



## Accessible Information Standard Policy and Procedure

Notice to employees using a paper copy of this policy

The company Policies folder on the shared drive holds the most recent version of this document and all employees must ensure that they are using the most recent guidance.

## Document Control

<b>Document Name</b>	Accessible Information Standards Policy and Procedures
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## Version Control

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V1.0	20 <sup>th</sup> January 2019		New document issued

**Contents**

<b>Subject</b>	<b>Page Number</b>
Introduction	4
Aims of policy	4
Policy statement	4
How we will meet the standard	4
Communication	5
Advice and Training	5

## Introduction

Libertatem Healthcare Group supports equality of access for all and is committed to complying with the Accessible Information Standard. The Standard applies to service providers across the NHS and adult social care system. As organisations that provide NHS services, GP practices are required by law to follow the Standard as set out in section 250 of the Health and Social Care Act 2012.

## Aims of policy

This policy describes the actions that Libertatem Healthcare Group and its employees are expected to undertake in order to ensure that Libertatem Healthcare Group complies with the Standard.

The Standard requires Libertatem Healthcare Group to identify, record, flag and share and meet the information and communication needs of people with a disability, impairment or sensory loss.

## Policy Statement

All staff at Libertatem Healthcare Group will routinely follow the following ‘five steps’ of the Standard:

- Ask: identify if an individual has any communication / information needs relating to a disability or sensory loss and if so what they are.
- Record: record those needs in a clear, unambiguous and standardised way on the clinical assessment
- Flag: ensure that recorded needs are “highly visible” whenever the individual’s record is accessed and prompt for action.
- Share: include information about individuals’ information / communication needs as part of existing data sharing processes (and in line with existing information governance frameworks, and the Data Protection Act 2018).
- Act: take steps to ensure that individuals receive information which they can access and understand, and receive communication support if they need it.

In line with the Standard, these actions will ensure that our clients (and their relatives, parents or carers as appropriate) will:

- Be able to make contact with, and be contacted by, in accessible ways.
- Receive correspondence and information in accessible formats, including alternatives to ‘standard’ printed formats.
- Be supported by a communication professional if this is needed to enable effective, accurate two-way discussion.
- Receive support from staff to communicate effectively.

## How We Will Meet the Standard:

- Ask: We will ask clients at assessment if they have any communication or information needs relating to a disability, impairment or sensory loss, and if so, what they are.
- Record: Once a client has informed us that they have communication needs relating to a disability, impairment or sensory loss, the information will be added to the client’s assessment documents

- Flag: This information will also be logged on people planner
- Share: Information will be shared with support workers and identified when they introduced to the client and will be guided in their required actions via the care and support plan.
- Act: Libertatem Healthcare Group will provides one or more contact methods which are accessible to the clients e.g. email, text message, telephone, and text.

The adjustment made should be reasonable but this does not mean that the client will always receive information in their preferred format. What is important is that they can access and understand the information.

The Registered Manager is responsible for ensuring Libertatem Healthcare Group overall compliance with the Accessible Information Standard, and therefore with this policy.

The Registered Manager will review and update this policy 3 yearly or sooner if changes required.

### **Communication**

This policy is publicly available on Libertatem Healthcare Group website:-  
[www.libertatemhealthcare.co.uk](http://www.libertatemhealthcare.co.uk)

Hard copies are also available on request from the office.

For new staff, the availability and importance of this policy will be highlighted during their induction.

### **Advice and Training**

Libertatem Healthcare Group are encouraged to complete the two NHS England e-learning modules supporting compliance with the Standard: The Accessible Information Standard: Introduction and The Accessible Information Standard: Towards Excellence.