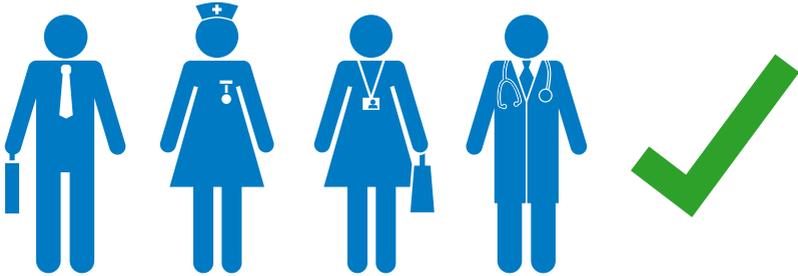


WHAT YOU NEED TO KNOW

(ALL HEALTH AND ADULT SOCIAL CARE STAFF)



The Accessible Information Standard (1605) comes into force on 31st July 2016. NHS and adult social care services MUST comply by that date.

The Standard explains what organizations need to do to make their information accessible to deaf people, and others who have a communication need, e.g. people who are blind, people with a learning difficulty, etc.

The Standard applies to:

- Face-to-face communication**
- How someone can contact a service**
- How a service must contact a patient, client or carer**
- How a service provides information, e.g. results, factsheets, etc.**

NEED SOME ADVICE OR SUPPORT?



THE FIVE KEY PARTS OF THE ACCESSIBLE INFORMATION STANDARD

You **MUST** meet the SCCI Accessible Information Standard (1605). Here is a quick reminder of the basics.



Ask

Staff must ask patients or clients whether they have a communication need and how that need can be met. This should cover different scenarios where information is exchanged, e.g. contacting the service, in a consultation, providing results, etc.

Record

Those needs need to be clearly recorded in the patient record, using consistent coding. Suitable codes are now available in most electronic systems.

Alert/flag

An alert or flag should be used on people's files so that all staff accessing the file are aware of the communication needs. Ideally the alert will also give practical details of how staff can meet those needs.

Share

Information about communication needs must be shared with other health and social care services. For instance, referrals should include details of the communication needs.

Act/meet

Services need to make sure information is accessible and people get the communication support that is needed.

SignHealth is the country's only charity dedicated to improving the health of deaf people. Our Access Advice service can help. We can answer your questions, offer advice, provide training and connect you with resources.

For more information please visit:

www.signhealth.org.uk/access or www.england.nhs.uk/ourwork/patients/accessibleinfo

Or contact SignHealth's Access Advice service by email at:

access@signhealth.org.uk Telephone/SMS 07500 760990
or via INTERPRETERNOW on jo.parr@i-now.uk



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