



Royal Berkshire
NHS Foundation Trust

Support for neurodivergence in the Emergency Department (A&E)

Information for patients,
relatives and carers



We understand that having a neurodivergence can have an impact on your visit to A&E. We want to minimise any additional distress and ensure you have a positive experience.

We will aim to make reasonable adjustments to meet your needs where we are able, so please let us know if and how we can help.

We also have a range of sensory and communication aids and distraction tools available in the department.

How we can help...

- We will try to reduce your wait time where possible and can offer side rooms or quieter areas when available.
- Depending on your medical condition, it may be possible for you to wait in your car / outside /in the café or canteen and we can call you when we are ready to see you.
- If either of these options may help you, please discuss with staff and you will need to make sure we have your current mobile number.

Neuro-inclusion Passport




This has been designed to help neurodivergent people to communicate their needs to health care professionals. You can complete this yourself or our staff can help you.

Once completed, it will be uploaded onto your electronic patient records so that staff are aware of your individual requirements.

Please ask staff for a copy if you think the Passport is appropriate for you.

Neurodivergence Support Box

We have the following resources and equipment available in A&E:

- Sunflower (hidden disabilities scheme) lanyards
 - Ear defenders / ear plugs
 - A selection of 'fiddle' toys
 - Mindfulness colouring books / sheets
 - Wordsearch / puzzle / activity books
 - Phone chargers
 - Sunglasses
 - Eye masks
 - Weighted lap pads
 - Weighted shoulder wraps
 - Fans
 - Communication sheets
 - Visual pain score tools
 - Neuro-inclusion Passports
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Please ask a member of staff if you think that any of these items may help you.

Please return any items before you leave A&E so that we can continue to use them to help support others.

The items in the support box were bought using the Emergency Department Support Fund. To donate to this fund, please scan the QR code:



Feedback and suggestions

We welcome your suggestions on how we can improve the Emergency Service experience for neurodivergent patients or for all patients. If you have any feedback, please share it with us by emailing: EDLeadNurses@royalberkshire.nhs.uk

Or, please fill in the Friends and Family Test (scan the QR code).



To find out more about our Trust visit www.royalberkshire.nhs.uk

Please ask if you need this information in another language or format.