A1 Accessible Information

Extra Care Housing Servce	Support at Home Service	OA Day Services	Residential Services	DMH Day Services	DMH Supported Living Services	Community Equipment Services	Shared Lives Service
✓	✓	✓	✓	✓	✓	✓	✓

Policy

To ensure all Cumberland Care Services documentation has a consistent approach in relation to identifying, recording, flagging, sharing and meeting the information and communication needs of the people we support, where those needs relate to a disability, impairment or sensory loss.

Procedure

The Department of Health has put a legal duty on the NHS and Adult Social Care providers to meet the new Accessible Information Standards. The Duty also covers any provider agencies that Health and Care commission services from.

Summary of the Standards

1.   The Accessible Information Standard directs and defines a specific, consistent approach to identifying, recording, flagging, sharing and meeting the information and communication needs of the people we support, where those needs relate to a disability, impairment or sensory loss.

2.   It is of particular relevance to individuals who are blind, deaf, deafblind and / or who have a learning disability and /or Autism.

3.   There are five distinct stages or steps leading to the achievement of five clear outcomes:

Identification of needs: a consistent approach to identify the communication and information needs of those people we support, where they relate to a disability, impairment or sensory loss.

Recording of needs:
>   a). Consistent and routine recording of the people who we support's information and communication needs, where they relate to a disability, impairment or sensory loss, as part of the person's record.
>
>   b). Use of defined terminology as set out in point 2 below.
>
>   c). Recording of needs in such a way that they are 'highly visible'.

Flagging of needs: to indicate that an individual has an identified information and / or communication need, and prompt staff to take appropriate action to meet those needs. This should be recorded in the care / support plan.

Sharing of needs: including information as part of the referral, discharge and handover processes.

Meeting of needs: taking steps to ensure that the individual receives information in an accessible format and any communication support which they need.

Meeting the Standards

Identification of Needs

1. The identification of a person's communication needs should be established at the earliest opportunity and on the first contact with the person. The social worker assessment and referral documentation should include this information.

The Questions are to identify the person's communication needs and are as follows:-

- Do you have any information or communication support needs, in relation to a disability, impairment or sensory loss?
- Do you have a preferred way of how you would like us to communicate with you?
- Do you need someone to help you communicate?
- Do you need written communication in a specific way other than standard print?

2. These questions should be used to explore the communication requirements of the person. They should form part of the care / support plan and review process. Reminder, where this information has not been collected previously it should be collected when we review or reassess a service users' needs.

Recording the Needs

1. Where the person answers yes to any of the above questions then the need must be ***recorded within the person centred care / support plan***. The categories reflect those set by the Accessible Information Standards.

   Examples of defined terminology / needs:
   Communication
   - ☐ Does lip read
   - ☐ Does use hearing aid
   - ☐ Preferred method of communication: Written
   - ☐ Uses a citizen advocate
   - ☐ Uses a legal advocate
   - ☐ Uses alternative communication skill
   - ☐ Uses British Sign Language
   - ☐ Uses communication device
   - ☐ Uses cued speech translator
   - ☐ Uses deafblind intervener
   - ☐ Uses electronic note taker
   - ☐ Uses lip speaker
   - ☐ Uses Makaton sign language
   - ☐ Uses manual note taker
   - ☐ Uses personal communication passport
   - ☐ Uses sign language
   - ☐ Uses speech to text reporter
   - ☐ Uses telecommunications device for the deaf

   Requires communication Professional
   - ☐ British Sign Language interpreter needed

- ☐ Hand on signing interpreter needed
- ☐ Makaton sign language interpreter needed
- ☐ Needs an advocate
- ☐ Requires a deafblind block alphabet interpreter
- ☐ Requires deafblind communicator guide
- ☐ Requires deafblind Haptic communication interpreter
- ☐ Requires deafblind manual alphabet interpreter
- ☐ Require lip speaker
- ☐ Requires manual note taker
- ☐ Requires speech to text interpreter
- ☐ Sign supported English interpreter needed
- ☐ Visual Frame Sign Language interpreter needed

Requires Specific Communication Method
- ☐ Requires audible alert
- ☐ Requires contact by an electronic device
- ☐ Requires tactile alert
- ☐ Requires visual alert

Requires Specific Information Format
- ☐ Requires information in electronic / digital format
- ☐ Requires information in easy read format
- ☐ Requires information in electronic audio format
- ☐ Requires information in Makaton, Braille, etc
- ☐ Requires information verbally
- ☐ Requires written information in large font / different format

2. Where more than 28 point is required then a different format should be considered for communication as print format becomes too unwieldy.

Flagging of Needs

Cumberland Care Services has a duty to flag communication needs as identified above and recorded in the relevant sections of the care / support plan. As communication is essential to all care and support needs, any communication needs must be highlighted within the care / support plan.

Sharing of Needs

The accessible Information Standards give Cumberland Care Service duty to share relevant information with partner agencies, health colleagues and 3rd sector agencies. The sharing of information should always be done with consent issues considered.

Meeting of needs

The accessible Information Standard requires Cumberland Care Service to meet the people we support's communication needs which are due to disability or impairments. Thus all staff must ensure they are aware of such communication needs.

- Consider what you may need before communicating with the person
- There are contracts in place with the council to provide information in Braille, BSL interpreters, and some other formats. See Cumberland Council's accessible Information Policy available on the intranet
- Other communications requirements may have to be commissioned individually if they cannot be provided from internal resource or current contracts
- Where possible interpreters should be registered with the appropriate body, and have appropriate qualifications. However the standards acknowledge that some types of interpreter are rare and thus it may be appropriate to use someone known to the person such as a carer or family member to interpret for you. Issues of appropriateness and consent (where possible) should be recorded.

3. Additional Guidance and Information about the Accessible Information Standards can be found on www.england.nhs.uk/ourwork/patients/accessibleinfo/

4. All communication needs must be recorded on the person-centred care / support plan.