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Video 1: Five important things to remember

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Some important points to remember on any occasion when you are meeting somebody with a learning disability. The first thing is to treat them with respect, to make sure they are at the centre of the consultation.

Second thing that I think is important is to acknowledge their feelings. Say 'You're brave coming to see me today', you know, 'It's always difficult when you meet a stranger'. Something like that.

The next thing is to think, what reasonable adjustments do I need to make to ensure that this person is going to be able to make best use of this opportunity today. So it might be extra time, it might be to have the meeting in a place and at a time of their choosing. It might be to have their carer present, it might be not to have their carer present. So it's just planning and thinking about that.

The third thing, I would say, is that when you've made your explanation, provided information in a format such as through pictures, check the person understands. Don't assume because you've told them that they understand. Always check for understanding, so...it can be quite surprising

And finally, I would say, make sure that you involve carers appropriately.

(Baroness Hollins)

That's just five very quick reminders. If you do all of those things, you're going to get it right nine times out of ten.