



Accessible Information Standard Policy and Procedure

December 2023

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Purpose of Policy

This Accessible Information Standard Policy outlines Remedy support and recruitment group ltd policy on how it meets the information and communication needs of clients by complying with the requirements of the Accessible Information Standard.

To meet the legal requirements of the following legislation:

- The Equality Act 2010
- The Health and Social Care Act 2012
- The Care Act 2014
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- NHS Accessible Information Standard 2016

Scope

The policy applies to:

- All employees, including those designated as temporary, bank staff, agency staff, volunteers or work experience

Objectives

The objectives of this policy are:

- To ensure compliance with the Accessible Information Standard requirements
- To ensure compliance with legislation
- To ensure a consistent approach to the identification of clients information and communication needs
- To ensure a person centred approach when assessing a client's information and communication needs
- To provide employees with clear processes to follow in relation to meeting clients' information and communication needs

The Accessible Information Standard

The Accessible Information Standard is a mandatory requirement for all NHS and publicly funded adult social care providers. As a provider of adult social care Remedy support must meet the requirements of the Accessible Information Standard.

The Accessible Information Standard applies to clients who require information and communication support due to:

- Disability
- Impairment
- Sensory loss

Examples of clients who the Accessible Information Standard applies to includes people who are Deaf, blind or have learning disabilities.

The aim of the Accessible Information Standard is to ensure that clients who have information and communication needs due to disability, impairment or sensory loss receive appropriate support.

In implementing the Accessible Information Standard, organisations are required to complete five distinct stages:

Stage 1: Identify

Establish and assess the information and communication needs of clients. The service provider must plan how it will meet the identified needs.

Stage 2: Record

Identified needs must be recorded clearly. Information and communication needs must be incorporated into the assessment and care planning process.

Stage 3: Flag

The service must highlight and flag people's information and communication needs in their records. This can be either paper or electronic records. The chosen method must make it possible for all employees to easily be aware of and work to meet the needs of the client.

Stage 4: Share

Services sometimes need to share details of client's information and communication needs with other health and social care services. This allows

other services to respond to the clients' needs. Consent should be obtained when planning how information will be shared.

Stage 5: Meet

The service provider must ensure it meets people's needs and ensure that people receive information which they can access and understand. The service must arrange communication support if people need it. Examples of accessible information formats include large print, Braille, easy read, British Sign Language or letters.

Policy Statement

It is the policy of Remedy support to meet the Accessible Information Standard requirements by implementing processes to identify record, flag, share and meet clients' information and communication needs.

Remedy support will also provide reasonable adjustments under the Equality Act 2010.

When a client's information and communication needs are identified Remedy support, will assess how these needs can be met.

Remedy support will ensure that the client will be involved in the assessment of their information and communication needs.

Remedy support requires all employees to understand Accessible Information Standard requirements to enable them to meet the communication needs of clients.

Remedy support will adopt a consistent approach to the recording of clients' information and communication needs by ensuring they are included in the care planning process.

Remedy support will ensure that steps are taken to enable clients to receive information and communication support in formats to meet their needs.

Remedy support is committed to implementing this policy and the practices it sets out.

Procedure

Assessing Information and Communication Needs

All clients, as part of the care planning process, will be asked if they have any information and communication needs that are relating to a disability, impairment or sensory loss.

Clients' information and communication needs will be reviewed when care plans are reviewed or sooner if required.

If a client states that they have specific needs relating to information and communication they should be involved in discussions about how those needs are met. The discussion should include what methods the client has used previously and what has worked well to meet their needs.

The employee completing the care plan must clearly record the needs on the care plan.

The employee must make the Registered Manager aware of the client's needs.

The Registered Manager will establish the use of an appropriate system for flagging and recording that the client has specific needs relating to information and communication needs. The needs must be shared with all employees who provide services or have contact with the client.

The Registered Manager must ensure that suitable methods and formats for communication are in place for the client.

Providing Accessible Information

Where information and communication needs are identified, Remedy support will provide the client with one or more accessible contact methods. The method must enable the client to contact Remedy support, and employees must use this method to contact the individual. Examples of contact methods include emails, text message, skype, telephone and letter.

Adjustments made to communication methods must be reasonable to meet the client's needs. It may not be possible to provide the information in the client's preferred format, what is important is that the client can access and understand it.

Remedy support will support clients with information and communication needs to provide feedback on satisfaction with the service they receive by providing satisfaction surveys in a suitable format.

Remedy support will provide standard information, such as leaflets, in accessible formats when required to meet the needs of clients. Examples include easy read and large print leaflets.

Providing Accessible Communication Support

Remedy support will arrange appropriate professional communication support when required to enable clients to receive our services.

Remedy support will only arrange communication professionals or interpreters who have the appropriate qualifications for the role. They are also required to have Disclosure and Barring Service (DBS) checks in place.

Clients must not be asked to meet the costs of providing resources or support to meet their communication needs.

If a client requests that a family member or friend provides communication support, this will be acceptable in certain circumstances. This should be discussed with the Registered Manager prior to communication support being provided.

Information Sharing

To enable continuity of care, Remedy support will request consent from clients to share details of their information and communication needs with other agencies when necessary.

Roles and Responsibilities

All employees are responsible for:

- Following the Accessible Information Standard Policy and Procedure.
- Ensuring they are familiar with the information and communication needs of clients.
- Attending any training required relating to the Accessible Information Standard requirements.

The Registered Manager is responsible for:

- Ensuring the Accessible Information Standard Policy and Procedure is implemented.
- Ensuring that client needs are assessed, recorded and flagged.
- Ensuring that appropriate information formats are provided to meet the needs of clients.
- Ensuring that appropriate communication support is provided when necessary.

Breaches of Policy

For employees, failure to adhere to the Accessible Information Standard Policy could lead to possible disciplinary action being taken.

For others (volunteers, agency staff, contractors) their individual relationship with the organisation may be terminated.

Monitoring and Review

This Policy will be reviewed annually or sooner if necessary due to legislative or regulatory requirements.