

In partnership with

MACMILLAN
CANCER SUPPORT



7 steps to equal healthcare

Your guide to getting good healthcare
if you have a learning disability



About this easy read booklet



This booklet is about getting good healthcare if you have a learning disability.



It uses easy words and pictures to help you understand the information.



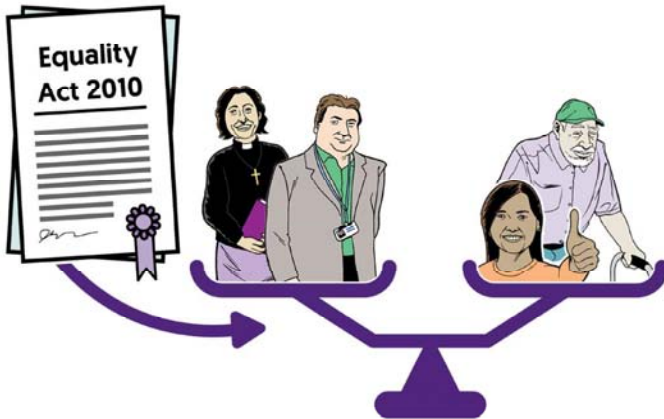
You might want someone to help you look at this booklet so you can talk about it if you need to.



If you think you have not been given good healthcare, talk to someone you trust. Tell them what you are worried about.



What are the 7 steps to equal healthcare?



The Equality Act 2010 is a law that says everyone should be treated the same.



It says that doctors' surgeries and hospitals should make **reasonable adjustments** for people who have a disability. This includes people with a learning disability.



Reasonable adjustments are changes that can be made to make sure you get the same care as everybody else.



They could change things like how they make appointments and how they plan your care.



The 7 steps to equal healthcare are a set of guidelines.

We think staff should follow them when they care for a person who has a learning disability.



Going to the doctors or the hospital can be scary for anyone.

Sometimes it can be even more scary if you have a learning disability.



It can be less scary if you know what staff can do to help you.



In this booklet we are going to show you 7 things that staff can do to make things easier.



You can take this booklet with you to show your doctor or nurse.



1. Imagine being me



Step 1 asks doctors and nurses to think about how they may feel when they go to the doctor or the hospital.



This can help them to think about how you may be feeling.



You may be feeling:

- in pain



- unwell



- scared



- worried



- alone



- confused



- overwhelmed. This is when it feels like everything that is happening is too much.



If the staff know how you feel, they will be able to do things better so you do not feel as bad.



2. Find out who and what matters to me



Step 2 is about finding out what makes you happy and sad.

It helps staff think about how to make things easier for you at the hospital or doctors.



The more staff know about you, the easier it will be for them to care for you.



Here are some things to think about:

- what helps you stay relaxed



- what makes you feel stressed or unhappy



- who are the people you are most comfortable with.



You can use our booklet **Things that are important to me** to tell staff what matters to you.

You can find this on Macmillan Cancer Support's website (see page 24).



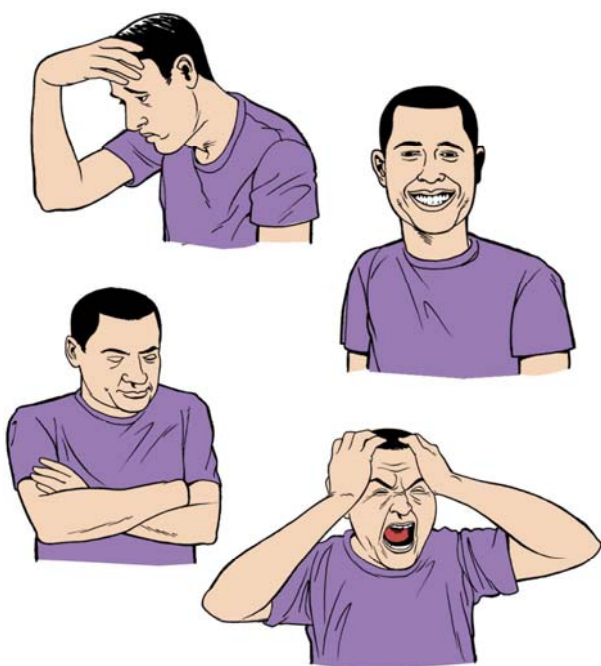
3. Listen to me



People show how they feel in different ways. Some people use words and some people do not.



Doctors and nurses should still be able to understand you even if you do not use words.



If a person does not use words, they can use their face or body to tell the doctor or nurse how they are feeling.



Even if a person does use words, they might not always be able to think of the right words.



When people find it hard to show how they feel they can get frustrated.



They might act in a way that hurts themselves or people around them. For example, they might swear or get angry with someone.



Step 3 asks doctors and nurses to find the best way to communicate with you. This will make it easier for both of you.



If you find it hard to communicate, staff should ask you if you have a **communication passport**.



This can help to explain to people the best way to communicate with you.



They should also ask the people who know you about the best way to communicate with you.



4. Give me the information I need, in the way that I need it



If you are going to the hospital or to the doctor, they will give you information about what is happening.



Step 4 says that staff should try to tell you what you need to know in a way that you can understand.



If you do not understand what they are saying, ask them to tell you again in a way that may be easier for you.



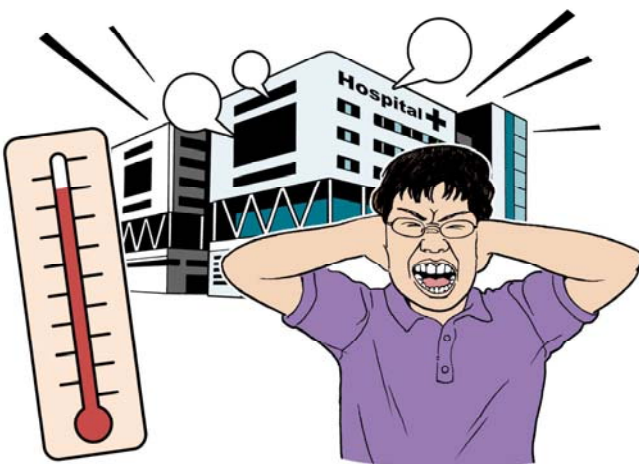
You can also ask a family member or friend to help the staff explain it to you.



You may be able to get some information that is easier for you to understand.



5. Think about where we are

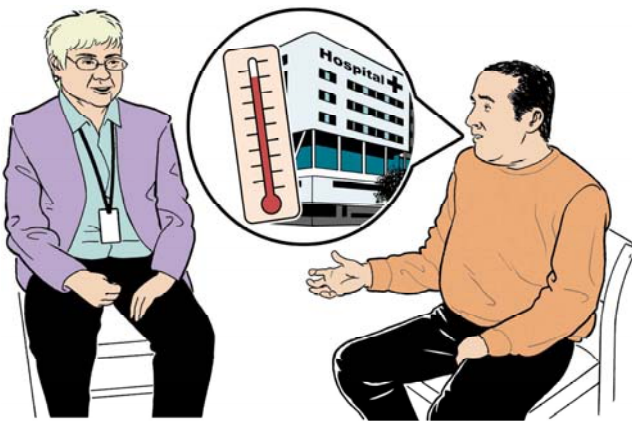


What a place is like can change how you feel. If it is too hot, too cold, loud or busy, then you might find it hard to stay calm.

Step 5 asks doctors and nurses to think about this.



This could mean that you are too upset or overwhelmed to get the treatment or care that you are there for.



If there are things at the hospital or doctors that make you feel bad, tell someone you trust.



The staff can sometimes change how they do things to make things easier for you. These changes are called reasonable adjustments.



6. Work with others who are in my life



The people in your life can help staff know more about you and the best way to care for you.



You may have lots of different people in your life who could help.



They could be:

- people in your family



- friends



- support workers



- social workers



- a learning disability nurse



- carers



- someone from a religious group



- people you work with



Step 6 says to get the best care it can help for staff to speak to important people who help in your life.



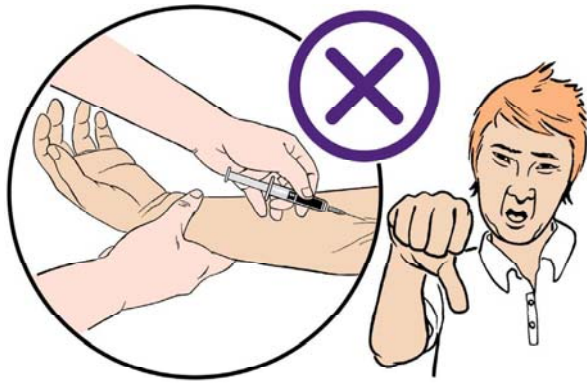
This should only happen if you want the staff to talk to these people.



7. Giving treatment seems too difficult? Think again.



Sometimes doctors find it harder to give treatment to someone with a learning disability.

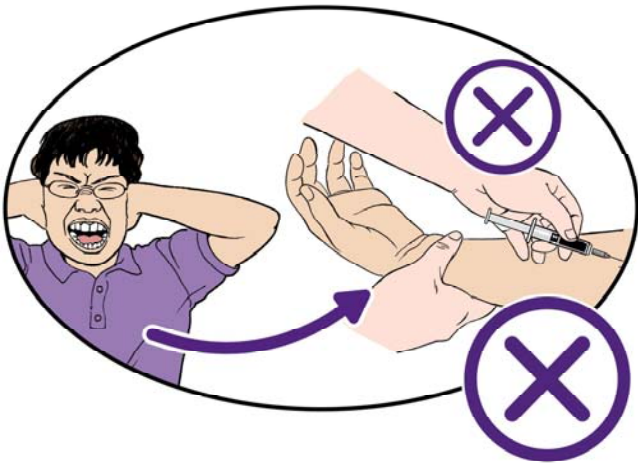


This can mean that people with a learning disability do not always get the treatment they need.



If the doctor is worried about you having the treatment, they should talk to you and the important people in your life.

Step 7 says they should think about ways to make the treatment easier for you.



Sometimes treatment might not be possible. But your treatment should never be stopped because you have a learning disability.



If the hospital has a learning disability liaison nurse they may be able to help.

If not, then staff can contact the community learning disability team.



For more information and support please visit the Enable Scotland website:

enable.org.uk



How Macmillan can help you

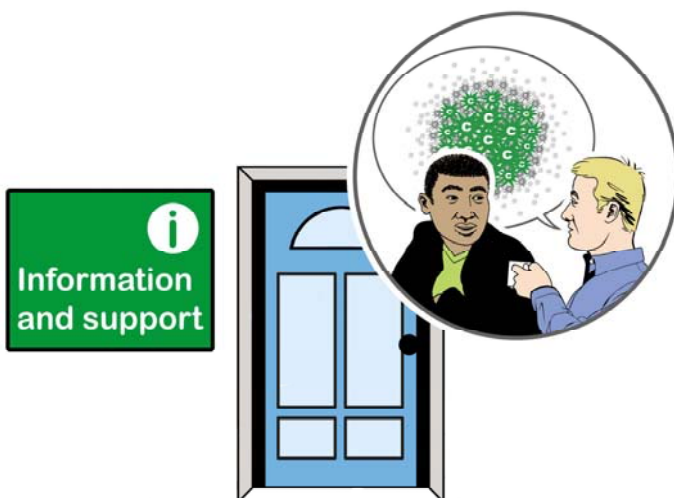


You can get support from:

- The Macmillan Support Line. Call **0808 808 00 00** 7 days a week, 8am to 8pm.



- The Macmillan website. Visit macmillan.org.uk for lots of information about cancer and living with cancer.



- Information centres. At an information centre, you can talk to a cancer support specialist and get written information.



Find your nearest centre at [macmillan.org.uk/informationcentres](https://www.macmillan.org.uk/informationcentres) or call us. Your hospital might have a centre.



- Local support groups. Find a group near you at [macmillan.org.uk/supportgroups](https://www.macmillan.org.uk/supportgroups) or call us.



- The Macmillan Online Community. You can talk to other people in similar situations at [macmillan.org.uk/community](https://www.macmillan.org.uk/community)



More easy read booklets



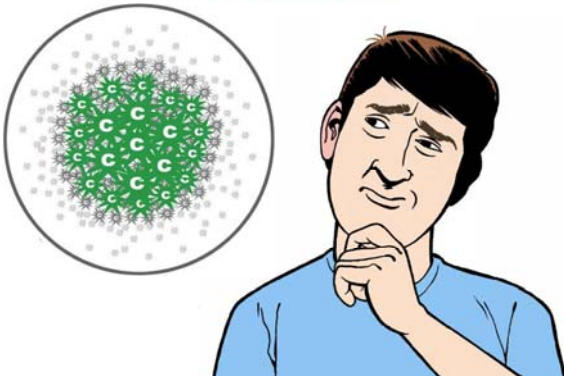
Order more easy read booklets from macmillan.org.uk/easyread

There are booklets on lots of topics:



About Macmillan

- How Macmillan Cancer Support can help you



About cancer

- Lung cancer
- What is cancer?



Signs and symptoms

- Breast care for women
- Cervical screening
- How to check your balls [testicles]
- Screening for cancer
- Signs of cancer
- Symptoms of cervical cancer
- Symptoms of prostate cancer



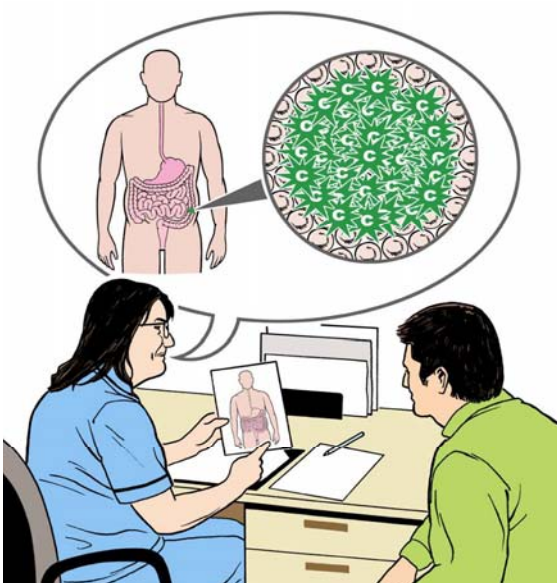
Living a healthy life

- Be safe in the sun
- Drink less alcohol
- Eat a healthy diet
- Exercise
- Have safe sex
- Stop smoking



Tests for cancer

- Having a biopsy
- Having a colonoscopy
- Having a CT scan
- Having an endoscopy
- Having examinations and blood tests
- Having an MRI scan
- Having an ultrasound
- Having an x-ray



Being told you have cancer

- Finding out you have cancer
- Getting your test results
- Seeing the doctor



Treatment for cancer

- Chemotherapy
- Giving your consent
- Having surgery
- Radiotherapy
- Side effects from chemotherapy
- Side effects from radiotherapy
- Treatments for prostate cancer



Living with cancer

- 7 steps to equal healthcare
- After treatment for cancer
- Cancer and Coronavirus
- Claiming benefits when you have cancer
- Complementary therapies
- Help with costs when you have cancer
- Talking about cancer and your feelings
- Things that are important to me
- Work and cancer
- Your feelings and cancer
- Your sex life and cancer
- Your social life and cancer



End of life

- Changes that can happen at the end of life
- Choosing where to die
- Getting ready to die
- If you are dying from cancer
- Making decisions about the future if you are dying
- Spirituality and religion at the end of life
- The end of life
- Thinking about your funeral
- Who can help if you are dying



After someone dies

- Going to a funeral when someone dies
- Grief and loss when someone dies
- How you may feel when someone dies
- What can help you feel better when someone dies

To order easy read booklets like this one go to the website macmillan.org.uk/easyread or call us on **0808 808 00 00**

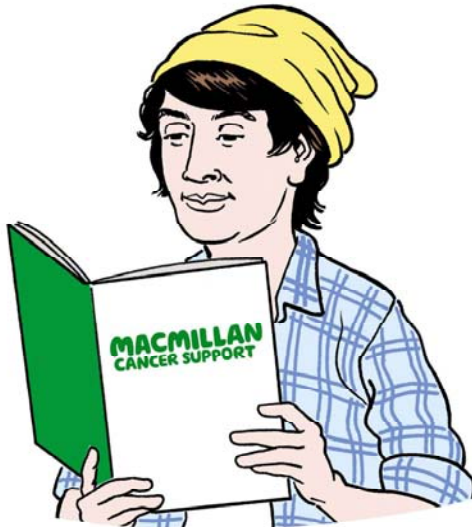


More information and resources



Macmillan website

There is lots of information about cancer at macmillan.org.uk



Booklets about cancer

You can order booklets about cancer from be.macmillan.org.uk



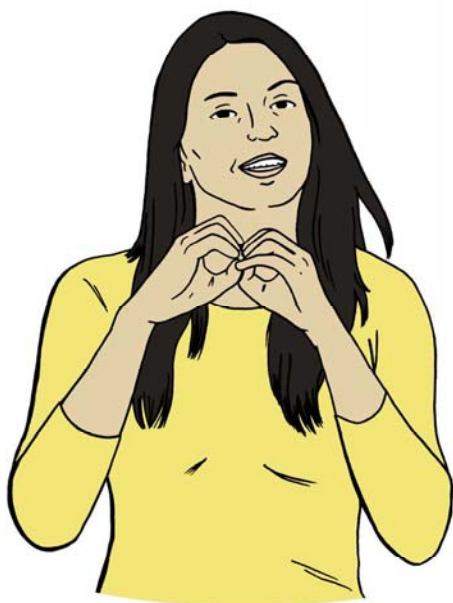
Videos

You can watch videos about cancer at macmillan.org.uk/videos



Audio

You can listen to information about cancer and order CDs from [macmillan.org.uk/audio](https://www.macmillan.org.uk/audio)



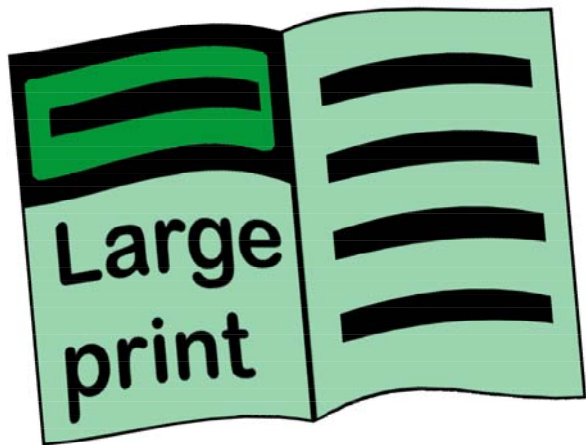
British Sign Language (BSL)

You can watch information in BSL at [macmillan.org.uk/bsl](https://www.macmillan.org.uk/bsl)



eBooks

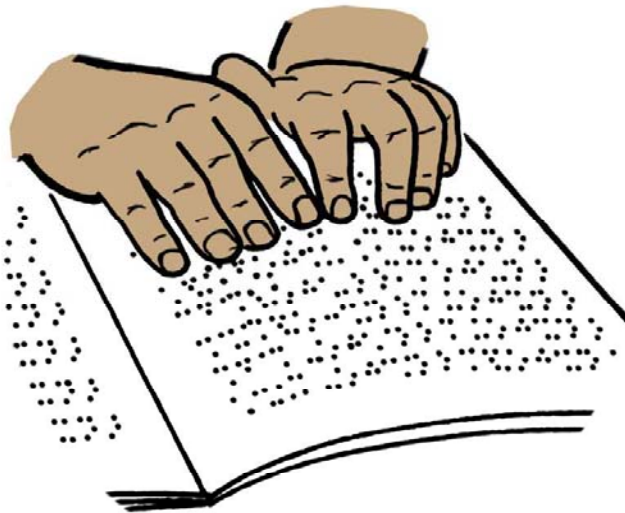
You can get eBooks about cancer from [be.macmillan.org.uk](https://www.be.macmillan.org.uk)



Large print

Tell us if you need information in large print.

Email: cancerinformationteam@macmillan.org.uk



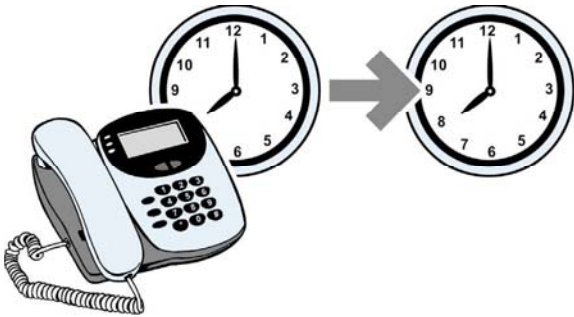
Braille

Tell us if you need information in Braille.

Email: cancerinformationteam@macmillan.org.uk

This booklet is about cancer.

It is for anyone who has a learning disability or who finds easier words and pictures helpful. If you have more questions about cancer or would like to talk to us, call the Macmillan Support Line.



- Call us free on:
0808 808 00 00
7 days a week from 8am to 8pm.



- If you use a textphone, you can call the Macmillan Support Line using the Next Generation Text (NGT) service by dialling
18001 0808 808 00 00



- Or go to the website
macmillan.org.uk

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