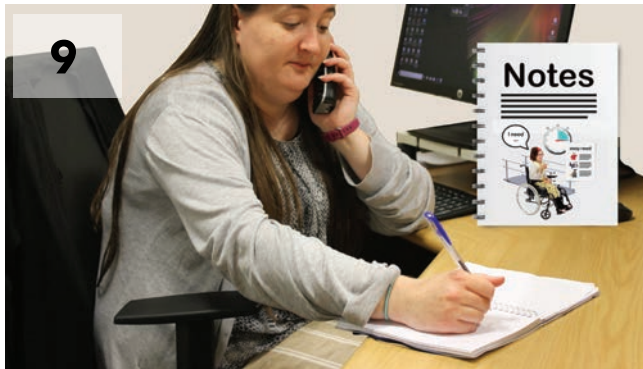


7  
Katrina says she needs the dentist to not use long difficult words.



8  
She says that she might need extra time to understand everything the dentist says.

# Katrina's story



The receptionist writes these things down for the dentist.



The receptionist tells Katrina the date and time of her appointment.



Katrina goes to the dentist on the day of her appointment. She brings a friend with her.



Katrina tells the receptionist she has come to see the dentist.

# Katrina's story



Katrina waits in the waiting room until her name gets called.



When the dentist calls her name, Katrina goes into a treatment room and her friend comes too.



The dentist explains clearly what he is going to do and asks if Katrina has any questions.



Katrina asks the dentist what equipment he is going to use to check her teeth.



# Katrina's story



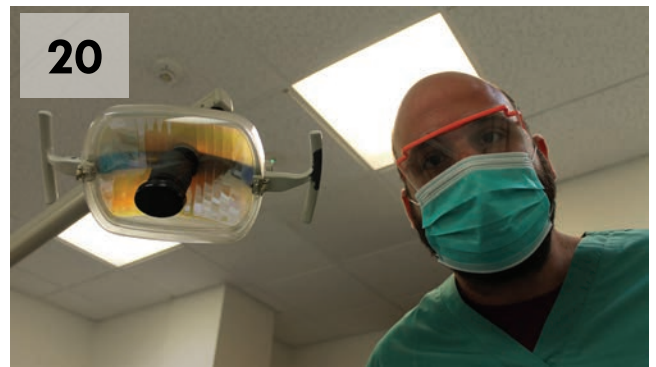
The dentist shows Katrina what he is going to use, like a mirror and a light.



The lights are bright, so Katrina wears sunglasses. She has headphones to block out noise.



Katrina doesn't like the smell of the dentist's surgery so she brings a scarf that has a smell she is used to.



When Katrina says she is ready, the dentist looks at her teeth.



# Katrina's story



The dentist also feels Katrina's neck, under her jaw and around her chin for any lumps.



When the dentist has finished, he tells Katrina that her teeth are healthy. Katrina can go home.



The dentist tells Katrina when he wants her to come back and she makes another appointment.

## After the dentist

If you have trouble spitting or swallowing you might want to use a toothpaste that doesn't foam.



# Top tips for going to the dentist



Dentists look, sound, feel, smell and taste different to other places.



It's a good idea to visit the dentist before you have an appointment to get used to it and so you can find your way.



Have a look on your dentist's website to see if there are photos of what they look like.



Think about what might be difficult for you. The dentist will make changes to help you.

# Things to remember about the dentist



If you are over 18 and someone helps you to make your decisions they can come to the dentist with you.



They should bring that paperwork with them. Or the dentist will make best interest decisions for you.



If you do not pay for dental treatment you should bring your exemption certificate or universal credit document to show the receptionist.

# Find out more about looking after your teeth



If you have internet you can watch this accessible video about what to expect when you go to the dentist

[tinyurl.com/  
WhatToExpectDentist](https://tinyurl.com/WhatToExpectDentist)



Read this easy read from Surrey Health Action that has more information about brushing your teeth

[tinyurl.com/  
TeethAndGums](https://tinyurl.com/TeethAndGums)

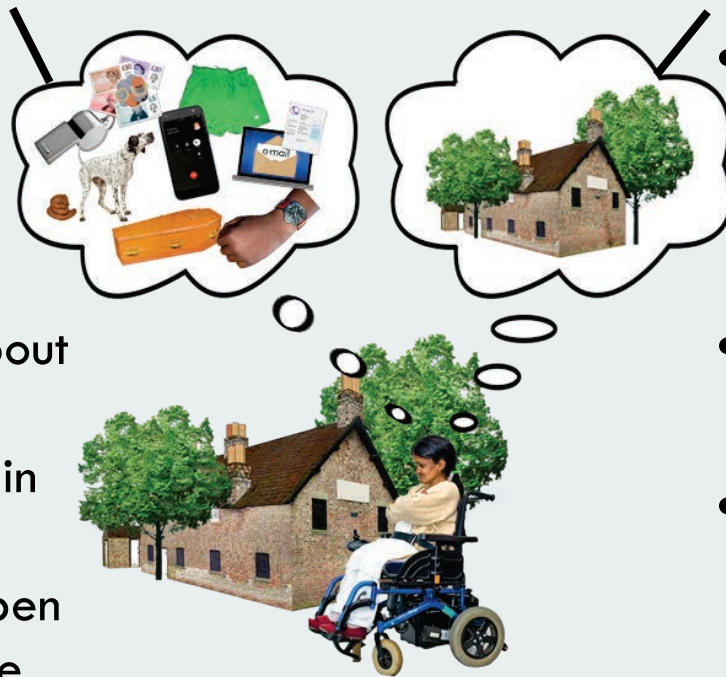


# Mindfulness



## Mind too full:

- feeling stressed, angry or worried
- thinking about things that happened in the past or might happen in the future.

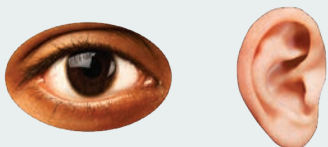


## Mindfulness:

- thinking about what is happening right now
- noticing things around you
- learning not to judge yourself.



Mindfulness is a skill you can learn to help you settle your mind and relax.



To do mindfulness you can do activities which help you concentrate on what is happening right now - for example thinking about what you can see or hear.



You can go to a group to practice mindfulness or you can do it on your own.



A group of people with a learning disability, autism or both have been working to help other people learn mindfulness.



Watch this video to find out more about the work that people are doing to help people stay happy and well.



[tinyurl.com/  
MindfulnessSfP](https://tinyurl.com/MindfulnessSfP)



It is made by Skills for People. It was given a community grant award from NHS England.



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[info@skillsforpeople.  
org.uk](mailto:info@skillsforpeople.org.uk)

# Mindfulness wordsearch



Accept

Comfort

Aware

Breathe

Hope

Listen

Feelings

Focus

Relaxation

Rest

Look

Wellbeing

# Reducing restrictive practices



## Restrictive practices are

- things that limit where you can go
- or what you can do.

They are sometimes used by staff when there is a risk someone could get hurt.

They can only be used if nothing else has worked. It must only be used to keep people safe.

If it needs to happen it must be done in a safe way.







The law says that some restrictive practices can be used.



These are some examples of restrictive practices that can be used:



**Seclusion** is when you are put on your own and you are not free to leave when you choose.



This might be when something has happened that puts you or someone else in danger.



**Long term segregation** is when you are looked after in a separate place by yourself.



This will be planned by a team of staff with lots of different skills, to keep you and others safe and make sure you get the right support.



The law says that long term segregation should be checked regularly to make sure it is right for you.



**Chemical restraint** is when medicine is used to calm you down or make you sleepy.



**Physical restraint** is when somebody holds you or stops you from moving.



**Mechanical restraint** is when equipment is used to stop you from moving - for example belts or cuffs.



There are other types of restrictions that should not be used and can be criminal:



**'Blanket' restriction** is a rule for one person that everyone has to follow.





**Coercion** is being forced to do something you don't want to do. This can be a crime.



This might be really obvious, like if someone says they will take away your things if you don't do what they want.

This is sometimes called **blackmail**.



Or it might be harder to see, like someone being really nice to you because they want you to do something for them.





There are other things that staff should think about before they think about using restrictive practice. For example:



- staff should talk to you about how you want to be supported if you get upset



- staff should know you well and how to stop you from becoming upset



- they should know the signs if you start to become upset



- they should know what will help you feel better if you start to get upset.

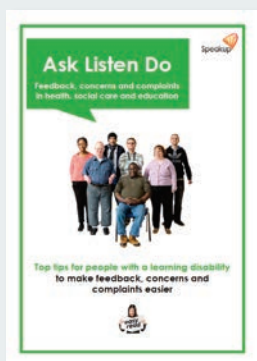


We are working to make sure that there is the right information about restrictive practice and human rights-

- for people with a learning disability
- for autistic people
- for families and carers
- for professionals.



If you are worried that someone is being restricted and they shouldn't be, first talk to the care provider.



Here is an easy read form that helps you raise a concern or complaint [www.speakup.org.uk/asklistendo](http://www.speakup.org.uk/asklistendo)

# Stopping people dying too soon



People with a learning disability are dying too soon.



We are finding out why this is happening so we can stop it.



This work is called the Learning from Mortality (Death) Review programme (LeDeR).



Last year, NHS England set up a new group to look at the reasons that lots of people are dying too soon.

It is called **Action from Learning.**

**NHS**  
England

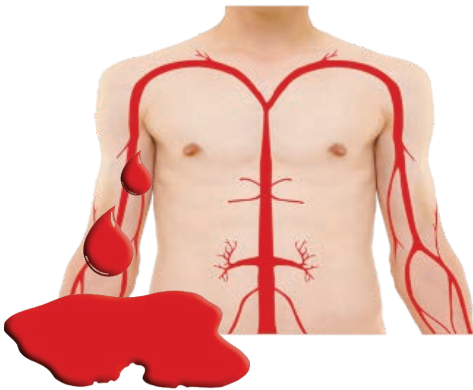




We know that some of the reasons people are dying too soon are:



**Pneumonia** (this is when you have a problem with your lungs)



**Sepsis** (this is when your body reacts badly to an infection)

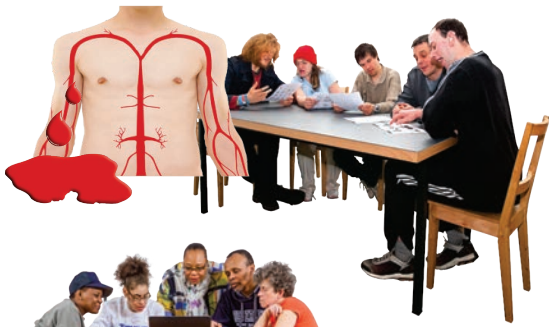


**Constipation** (this is having trouble pooing)



Problems with using the **Mental Capacity Act**.





There are smaller groups of people from the NHS and other organisations working on each of these areas.



They are looking at things like:

- Spotting signs of different illnesses



- Making sure people and staff have the right information and training

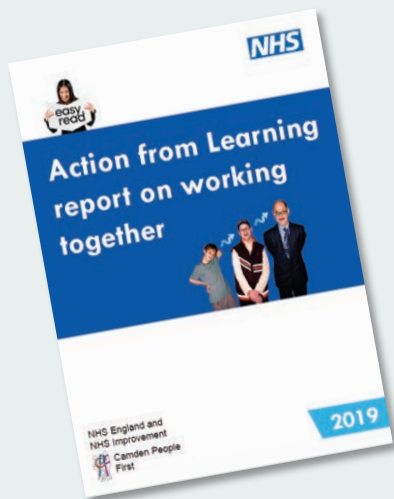


- Making sure organisations tell each other about things that work well.



We also want to make sure we know when new problems come out of the reviews of deaths.





We have written a report that tells you more about this work.



You can read the easy read version of the action from learning report here:

<https://tinyurl.com/ActionFromLearningEasyRead>



You can read the full NHS report about action from learning here:

<https://tinyurl.com/ActionFromLearningFull>

# Social prescribing: help to be healthy through things other than medicines and treatments



People can get help through things other than medicines and treatment. This is called **social prescribing**.



People's health can be affected by lots of different things, for example if someone has poor mental health it could be affected by

- money problems
- not sleeping
- working too much



This means the right help is not always medicines and treatments.

# Examples of what social prescribing can include



These are just examples.

Social prescribing is about what will work for each person as an individual.

People should always be able to choose what treatment or activity is right for them.





**Link workers** help to link people to the things that can help their health.



Link workers start by finding out about the person they are supporting.



Then they work with the person to understand what might help them be healthy and happy.



Social prescribing helps people have more control over their own health.

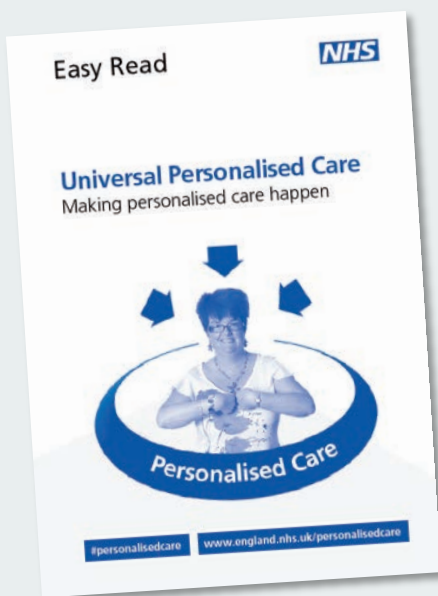


## Find out more:

Watch this video to find out more about social prescribing:

[tinyurl.com/](https://tinyurl.com/SocialPrescribingVid)

[SocialPrescribingVid](https://tinyurl.com/SocialPrescribingVid)



Social prescribing is part of universal personalised care.

You can find out more in this easy read document:

[tinyurl.com/](https://tinyurl.com/UPCeasyreaddoc)

[UPCeasyreaddoc](https://tinyurl.com/UPCeasyreaddoc)

# The last word



That's the end of our easy read newsletter.



Please get in touch if you would like a printed copy, or if you would like us to send you newsletters in the future



We would like to thank Darlington People First – who told us what they think about the newsletter.



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

This newsletter was made with Photosymbols®

# Contact us



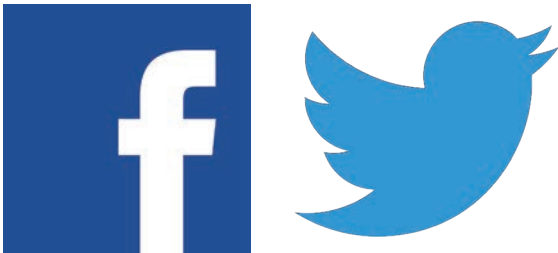
The NHS England  
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