

Supplementary item 2: Case study analysis results

Case Studies: Examining the principles in disabling environments

We developed case studies to evidence the above principles in 5 commonly identified disabling sensory environments: 1) Supermarkets; 2) Eateries; 3) Highstreets and City/town centres; 4) Public transport; 5) Healthcare settings. Table 3 provides a summary of the case study for supermarkets to demonstrate how disabling and enabling aspects of the principles are reflected in the most identified disabling environment.

Supermarkets

Sensoryscape

Supermarkets were commonly described as being an overwhelming multi-sensory environment, for instance one of the autistic adults stated: *“The noise, lights and all senses to be honest! They make it feel like the building is closing in on me”* [SS07]. Several individuals mentioned the bright, unnatural lighting in supermarkets due to the lack of windows, for example one said: *“I think it's the lighting... because there's never like natural light there's always like very bright lamps and they're always like white or yellow, but very very bright”* [SS24], and they went on to add that the brightness can be accentuated by the built environment such as the floor being *“... shiny so the light like reflects from the ground. No matter where you see there's a lot of light”* [SS24]. Additionally, people identified that the tall shelves filled with products could present an overwhelming amount of visual information.

Individuals also described the difficulty of there being lots of different sounds, including checkouts, other customers, trolleys, announcements, and background music:

“... what makes a supermarket challenging I think is... just the noise... you can just hear everything, so you hear people, you hear like beeping, you hear like people pushing stuff, like you just hear everything. It's very overwhelming” [SS04].

There may be additional sensory input that could increase the burden, for instance a few individuals also noted struggling with the smell in supermarkets, for example one individual noted: *“I tend to avoid some shops because of the smell, they're not that efficient in cleaning the vegetable areas”* [SS19].

Some of the autistic adults described how steps to limit the burden of sensory input could make supermarkets more accessible. For example, one individual noted:

“I know a lot of supermarkets are starting to adopt sort of like autism hours and quiet hours and things like that, which is a really nice step and I think largely, you know, having less lighting and, you know, having no sort of music and turning off the noises on checkouts and things like that is really good” [SS24].

Space

Supermarkets were commonly described to be challenging due to them being busy with customers. For example, one individual described them as: *“There being so, so, so many people around you and bumping into you and everything... the possibility of like, being touched suddenly makes me jump and freak out a lot... and in a crowded space and it's harder to avoid that”* [SS09]. One participant mentioned that *“Larger supermarkets, which are maybe more spread out, I find these a little easier, but really they all present a challenge”* [SS13].

A few of the autistic adults described how supermarkets were less challenging when they were less busy, and one individual suggested that being able to see a supermarket's busy times online was a good way to know when it was more accessible:

“I quite often use - in Google... if you have a shop, you can add the times where there's most people and less people, so I often use that function to see when there's no people in the shop. So, if the shops more can utilise that tool, so you know when to show up” [SS19].

Predictability

Supermarkets were described as unpredictable, which can make it difficult to plan ahead and could add to the difficulties in an already overwhelming sensory environment. Supermarkets often change their layout without warning, maintaining a sense of unfamiliarity and making forward planning challenging, for example, one individual noted: *“One of the things that I find really difficult is that some supermarkets more than others love to completely reorganise everything on what seems like a fortnightly basis... [it] just adds that extra challenge”* [SS04]. Knowing the layout and item's locations in supermarkets was discussed as being important to limit the time spent in the environment, and participants suggested that maps of the layout inside the store or online would be a helpful way to remove some of the space's unpredictability:

“... it would be really great if you could look online and like find a layout of the store in advance so that you could then write a shopping list that was like in vaguely the right order, and know where you like, know what route you had to go to get the things you wanted, like I feel like that would be helpful” [SS20].

Understanding

Individuals noted that staff in supermarkets often seem to lack understanding of sensory processing and autism which can make it difficult to access support. Some individuals suggested the benefit of staff training, for example one individual stated: *“I think what could be helpful... you know like you go in shops, and you get these first aiders, I think they should have almost someone like an autism champion, like especially dedicated”* [SS15]. Not having understanding or knowledgeable staff was described by one individual to prevent them from accessing designated supermarket quiet hours as they may be perceived as not fitting the 'autism stereotype'. They stated: *“I would feel judged by them. That I wasn't like in need of going to the supermarket like in a quieter time”* [SS17]. But also, individuals reported

being judged by other customers and felt that supermarkets could support wider awareness: *"I've had other shoppers' comment on my stimming before, so a sign that makes people aware of that could be good. Kind of like the "not all disabilities are visible" signs on disabled toilets" [SS14].*

Adjustments

Some individuals described the difficulty with checkouts due to feeling rushed and having to communicate with checkout staff when overwhelmed due to the sensory environment. For example, one individual described:

"I always have trouble having to talk to the cashier at the end of it because I've been so stressed out and I've been trying to focus on like blocking all this stuff out as well as like trying to remember and calculate how much everything in my basket costs and I guess like I'm so overwhelmed, that by the end I just can't talk to anybody so uhm getting at the end and having to talk to a cashier at all, I just can't do it..." [SS09].

Supermarkets were described to be more accessible when they have alternative checkout options, such as scan as you shop and self-checkouts, which can reduce the added burden of communicating with staff and feeling rushed. For instance, one individual stated: *"I find the checkout really hard as it feels really pressured. I prefer it when the supermarket has the option to scan as you go so this process isn't needed" [SS13].*

Supermarkets recognise and offer some adaptations, such as quiet hours and the Sunflower Lanyard Scheme to indicate hidden disabilities. But these were reported to have limitations, such as the Sunflower Lanyard, which *"feels more just of a token gesture rather than any kind of like meaningful like accommodation" [SS04].* Although the premise of such schemes was praised, *"better recognition of the sunflower lanyard is needed" [SS13],* and quiet hours should be more widely accessible:

"I do feel that we need that more dedicated time for autistic people and it it should be like given quite a variety of times not just very limited 'cause I think sometimes mornings can be trickier for some, uhm, so I think sometimes having it at times like evenings, afternoons" [SS15].

Recovery

A few individuals mentioned the worry of not being able to escape from supermarkets if feeling overwhelmed or if needing a break:

"One of the things that I find really difficult is that a lot of smaller shops have gone back to putting barriers where the checkouts aren't open, and obviously it's to prevent theft, but then it means that if you actually are feeling distressed and you need to go and take a break and get outside you can't get out... just the feeling of being trapped in, and so when I walk past even if I see that it's a shop that does that, I just won't go there because that instantly makes me panic just in case I get a bit overwhelmed inside the store" [SS04].

Eateries

Sensoryscape

Eateries, such as cafés, restaurants, and pubs, were described by autistic adults to be challenging multisensory environments. Eateries can have a range of different smells which can be challenging, for instance, cafés were described to have an “intense smell” such as the overpowering smell of coffee. Many of the autistic adults also described the difficulty with auditory input in eateries, with one stating: *“I do wish that they'd keep noisy coffee machines in the back with the rest of the kitchen stuff so its quieter”* [SS14]. Additionally, background noise was described by many to be difficult, such as people conversing alongside noise from the kitchen and waitstaff. One autistic adult reported: *“I never go out to eat anymore. The environment is just too loud. The layering of noises, such as people chatting on top of coffee machines or plates clashing is really difficult”* [SS13].

Some of the autistic adults described how eateries could be more enabling if they reduced some of the sensory burden, such as by having *“dim lighting”* [SS14]. One individual also reported eateries would be more enabling if there was *“No music while eating. With it, I can never know when I am full or not. It makes it hard for me to have a conversation with someone”* [SS07].

Space

Eateries were commonly described to be challenging as they are often busy with people and the spacing of the tables means sitting near others and *“...you feel like too closely packed in”* [SS17]. This was described to be especially challenging due to the increased sound levels. Having the tables more spaced out could help reduce the auditory burden:

“So, I went to [a restaurant] and it was lovely because there was just so much space in between all of the tables and I just found that just sort of helped with the noise, because obviously I didn't have people really close to me that were really loud... I just found the setting of having my like space between myself and other people it just brought my anxiety down I just felt a lot calmer just... feeling like I had my own personal space” [SS18].

Predictability

The sensory environment of eateries was reported to be increasingly challenging due to the uncertainty of procedures, as well as regarding the food, that could sometimes be made inconsistently. Some individuals described how having information in advance about eateries could reduce the uncertainty and make them more enabling, such as being able to access detailed menus online, images and details of the layout, or information about the procedures. One individual described:

“...they had a thing on their website and like all their social media where they'd like taken pictures of what the cafe like looks like now and they'd written out the process of like how it worked... rather than just kind of being expected to know how it works... so you could like see

that ahead of time so it wasn't suddenly like oh this is a lot of new information at once so that was helpful" [SS20].

Some of the autistic adults described how consistency and predictability of the food and drinks was important. As one individual noted *"...if my food comes and it's not as how I want it, or how I expect it to be, I can't eat it" [SS18].* One individual described how eateries that produce consistent food can make them more enabling:

"... we go to chains because we know it's reliable so once we know what we like, you know what you're getting because its standardised and you know if they are going to change the recipe or add new things they make a song and dance about it so you know... you just know because it's reliable and its consistent you don't actually have to think because you know what you're going to get..." [SS04].

Understanding

Some of the autistic adults reported that in eateries they can feel misunderstood and judged by staff. This was often to do with having specific requirements for the food and drinks that align with sensory preferences, as one individual noted: *"...there's a lot of awkwardness around like being a picky eater" [SS04].* A couple of individuals also noted that they worried about feeling judged if they didn't have someone to support them to order or explain what they need:

"I need like I need someone else with me to help explain to the person at the counter 'cause, I just I just get so worried if I like if I do anything, people will think I'm I'm weird and they'll realise I'm autistic and it might cause a scene and I just like I I get scared even to ask like 'can I have a half portion' because I can't eat that much and stuff and I don't know what to do if like the person at the cashier says like no or they ask more questions" [SS09].

Adjustments

Many of the autistic adults described how eateries commonly do not accommodate for communication or processing differences, which made them disabling environments. Some individuals described the fast pace of restaurants, with one identifying: *"...when they're taking the order, I think I need time [for] processing" [SS20].* Eateries were also commonly reported to not offer suitable adjustments for autistic individuals with sensory differences:

"I feel like a lot of restaurants and eateries and stuff have like one opinion of disability and it's that they need to have a wheelchair accessible toilet... that's all they do... I feel like a lot of them don't have any idea of how to help someone with ASD..." [SS14].

However, some of the autistic adults described adjustments that have or could help. For instance, the introduction of ordering using an app due to COVID-19 was helpful to avoid communicating using spoken language with staff: *"I find that really [it's] just great just sitting down, using an app, I can take my time of what I'm gonna- I don't speak to anyone, and I find that really beneficial" [SS18].* But that the

apps should have *“more options to be able to like give details and stuff”* [SS09] so that food and drink can be easily customised to accommodate individual needs and preferences. However, a few individuals also suggested that eateries could introduce other measures to adjust for individual pace and communication needs, such as having signs on the table: *“Maybe a sign that you could just lay on the table explaining that people may need to be more patient with you”* [SS13].

Recovery

Some of the autistic adults described that due to eateries being overwhelming sensory environments, they would be more enabling if there was access to an area that had a lesser sensory burden, such as being quieter and with less people. One individual reported: *“A quiet area would be useful”* [SS13] and also added it would be useful to have *“dedicated areas which are blocked off from other people”* [SS13]. Another individual reported that a separate area could help *“...lower the sensory aspect of it...”* [SS17].

High streets, and city/town centres

Sensorscape

High streets and city/town centres were described by many autistic adults to be challenging due to the highly burdensome and sustained multisensory input. Some individuals reported that there are often many layers of noise, for instance one individual noted: *“...there is a lot of noise... there are a lot of buses, and people selling stuff at the street, always, and that yeah it's very loud”* [SS24]. Some individuals also described how even though natural light could sometimes be better than indoor lighting, highstreets and city/town centres without shade can be difficult. One individual noted: *“Yes, more shade. Even sunglasses don't help the brightness for me”* [SS07]. Additionally, a few individuals noted the challenge of being exposed to different scents, for instance: *“...walking through areas with lots of food stalls, the smells of all the foods combined with petrol fumes is sickening”* [SS14]. Some of the autistic adults also described how highstreets and city/town centres could be visually overwhelming due to the amount of people combined with other elements, such as advertising and shop displays. One individual noted: *“I keep my eyes down so as to not overwhelm myself”* [SS14].

Space

Many of the autistic adults described how highstreets and city/town centres can be challenging sensory environments due to being busy and crowded spaces. For instance, one individual noted: *“City centres can be really difficult. Large groups of people talking loudly. People bump into one another and there is no personal space”* [SS13]. This individual also went on to describe what others had also reported in that narrow pavements made the crowds more challenging:

“In an ideal world the streets would be wide, and the shops would be set back off the streets. I find it difficult when people stop to look in shop windows, creating groups of people who are trying to move around them” [SS13].

Predictability

Some of the autistic adults described how highstreets and city/town centres could be difficult to predict and make the sensory environment more challenging. One individual noted: *“The environment is too unstructured. I suppose rules can't be imposed to make it a better experience”* [SS13]. The unpredictable movement of the crowds was also described to add to the sensory burden. One individual reported:

“It really annoys me when people can't pick a side of the road to walk down... when people [are] just constantly waving, like, zig-zagging across the pavement and I'm trying to just give them plenty of room to come past, it just drives me mad” [SS04].

Some individuals described how the sensory impact of highstreets and city/town centres could be lessened if these places were more predictable. For instance, one individual suggested the sensory impact could be improved by introducing: *“One-way systems where if you're walking in one direction you're on one side of the street, but it probably wouldn't work as no one respected them during covid either”* [SS14]. They also went on to suggest: *“I also think, plenty of warning for areas with food stalls/markets, with signs around the areas so I don't accidentally walk into them”* [SS14].

Furthermore, a few individuals noted how it would be beneficial to access more information in highstreets and city/town centres to forward plan and reduce the uncertainty. One individual noted: *“...it would be good if municipalities could be better on creating maps where it shows like how the areas are different and so on, so you don't have to create this mental image before you visit a place, but just have it there, [e.g.] here's a lot of people, here's where most people are, and here's where the best shops are...”* [SS19].

Adjustments

Some of the autistic adults described how there currently aren't suitable adjustments in highstreets and city/town centres. However, a few individuals expressed the need for some form of support for autistic individuals because of the disabling sensory environment. One individual described how a help/information point could be useful:

“I think you know more like help guides or like desks, point of contact like... if you going to an indoor mall or a shopping centre you have like an information thing, I think if there was more out in the open as well... if you were feeling a bit disorientated or lost or frazzled then you have something nearby to reach and can ask for some help and there'll be somewhere nearby even to like say 'ohh there is a shop nearby' or 'there is a telephone box nearby', especially if those are not so familiar, and uhm, or someone to like just have that time and just to check in and see if everything is okay” [SS15].

Recovery

Some of the autistic adults described how highstreets and city/town centres can be disabling because there isn't an opportunity to escape from aversive sensory input. Some individuals noted the need for a designated space or quieter area to be able to take a break and recover. One person noted: *"Well you can't force people to not be in town or things like that so I guess just make it possible for us to retreat somewhere, or something, I don't know I don't know what but create spaces where we can retreat to."* [SS19]. Additionally, another adult reported: *"Maybe quiet outdoor areas with benches. A place where you can just sit and be calm"* [SS13].

Public transport

Sensoryscape

Public transport, such as trains and buses, were described by some autistic adults to have burdensome and inescapable sensory environments. Individuals reported that public transport can have multiple sensory challenges. For instance, most public transport is covered in litter [SS14], and “...*the smell and just the, just the notion that it's not clean, the seats are not clean is one of the biggest thing, I mostly stand up on the train 'cause it's so nasty*” [SS19]. But also that “*the textures of the seats...*” [SS13] are uncomfortable. Additionally, there is little ability to control the sensory environment, as a lot of input comes from other passengers, as noted by one individual: “*I find it difficult to control my environment as well and that sort of causes a lot of uhm issues for me. So yeah, public transport is not my friend*” [SS18].

Space

Many of the autistic adults described how public transport could be disabling due to trains and buses being busy and having to sit close next to other people, as one individual noted: “*I haven't used public transport for years. I find it difficult to sit in such close proximity to someone I don't know*” [SS13]. One autistic adult described how public transport could be improved if it was possible to have more space:

“More seats that are just one by themselves, or like a sign that says the very front seats on buses (the ones that are isolated) are reserved for people with sensory difficulties, in the same way where it says give up your seat for people less able to stand” [SS14].

Predictability

A few of the autistic individuals described how public transport could be a disabling sensory environment due to the uncertainty and inconsistency of the timetable, especially if delays are not communicated. As one individual noted: “*I find trains easier because they run on more strict timetables and if they're delayed it says the new estimated time of arrival, whereas with buses you just have to hope for the best*” [SS14]. Additionally, another individual also described this challenge and the importance of having this advance information:

“It's so important that you get the information in time when a train or a bus is cancelled, things like that, and also that the information is available, if it's not on the phone, perhaps you can just have a digital board on the bus stop. Perhaps too expensive but it will be nice if you have it everywhere and not only there by the main bus stop in the centre” [SS19].

Understanding

Some of the autistic adults reported that public transport can present disabling sensory environments due to lack of staff understanding, which can limit the support received. One individual noted: “*People who work on public transport should maybe have some idea about how to support those with autism. I*

find talking at the front of a bus very stressful" [SS13]. Additionally, a couple of individuals noted that they could feel judged by accessing adjustments and strategies that they need. For instance, one individual noted that public transport needs: "Signs where people with hidden disabilities can sit. I would feel judged sitting in the disabled area of a bus, people might confront me to ask if I actually have a disability" [SS13]. Another individual described how they felt they could not engage in their coping strategies as they felt they would be judged by other people:

"...I've got able to go on like short journeys and stuff but when it's a long journey on the bus I stress out a lot and I find it harder to do coping strategies like putting in headphones or fiddling with a fidget toy or something 'cause I always worry I'm being weird and people are gonna think I'm odd... so I'm not confident enough to take fidget toys with me out out out to places and I wish I could be" [SS09].

Adjustments

Some of the autistic adults described how public transport commonly lacks reasonable adjustments for autistic individuals with sensory processing differences, which can make them inaccessible. One individual noted that: "Some bus drivers aren't either nice or patient at all." [SS16]. Additionally, another individual noted that public transport could be more accessible if it commonly accommodated: "Being allowed to just press a button on a screen for what type of ticket I want instead of speaking" [SS14].

Recovery

Some of the autistic adults described that due to nature of public transport and it being difficult to escape the environment when needed, these environments could be more accessible if there was access to a specific space or area that had less burdensome sensory input. One individual noted that it would be helpful to have access to a silent carriage without having to buy a premium ticket:

"...it would be really nice if they, like in trains, if they could have silent compartment like they have in [first class], but the tickets are more expensive, but so yeah it would be nice if we could if we who is autistic could get also get to use the silent part in the train, but not paying the high prices..." [SS19].

Healthcare settings

Sensoryscape

A few of the autistic adults described how healthcare settings, such as doctors' surgeries and hospitals, often have a range of aversive sensory input. For instance, one individual described: "...fluorescent lights... they make a humming noise to me that everyone else says they can't hear at all, and it really overwhelms me..." [SS09]. They also went on to describe other auditory challenges, such as: "...[there's] a lot of people talking at once, so it's hard to figure out what the person in front of you is saying 'cause there's so much echoing, echoing sound of everyone else..." [SS09]. Another individual described the overwhelming amount of visual information:

“...they have a lot of boards that have a lot of information about like, medical conditions and kind of healthy eating and research studies you could take part in and then they've also got two big like screens that flick through at quite a rapid pace of like lots of different information, and if you sit in the waiting room for any kind of amount of time like kind of taking that on board uses up a lot of capacity...” [SS20].

Additionally, a few individuals noted that there are challenging scents that can be overwhelming, such as, *“...the chemically type smell...” [SS09]*, as well as food scents. One individual noted: *“... the smell of the food coming up to the ward would literally make me vomit. I was like, it's so overpowering, so I had in a care plan for them to not open my door or not call me for the mealtimes...” [SS18]*. Furthermore, a couple of the autistic individuals described the difficulty of having to endure the sensory environments and not being able to escape when waiting for an appointment or medical care. One individual noted:

“In doctor's surgeries specifically, um having to to wait in a queue or to wait in a waiting room for a long time, it sort of accentuates all of these problems because... I'm stuck there; I'll have to wait and I have nothing to occupy my time. I'm just getting focused on all of these things that are sensory, and overwhelming me, and it feels like the the waiting time is much longer than it really is” [SS09].

Space

One of the autistic individuals described how waiting rooms are easier to tolerate now they have less crowded seating due to COVID-19, as usually it can be challenging to sit close to other people:

“...also one thing that I really like about COVID, which I know you're not meant to like things about COVID, but our doctors, like the chairs are a lot more separated out than they used to be, like if they could keep some of the chairs so that you're not like sat super close to people, that would be great for me”

Predictability

A couple of the autistic adults described how the unpredictability of healthcare settings can make the sensory environment more challenging, for instance not knowing how long you will have to wait in waiting areas and endure sensory input. One individual noted the need to know how long they would be waiting: *“...the uncertainty of like if things don't happen at the time you're expecting then... you don't know how long you're going to be waiting and it just gets scarier and scarier” [SS09]*. Whilst another individual described how unknown delays in their appointment times can cause anxiety:

“I find, uhm, I really struggle with the times of appointments. So if my appointment is at a certain time, and it goes over that time, it really badly triggers my anxiety and I literally start flicking up my phone every few seconds, and every minute that goes by I just get more and more anxious...” [SS18].

One of the individuals also described the challenge of navigating unfamiliar and unpredictable food tastes and textures when they were in recovery in hospital,

"I couldn't deal with any new textures when I was that unwell, I couldn't even contemplate, well, I struggle when I'm well to try new foods and to try different brands of things, I'm not expecting like, and not knowing the taste or the texture of what that food is going to be like. That's really bad like that, that's just something I really struggle with" [SS18].

Understanding

One of the autistic adults described their experiences of medical staff not understanding autism and how this might affect their support needs:

"Uhm, I was recently in hospital 'cause I struggle with my mental health... I was on an uhm mental health ward, and I found that that the NHS today haven't got a clue about how to deal with people who've got mental health problems and autism. And I felt like when I was in hospital, I'd have the most basic, I don't know, things that you would think that people would understand that would be triggers, like when they check on you - shining a torch in your face in the middle of the night when it's completely pitch dark - how painful that was for me, and how often they used to do it even though I used to say it was very painful. So, I had a lot, A LOT of sensory triggers, and then sort of people looking at me as if to say why is she kicking off? Why is, why is this a problem? Why am I emotionally responding the way I was? But it was because of their lack of knowledge of autism. So, when I was in hospital, it was completely, just, they just didn't get it. I had a lot on my care plan that had to be explained to people and even then, things still weren't followed" [SS18].

But this individual also highlighted the importance of staff understanding what they might need and how this can mean they can get important accommodations built into their care plan:

"...when I was in hospital uhm I did have those accommodations made for me and I was allowed to bring like things from home 'cause I'm like, when I'm stressed out, I go dry and crunchy and that's it, so I'd like rich tea biscuits and other things. So, I had those accommodations made for me when I was in hospital that I could bring my stuff in" [SS18].

Adjustments

A few of the autistic adults described how communicating with spoken language in healthcare settings can be challenging due to the sensory environment as well as the pressure of having to communicate your medical needs. One individual mentioned how being able to check in using digital technology reduced the requirement to communicate with reception staff: *"they've got like a touch screen where you sign yourself in so you don't even have to talk to the receptionist, which is great" [SS18].* A couple of individuals described how written communication of their needs for medical staff and the outcomes of appointments by medical staff can be useful to ensure everything is effectively communicated if feeling overwhelmed. For instance, one individual noted: *"...when I go to the GP if there's like important*

things that I need to remember, she writes things down for me, so that if I'm like, 'cause sometimes I can be like too overwhelmed to have processed what she's saying, but like don't necessarily know that that's the case" [SS20]. Additionally, a different individual noted:

"...I can become nonverbal at times when I go into a doctor's so, I get so stressed out that I literally just can't speak, so I've had that happen to me once and uhm, I then uhm, just wrote everything down on a piece of paper and I actually walked into the doctor's surgery... and uhm, I literally just handed the notepad over... and I just said I I have severe anxiety at the moment, and these are all my symptoms, uhm, I'd really appreciate it if you could just read this and then ask me any questions that you need to" [SS18].

Recovery

A couple of the autistic adults noted that there is rarely a designated space to escape from sensory input in waiting areas, without the risk of missing the appointment. One individual described how having this sort of space would be very beneficial:

"...having a place that you can go to which is like a quieter environment, that to me would be just amazing, that I wouldn't have to sit and endure this, it is almost like it is suffering and enduring that environment, I think that would be really beneficial for me" [SS18].

This individual also went on to describe a time when they were supported by staff to access a quieter space when they were becoming overwhelmed, and that this was helpful:

"...my one doctor surgery that I went to uhm, the receptionist, she was really lovely and she could see that my anxiety was escalating and she actually put me in in in in a spare like sort of nurse room, there's like a spare room, and she said if you want to wait in in that spare room just to sort of try and calm yourself down 'cause I can see that you're becoming really agitated, and that helped so much more" [SS18].