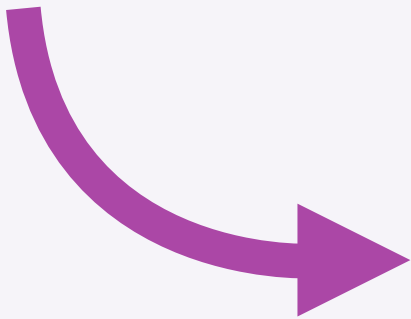




Click on
the button





Welcome to careLeD

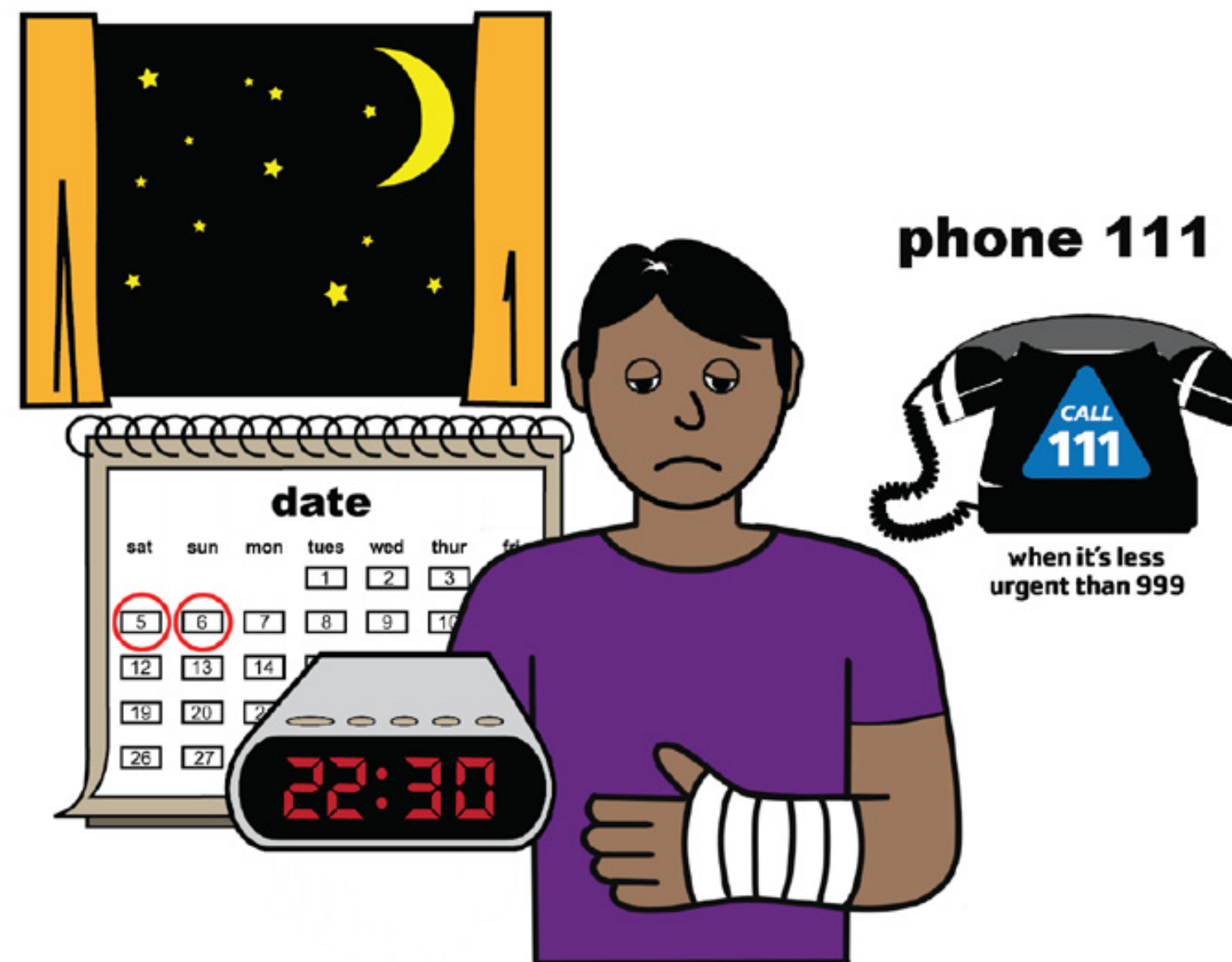
careLeD has been designed with people with a learning disability to help you access urgent and emergency care.



careLeD

Urgent and emergency care for
people with a learning disability.

Urgent care



What is an urgent health need, when should you call 111?



careLeD

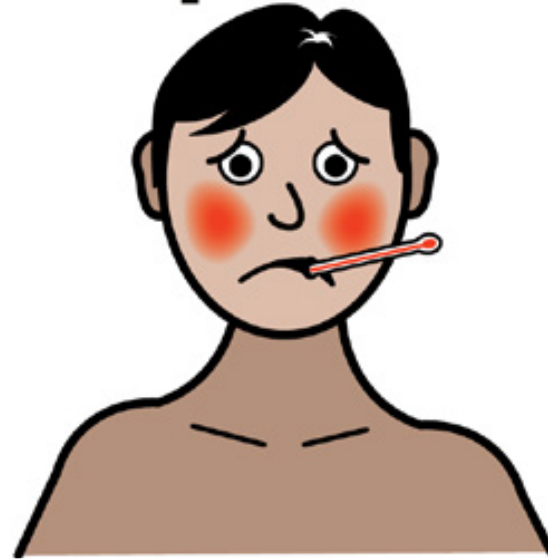
Urgent and emergency care for people with a learning disability.

HELPING YOURSELF

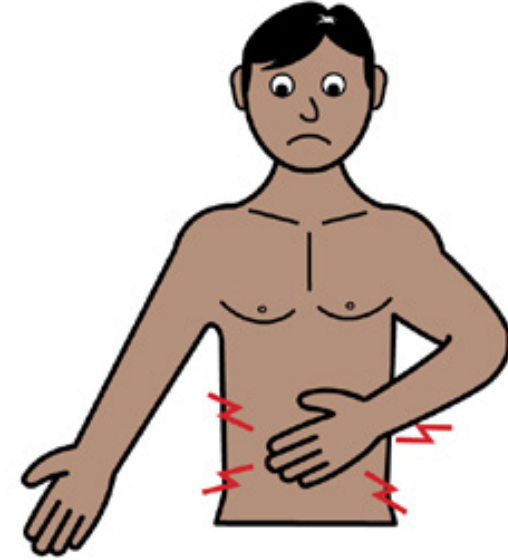
injury



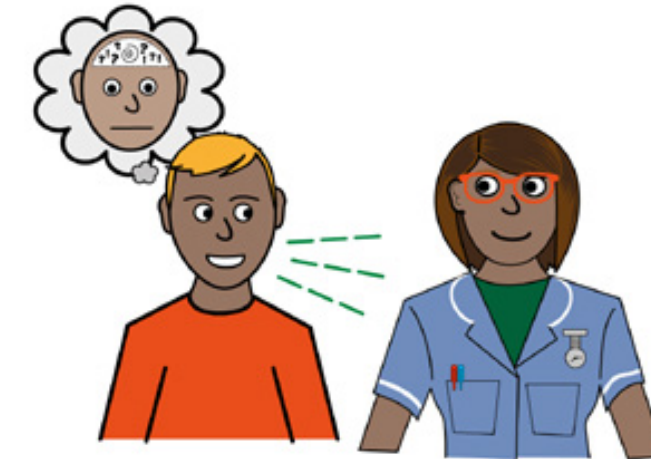
temperature



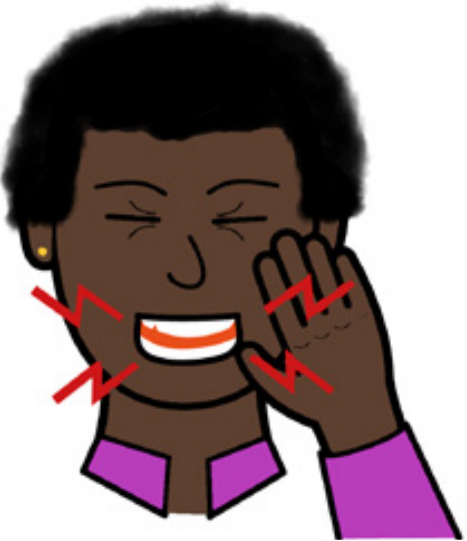
tummy ache



talk to



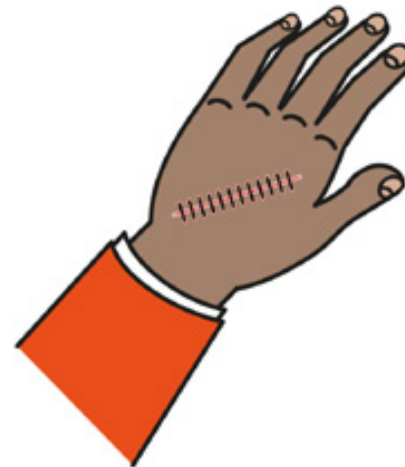
toothache



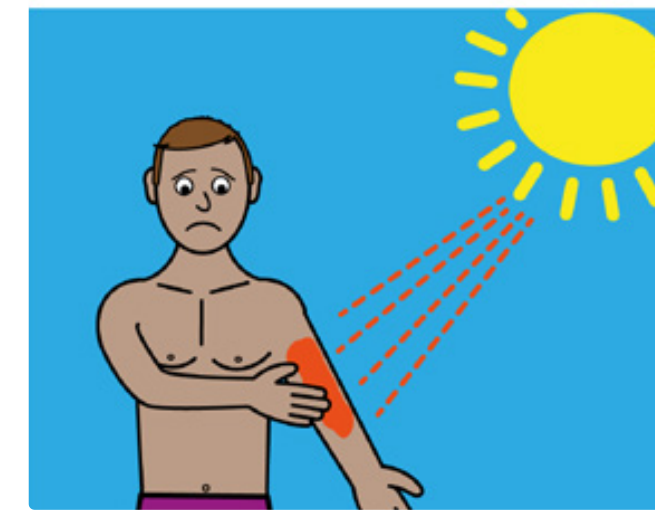
bump on head



stitches



sun burn



**An illness or injury
that needs attention
quickly but is not
life-threatening**



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people with a learning disability.

Emergency care



What is an
emergency health
need, when should
you call 999?

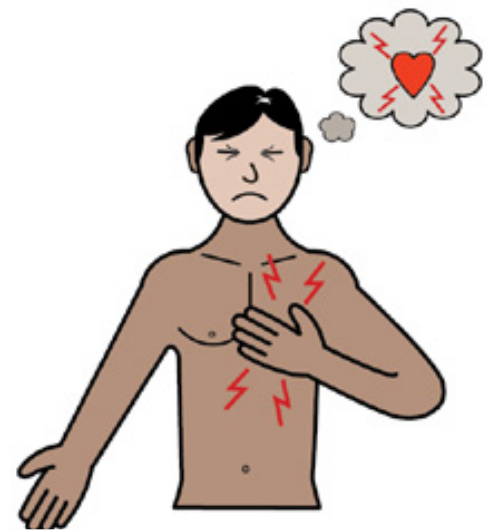


careLeD

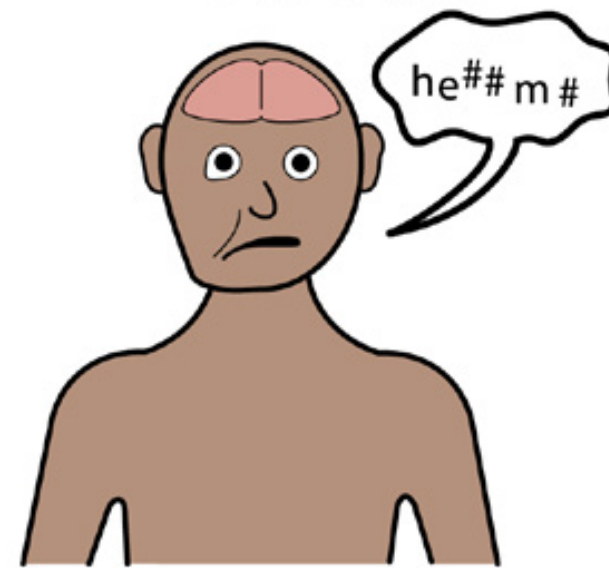
Urgent and emergency care for
people with a learning disability.

HELPING YOURSELF

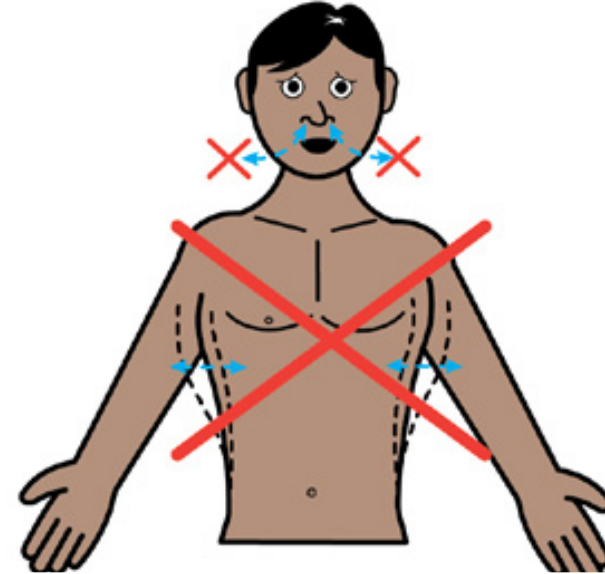
heart attack



stroke



breathing problem



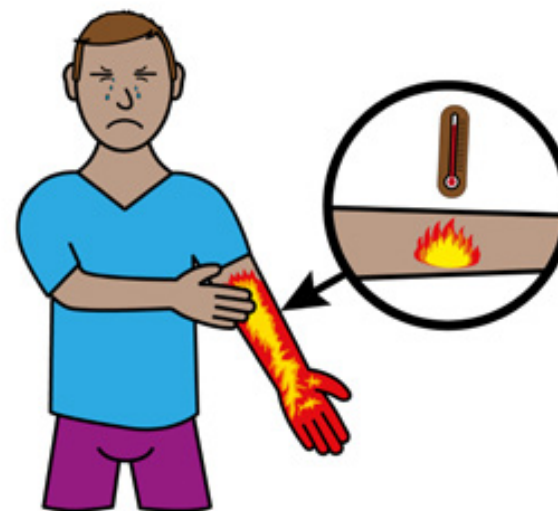
unconscious



seizure



bad burn



car accident



wound



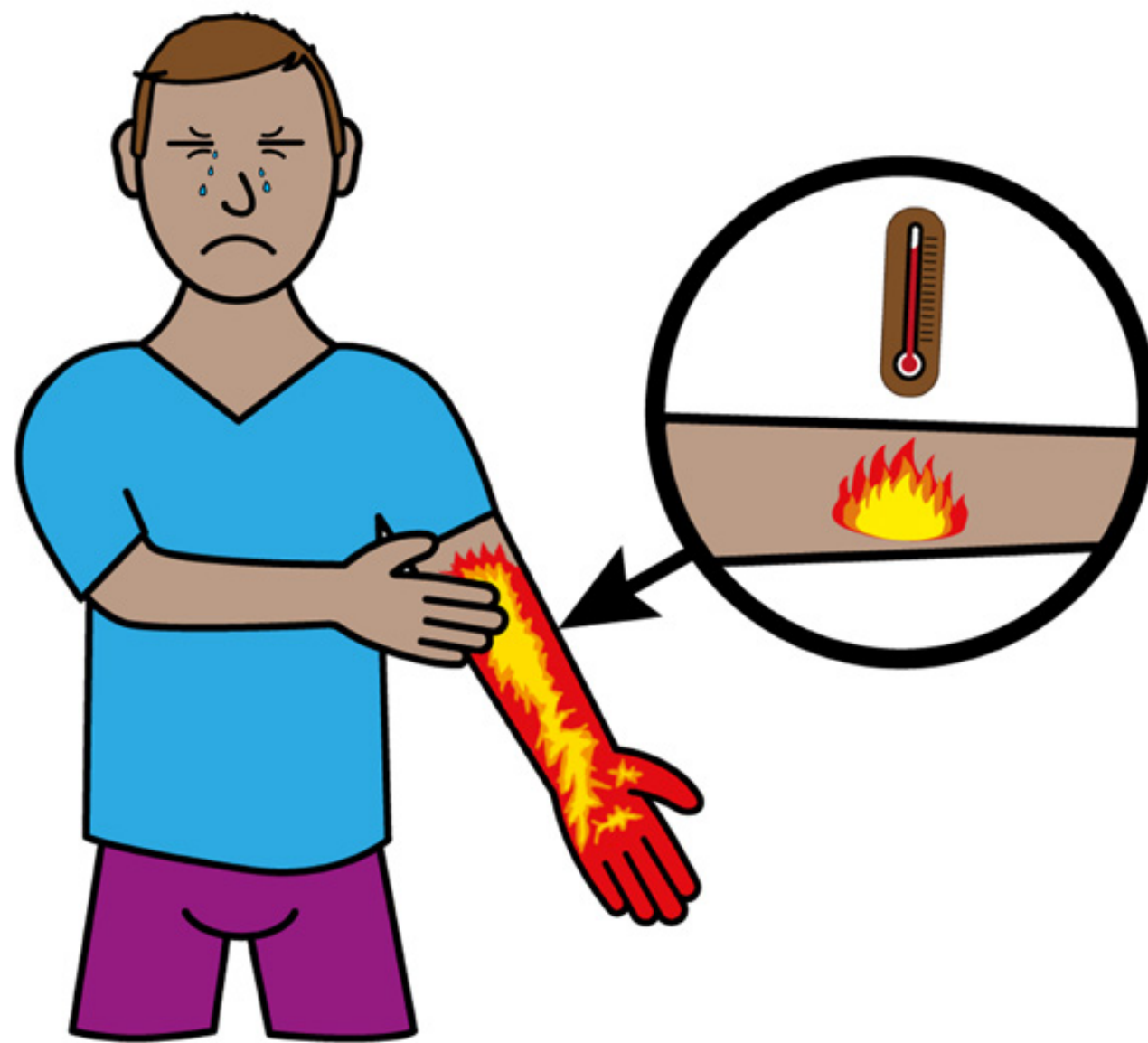
A life-threatening condition or injury that needs treatment as soon as possible



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bad burn



Mohammed's Story

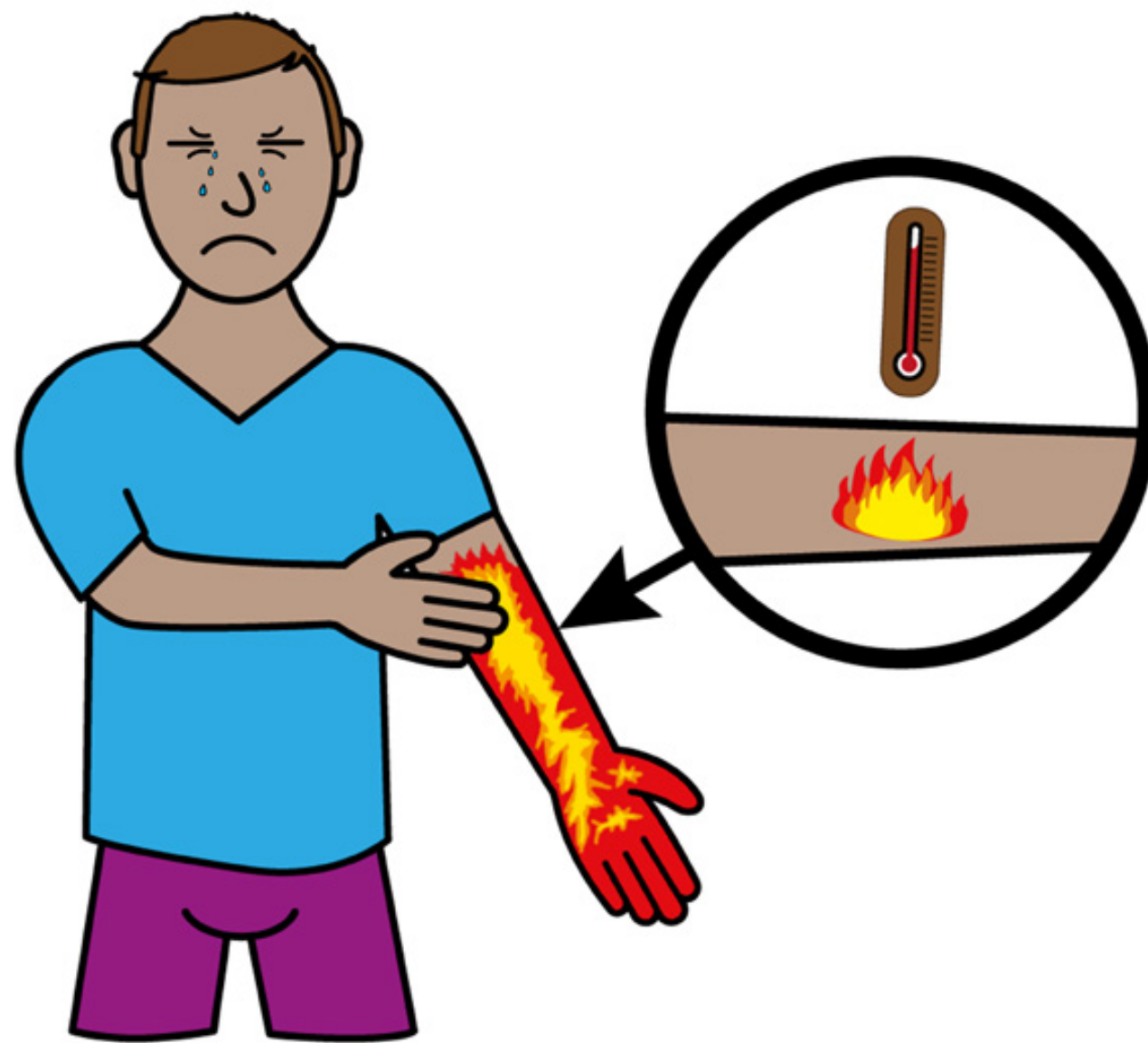
- Mohammed is toasting a marshmallow on an open fire.
- He goes to stand up and slips.
- His arm goes into the fire.
- He has run his arm under the cold tap.
- His arm is very red, and he is in severe pain.



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Urgent and emergency care for
people with a learning disability.

bad burn



**Does
Mohammed phone:**

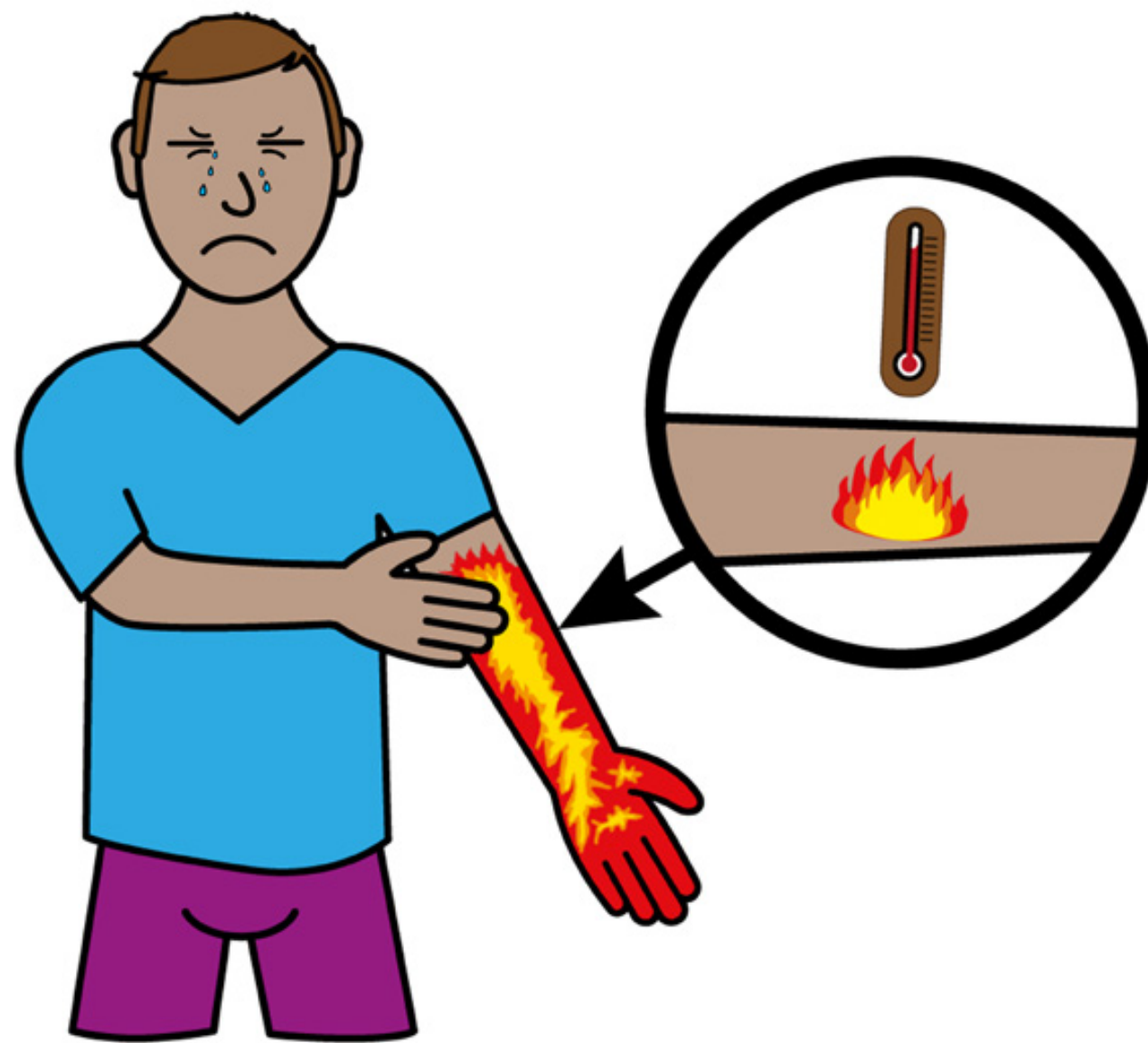


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people with a learning disability.

999

bad burn



Correct

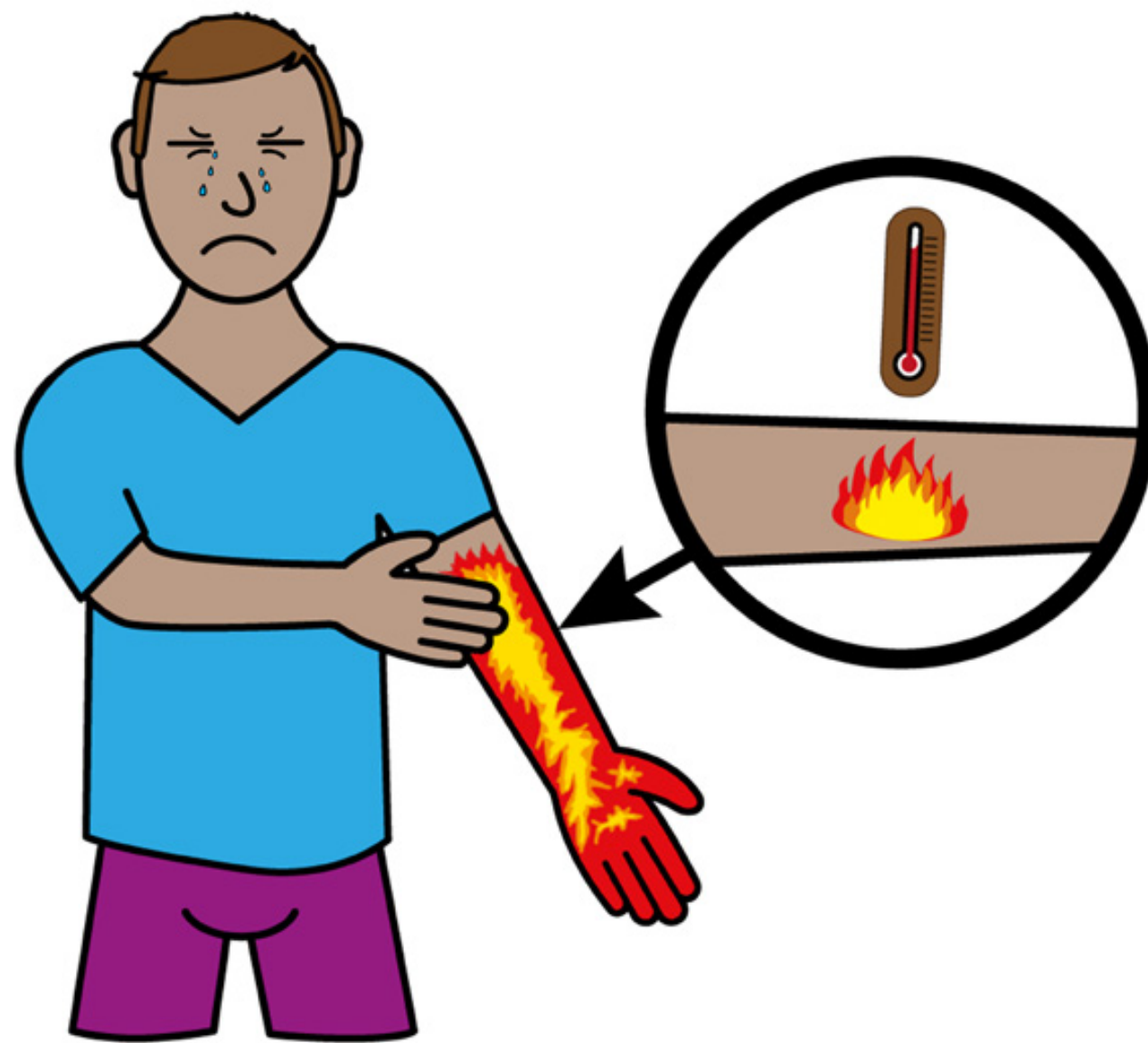


careLeD

Urgent and emergency care for
people with a learning disability.

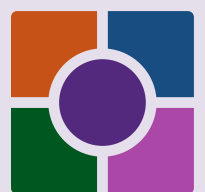
111

bad burn



Try again

It is a bad burn.

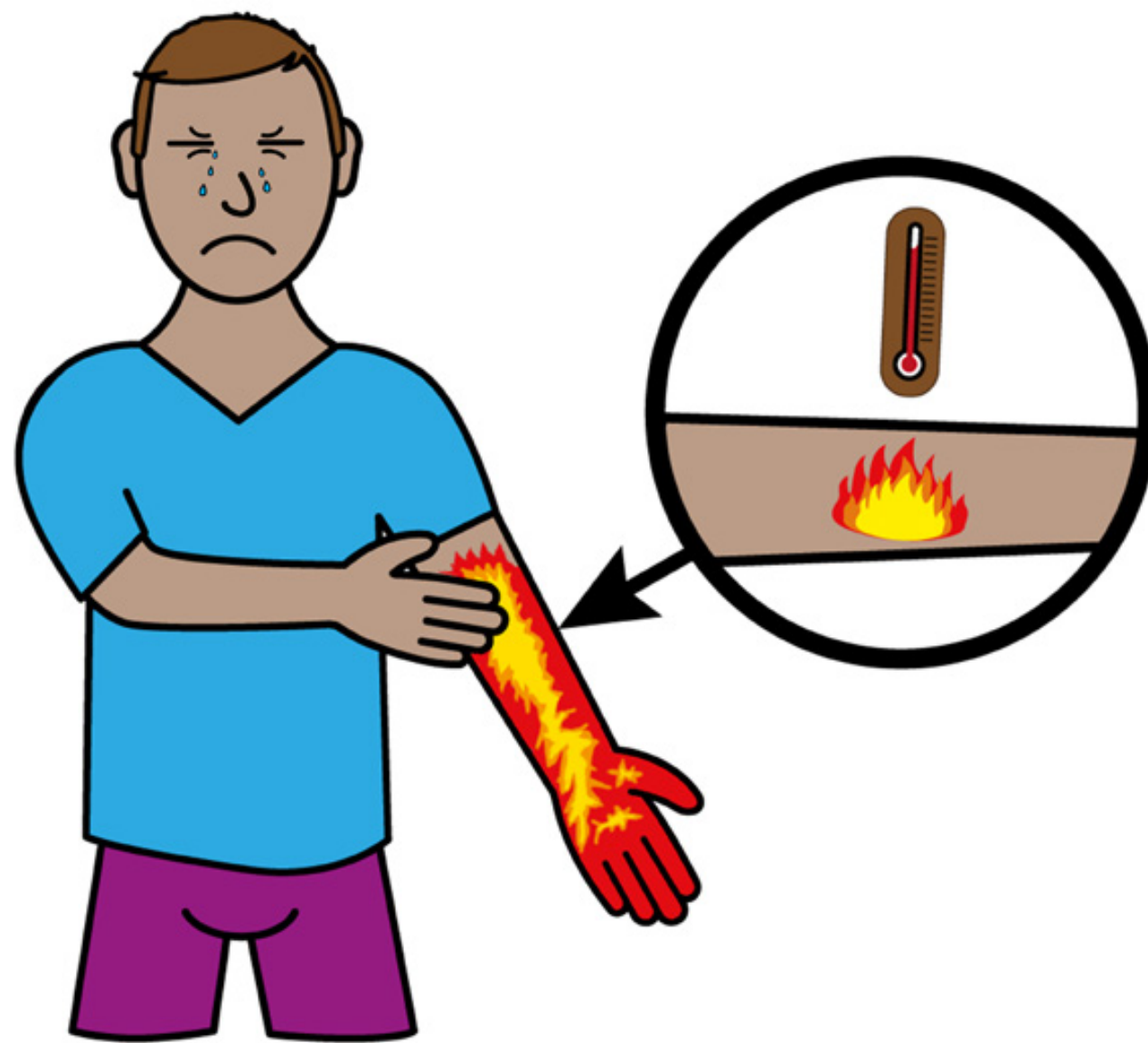


careLeD

Urgent and emergency care for
people with a learning disability.

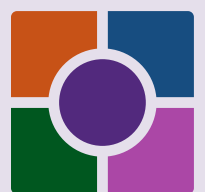
Unsure

bad burn



Hint

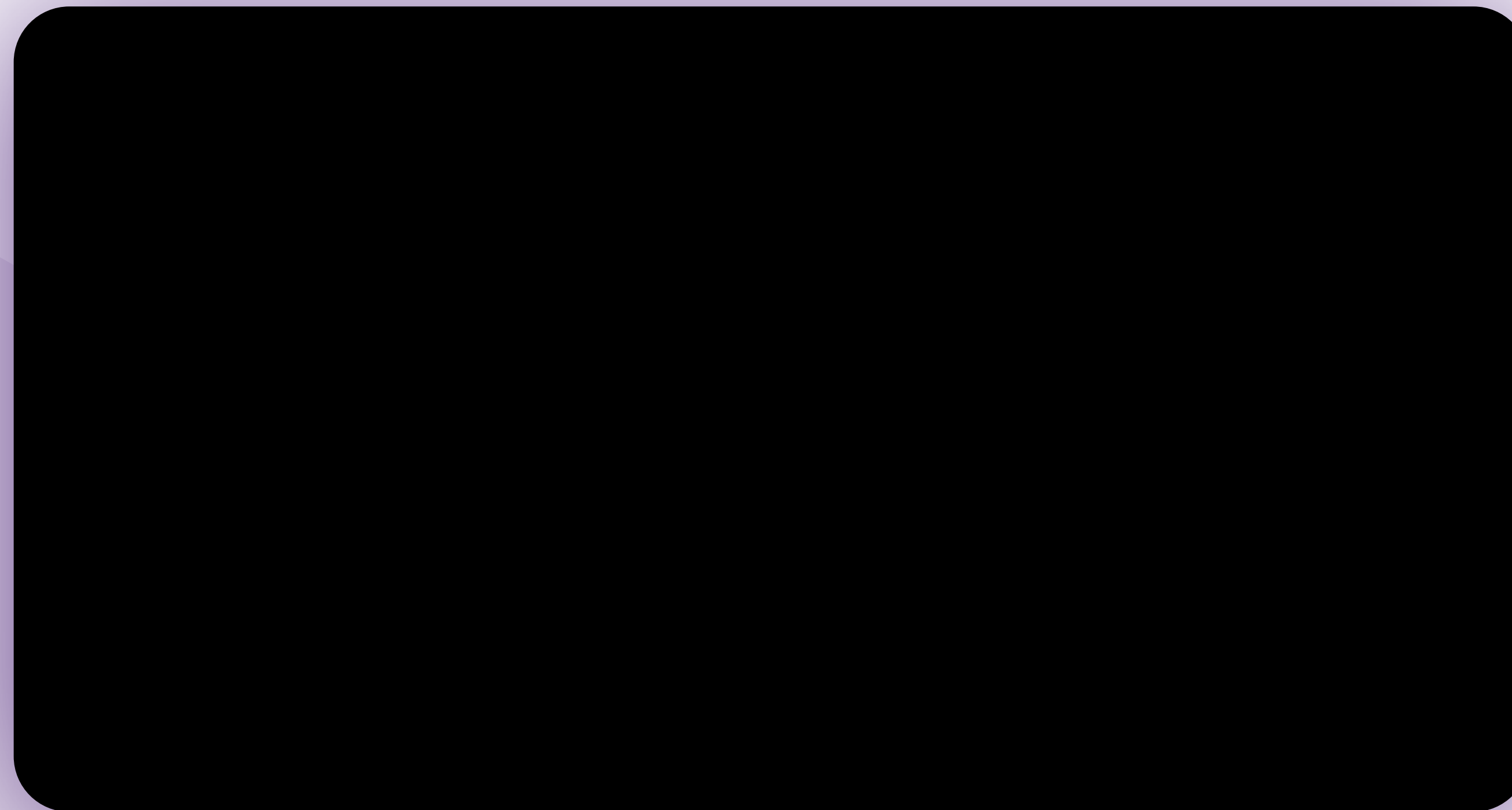
It is a bad burn and he needs to go to hospital.



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HELPING YOURSELF



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Olivia's Story

- Olivia is feeling ill. Her throat really hurts.
- She has been sick.
- She was worried because her throat was too sore to swallow her epilepsy tablets.
- She phoned the doctor this morning, but they didn't have any appointments.
- Now it is the evening and she is feeling worse.



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Does Olivia phone:



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111



Correct



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people with a learning disability.

999



Try again

Olivia needs to get help but it is not an emergency.



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Urgent and emergency care for
people with a learning disability.

Unsure



Hint

Olivia needs to get help but it is not an emergency.



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Urgent and emergency care for
people with a learning disability.

toothache



Omolola's Story

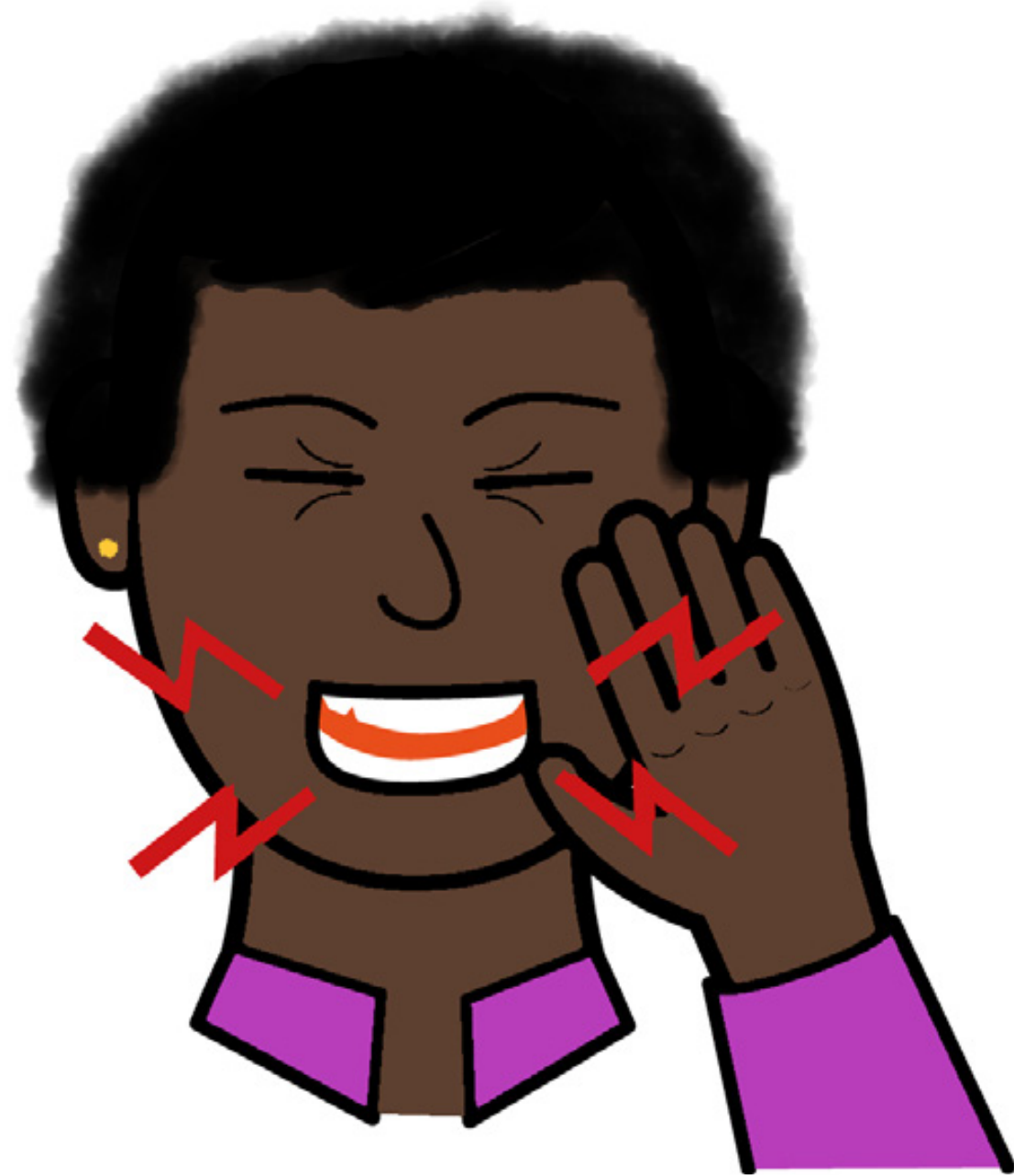
- Omolola wakes up in the night.
- She has severe pain in her tooth.
- It is keeping her awake.
- She can't wait until the morning.
- She feels the pain is getting worse.



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people with a learning disability.

toothache



Does Omolola phone:



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111

toothache



Correct



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people with a learning disability.

toothache

999



Try again

Omolola needs to see a dentist.



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Urgent and emergency care for
people with a learning disability.

Unsure

toothache



Hint

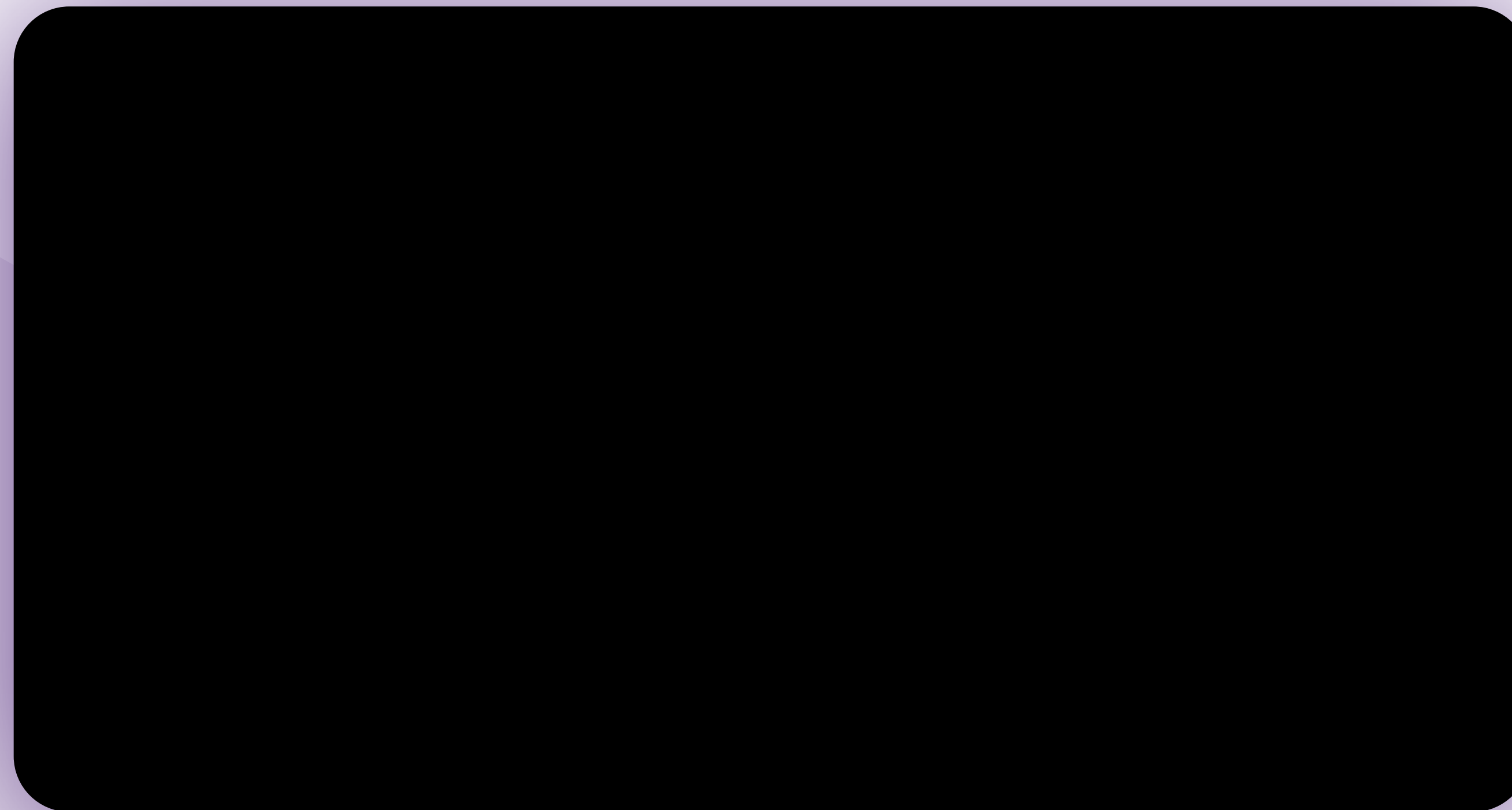
Omolola needs to see a dentist.



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HELPING YOURSELF



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Olivia's Story

- Olivia started to feel breathless.
- She took her inhaler.
- Later, she felt a pain in her tummy.
- She stood up to get a drink.
- The pain got worse and she felt sick and dizzy.
- Olivia sat back down.



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Does Olivia phone:



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999



Correct



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people with a learning disability.

111



Try again

Olivia needs to get help as it is an emergency.



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Urgent and emergency care for
people with a learning disability.

Unsure



Hint

Olivia needs to get help as it is an emergency.



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Urgent and emergency care for
people with a learning disability.

phone



**What to do if you have
an urgent or emergency
health need**



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Urgent and emergency care for
people with a learning disability.

phone



What to do:

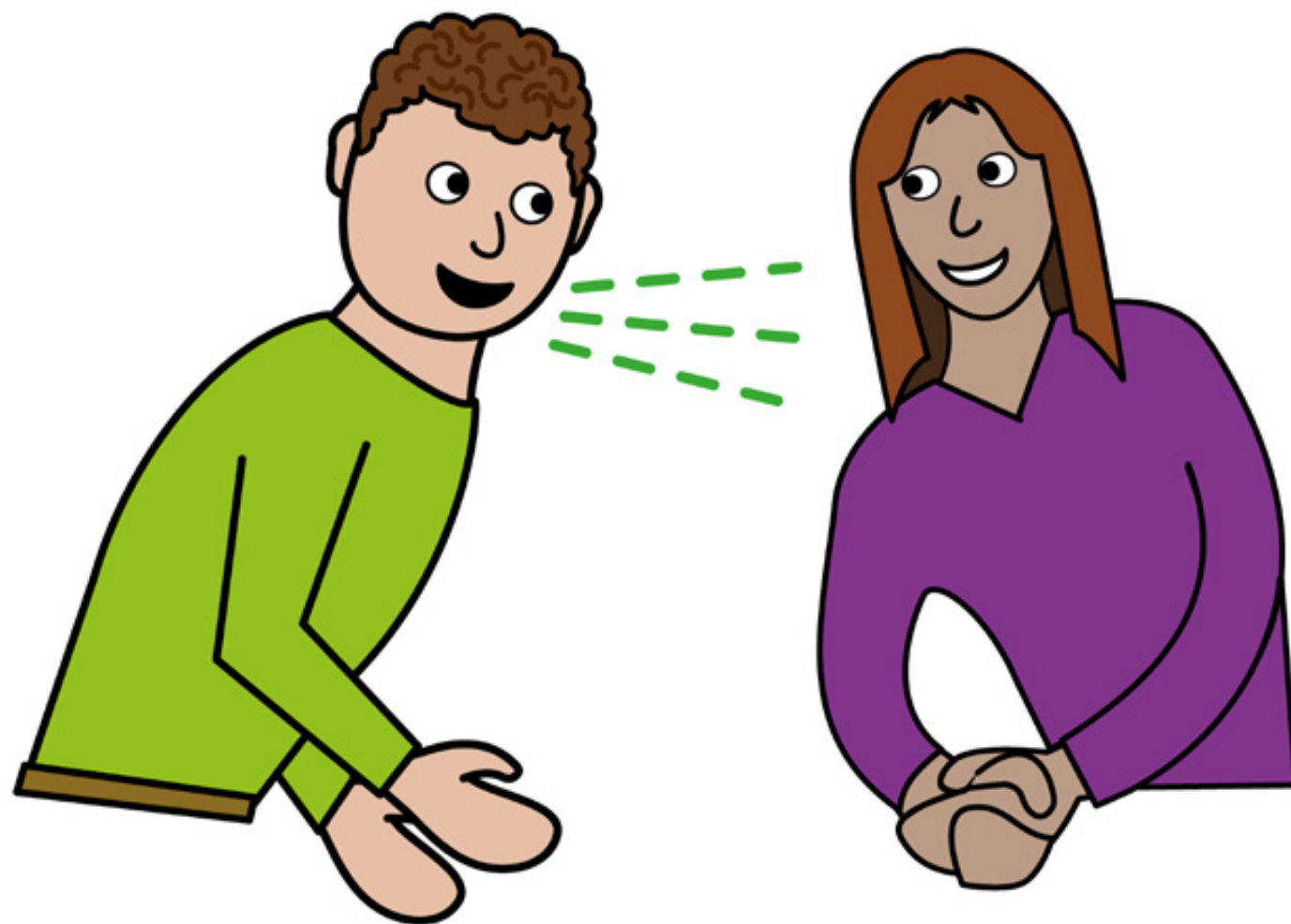
- If you are not sure – **get help straight away.**
- Call **111** if it is an **urgent** health need.
- Call **999** if it is an **emergency** health need.
- Speak **slowly and clearly** on the phone.



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listen to me



Asking for extra help:

- Let the person you are speaking to know that you have a **learning disability**.
- You could say: “**Slow down**, I have a learning disability.”
- Or you could say: “Can you go slower and use **easy to understand** words.”
- The people who answer 999 and 111 calls have training to make sure **they know how to help**.



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HELPING YOURSELF

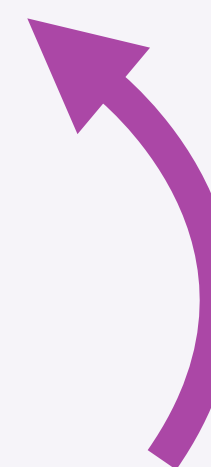
Activities

Getting a
hospital passport
or health profile

Create your
social story

Making an
emergency bag

Videos



Click on
the picture



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Urgent and emergency care for
people with a learning disability.

Resources

Click on
the picture



111
England
Wales
Northern Ireland

NHS 24
(111)
Scotland

999

**See more
resources**



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people with a learning disability.

Visit [easy on the i](#) for easy
read guides and images

Thank you for using careLeD

A tool co-produced with people with learning disabilities
and funded by the RCN Foundation.

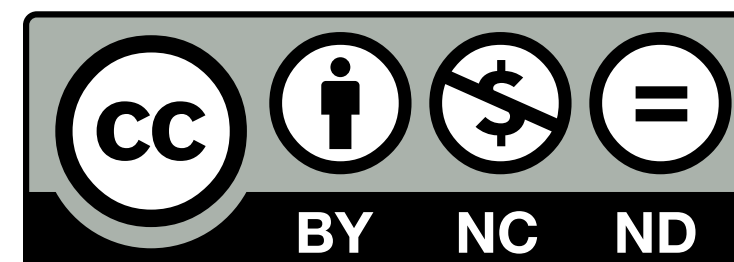


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