

What does this mean for staff?

With the implementation of the standard, all Staff are required to:

1. **ASK** about the accessible information and communication support needs of all service users and their carers (where relevant) at the point of initial contact with Trust services.
2. **RECORD** the outcome of this assessment within the service user's clinical record.
3. Add an **ALERT** to the clinical record where a need is identified.
4. **SHARE** details of accessible information and communication support needs upon discharge, handover and onward referral.
5. **ACT** to meet the identified needs by providing information in the accessible formats requested and appropriate communication support.

Does the service user have any accessible information or communication support needs?	Please Select ▾
Does the parent/carer have any accessible information or communication support needs?	Please Select ▾



Where can I get more information?

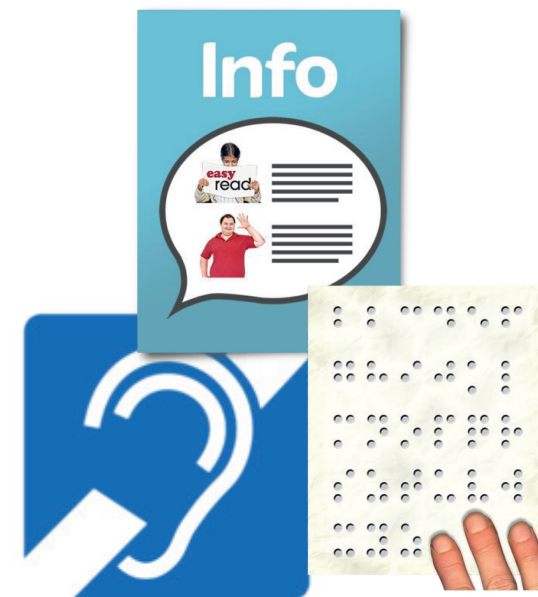
Visit the '**Learning Disabilities, Autism & Accessible Information**' page on the intranet to access full details about the Accessible Information Standard including :

- Detailed information about the Trust response to the Accessible Information Standard and Trust policy guidance.
- The assessment tool to identify the accessible information and communication support needs of service users and carers.
- Guidance on accessing and using the Accessible Information Standard electronic record and clinical alerts.
- Information about a range of accessible information formats available to staff.
- A catalogue of information leaflets and templates in easy read format.
- Training material about providing support for a range of communication needs.



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The Accessible Information Standard



What is the Accessible Information Standard?

Published by NHS England, the Accessible Information Standard provides a framework for ensuring that people with specific information and/or communication needs receive accessible information and communication support. All organisations that provide NHS care or adult social care are legally required to comply with the Accessible Information Standard.

Who does the Standard apply to?

The Standard applies to any service user or carer who has an accessible information and/or communication need relating to disability (including learning disability), communication impairment and/or sensory loss. The Standard does not apply to foreign language needs, nor a preference for a particular information format.

What will implementation achieve?

“Implementation of the Standard will lead to improved outcomes and experiences, and the provision of safer and more personalised care and services to those individuals who come within the Standard’s scope” (NHS ENGLAND).

What is accessible information?

Information which is able to be read or received and understood by the individual or group for which it is intended. Information provided in an alternative to standard printed or handwritten English, for example large print, braille or email.



What is communication support?

Support which is needed to enable effective, accurate dialogue between a professional and a service user to take place. Use of aids or equipment and/or by staff making adjustments to their behaviour to enable effective communication. Involvement, when appropriate, of communication professionals such as British Sign Language interpreters and deafblind manual interpreters.



What does it mean for Trust service users and their carers?

Service users will be asked two questions at the point of initial contact with our services, to determine whether they and/or their carer/parent have any accessible information and/or communication support needs. If the answer to either of these questions is yes, then four more questions will be asked about the details of those needs. This will be recorded in their clinical record and staff responsible for providing their care, will provide them and/or their carers with the accessible information and/or communication support, in order to meet those identified needs.

