



A carer's guide

Health Facilitation Service

Supporting people who have a learning disability to give a blood sample.

Giving a blood sample is a common procedure that worries lots of people, including those who have a learning disability.

People who have a learning disability often have health conditions or may take medicines that require their doctors to ask them to have blood test more often.

Sometimes the person who has a learning disability does not understand why the blood sample is being sought and lacks the capacity to consent to this procedure.

Some people who have a learning disability find it difficult to co-operate with the taking of blood samples.

The Health Facilitation Service recognises the important role that blood samples have in helping people maintain healthy lives.

The Health Facilitation Service has experience in supporting families, carers and health professionals to gain blood samples from people who have a learning disability and the Health Facilitation Service can offer help with:

- Attending appointments or clinics.
- Mental Capacity Assessments and Best Interest Decisions
- Providing easy to understand information on how bloods are taken.
- Making contact with other professionals who can help you.
- Identifying the best approach for each person on an individual basis.
- Identifying 'reasonable adjustments' - changing how things are done to meet the individual's needs.
- Explaining people's specific needs to GP surgeries, hospitals and clinics.

For additional information, please contact:

Bedford Borough

Toni McLaughlin
07973 231 509

Leoni Manning
07583 038662

Luton Borough

Karen Ferguson
07983 986 082

Jackie Errington
07983 986 083

Central Bedfordshire

Stuart Webb
07983 410 519

Michelle Robertson
07983 410 458

Bedford Hospital

David Roberts
07768 132 244

Evelyn Asante
07854 356 498

Luton & Dunstable Hospital

Jane Iorizzo
07899 065 737

Juliet Foster
07855 269 102

Twinwoods

Samantha Morrison
07983 410 529



Confidentiality

We will not share any information that you give us without discussing this with you first and getting your consent.

The only exception to this is if we consider that your life or the wellbeing of someone else could be at risk

Compliments, Comments and Complaints

We welcome feedback about our services so please contact the Patient Advice and Liaison Service on freephone

0800 0131 223 or email: PALS@elft.nhs.uk.

If you are not happy with the service and your treatment, please ask to speak to the service manager to try and resolve this. Or contact the PALS team. If you wish to make a complaint, you can call freephone **0800 085 8354** or

email: PALSandComplaints@elft.nhs.uk
or write to: Complaints and PALS Manager,
FREEPOST RTKB-ESXB-HYYX, Trust Headquarters,
9 Alie Street, London E1 8DE