



Vulnerable People Strategy

2025 to 2028





About our Vulnerable People Strategy

Vulnerable people



A vulnerable person is someone who needs extra support with their care and treatment.

Strategy



A strategy is a plan about how the hospital will make things better.



We want all vulnerable people to get the same quality of care and treatment as other people.

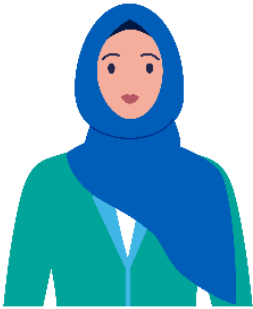
When this does not happen, it is called **health inequality**.

Vulnerable People

People have told us that a person may be vulnerable because of:



- physical disability



- learning disability

- autism



- dementia

- mental health



- problems with seeing or hearing

- abuse or neglect

Writing the strategy



June - August 2023

We sent surveys to people in our local community. The things people said in the survey helped us to plan our next steps.



November 2023

Focus groups: we heard more about people's experiences and ideas.



Spring 2024

We wrote the strategy, based on what people told us. This is called a **draft**.



July 2024

We showed the strategy to people, and they told us what they thought about it.



Our ambitions

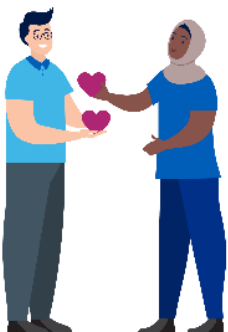
We have 3 **ambitions**. An **ambition** is something we are aiming for.



1. We communicate well with every patient. People get support to make decisions about their care.

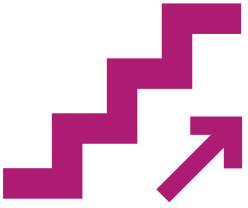


2. Different services work together to help each person.
For example, GPs and hospitals share information with each other.



3. We are caring and kind.
We help each person in the way that is right for them.

Our goals



We have 4 **goals**. **Goals** are like steps on the way to reaching our ambitions.



1. More vulnerable people will get the healthcare they need.



2. Everyone will get person-centred healthcare.



3. We will listen to vulnerable people, families and carers, and support them.



4. The things people tell us will help to make our services better.

How to reach our goals

Here are 3 things we will focus on,
to help us reach our goals:



An Enhanced Care and Support Team

This new team of people will give extra support to people who need it most.



Staff training

Our staff will be offered training about how to support vulnerable people.



Person-centred care

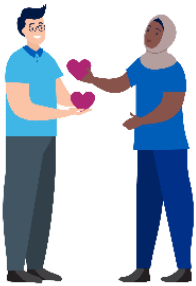
Our staff will know how to treat each person in a way that is right for them.

People's ideas



To write this strategy, we listened to:

- vulnerable people
- their families and carers
- our staff
- community groups



Their ideas will help us to improve support for vulnerable people.



The next 5 pages are about the things people told us.



Ideas: communication

Speak clearly and slowly, without being patronising.

Don't use words and phrases with more than one meaning. For example, saying "bite the bullet" or "its raining cats and dogs" can be confusing.

Learn how each person communicates. For example, they might use Makaton signs, drawing, or Easy Read.

Allow time for the person to think.
Check they have understood



Ideas: making decisions

Support people to make decisions about their tests, care and treatment.

- Include their family and carers.
- Involve advocates, if needed.

If someone is not able to make a decision, make sure everything is done in their **best interests**.

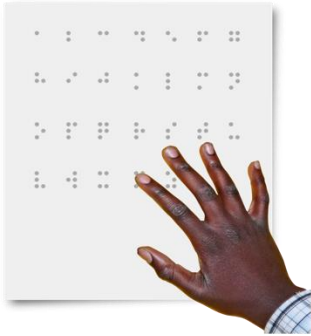
A **best interests** decision is when other people make the decision. There are laws about how to do it. The person's views and wishes must be included.



Ideas: information

Make information in different formats:

- Easy Read
- Braille
- large print
- different languages



Staff should read people's medical notes properly. Then the person will not have to tell their story lots of times.

Use Hospital Passports to share information with the person and their carers.



Ideas: buildings

Make sure people in wheelchairs can get around easily: disabled parking spaces, ramps, automatic doors, accessible toilets.

Clear signs, with pictures and words

Know how lighting, noise and smells can affect autistic people.

Have changing spaces: an accessible toilet in a large room with a bed and hoist.

Put toys and activities in waiting areas.



Ideas: staff knowledge

Make sure that all staff know about:

- person-centred care
- how to support people with, for example:
 - mental health problems
 - disabilities
 - dementia
 - autism
- how to recognise abuse and keep people safe

How will we know if our strategy is working?



We will listen to vulnerable people and their families.



We will find out if they feel safe, included and well-cared for.



We will also measure things like

- how long people stay in hospital
- how long people wait for treatment



What next?

We will keep listening to the people we care for, their families and carers.



The things they tell us will help us to make our services better.



There is a **Vulnerable People Strategy Delivery Group**.

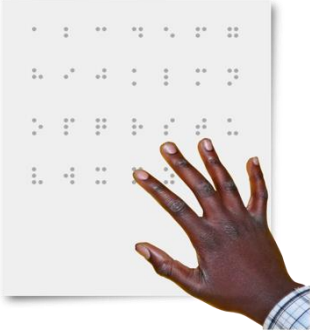


They will make sure the things in this strategy are happening.



We might change some of the words we use. Some people do not want to be called “vulnerable”.

Contact us



This strategy is available in other formats:

- full version
- braille
- Audio
- other languages



To ask for this information in a different format, contact us:



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