



Accessible Communications Policy

1. Background

1.1. The Accessible Information Standard (AIS) is a statutory standard made by the Secretary of State for Health under section 250 of the Health and Social Care Act 2012. The standard applies to all organisations that provide NHS or adult social care. The standard applies only to adults.

2. Scope

2.1. The AIS directs and defines a specific, consistent approach to identifying, recording, flagging, sharing and meeting the information and communication support needs of patients, service users, carers and parents, where those needs relate to disability, impairment or sensory loss.

2.2. The standard is particularly relevant to individuals who are blind, d/Deaf (where Deaf with an uppercase D is indicating that the person is self-identifying that they are culturally Deaf and belong to the Deaf community), deafblind and/or have a learning disability. The standard should support anyone with information or communication needs relating to a disability, impairment or sensory loss, for example people with aphasia, autism or a mental health condition that affects their ability to communicate.

3. How will people be identified and their details recorded?

3.1. When a person who has adult social care needs contacts the First Contact Team, the team will check if they are an existing or new client.

3.2. If the person is a new client they will be added to the Frameworki system.

3.3. When a person who has adult social care needs contacts the First Contact team they will be asked "Do you have any communication needs?"

3.4. If the person answers yes then this will be recorded on the Adult Contact episode. Their details will be checked on Frameworki and if no

communication needs have been recorded their Frameworki details will be updated to record any needs for communication support, requires communication professional, requires specific contact method, and requires specific information format. The definition for each of these terms will be as defined by SNOMED (the international dictionary of clinical terms)

- 3.5. If the person answers no this will be recorded on the Adult Contact episode.
- 3.6. When an Adult Social Care member of staff is working with an existing client they will ask the client “Do you have any communication needs?” If they answer yes the client’s details will be checked on Frameworki and if no communication needs have been recorded their Frameworki details will be updated to record any needs for communication support, requires communication professional, requires specific contact method, and requires specific information format. The definition for each of these terms will be as defined by SNOMED

4. Flagging of records

- 4.1. Where a client has communication needs this will be shown on the front screen of their personal details on Frameworki under Service User Groups.

5. Sharing information

- 5.1. Where information is being shared about an Adult Social Care client, their communication needs will be shared.

6. Meeting information and communication needs

- 6.1. Adult social care uses a variety of means to meet the information and communication needs these include staff producing information in an accessible format or using a range of voluntary sector and other organisations. Further details are set out in the Accessible Information Standard resources list.