



# Accessible Information Standard

## An introduction

## What is it?

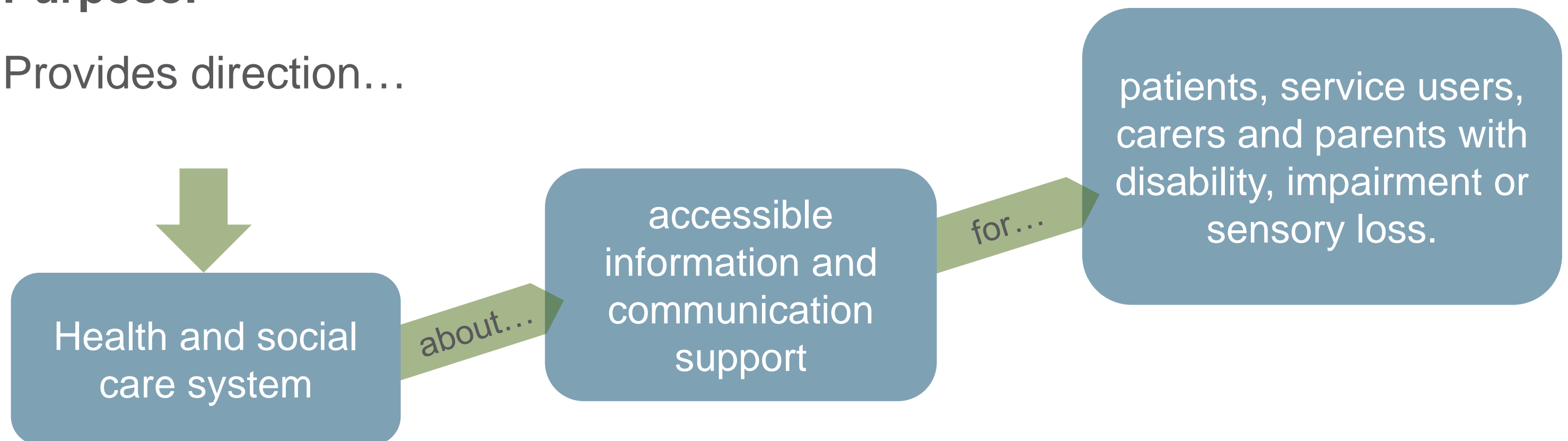
A new mandatory standard from NHS England: for health and social care

### Dual focus:

1. Accessible information
2. Communication support

### Purpose:

Provides direction...



## Origins

Recent legislation:

Health and Social  
Care Act 2012  
**(Section 250)**

### Further back...

- Equality Act 2010
- Reasonable adjustments
- Including information in “an accessible format”

### Supporting these duties, but... The reality:

- People sometimes receive information in formats they can't understand
- People don't always receive support they need to communicate

## Who does it apply to?

### Simply:

**All providers of**  
NHS services and publicly-funded adult social care

### The detail:

- All publicly-funded adult social care providers
- Voluntary, community or private providers of NHS or adult social care
- Adult social care departments
- Providers of public health services, including information and advice
- All providers of NHS care or treatment
- NHS Foundation Trusts and NHS Trusts
- Independent contractors providing NHS services

## Who is it for?

### Simply:

**People with**  
a disability, impairment or sensory loss

### Particular relevance to people who:

- Are blind
- Are d/Deaf or have hearing loss
- Are deafblind
- Have a learning disability

### Also, of course, people with (for example):

- Aphasia
- A mental health condition that affects communication
- ... and many more ...

## What is out of scope?

- The needs of staff, employees or contractors
- Individuals who may have difficulty in reading or understanding information for reasons other than a disability, impairment or sensory loss, for example due to low literacy or a learning difficulty
- Foreign language needs / provision of information in foreign languages – i.e. people who require information in a non-English language for reasons other than disability
- ‘Corporate’ communications produced / published by organisations which do not relate to direct patient / service user care or services, and do not directly affect individuals’ health or wellbeing
- Standards for, and design of, signage.

# Requirements and timescales

## Five main stages:



## Monitoring and evidencing

### NHS England

- No specific monitoring of compliance or national audit of compliance (no national data return expected)

### Commissioning organisations

- Seek assurances from providers by 1<sup>st</sup> September 2016
- Contract changes and performance monitoring: enable and support

### Third parties

- CQC

“As part of our inspection work, CQC will look at evidence of how services implement the Accessible Information Standard when we make judgements about whether services are responsive to people’s needs and whether they are well led.”
- Healthwatch and interest groups

“NHS England will provide “guidance to support assessment and monitoring by third parties, empowering groups and organisations to challenge non-compliance to ensure effective implementation and best practice”



## Support and planning

Support and guidance from NHS England:



- Specification
- Implementation guidance

<https://www.england.nhs.uk/ourwork/patients/accessibleinfo/provider/>

- Additional resources from partners

<https://www.england.nhs.uk/ourwork/patients/accessibleinfo/resources/>

## Support and planning – Implementation Support

**Resources from Bracknell Forest Council – handouts + interactive implementation guide**

**<http://www.bracknell-forest.gov.uk/ais-interactive-guide-bracknell-forest-council.pdf>**

**Accessible Information Microsite from Brent, Harrow & Hillingdon CCG**

**<http://www.brentaccessibleinformation.nhs.uk/>**

# Support and planning – E-learning

**AIS – information for staff:** <http://www.e-lfh.org.uk/programmes/accessible-information-standard/open-access-sessions/>

The screenshot shows a web browser window displaying the e-LFH website. The browser's address bar shows the URL: [www.e-lfh.org.uk/programmes/accessible-information-standard/open-access-sessions/](http://www.e-lfh.org.uk/programmes/accessible-information-standard/open-access-sessions/). The website header includes the e-LFH logo (e-Learning for Healthcare), a quote: "An extraordinary project in terms of breadth and skill of content" with a "Judges citation" reference, and the NHS Health Education England logo. Navigation links include Home, Programmes, About, Latest News, Support, Demo, and Contact Us. A search bar is also present.

## Accessible Information Standard

An interactive e-learning resource to support all health and social care staff to effectively apply and follow the Accessible Information Standard

**Menu**

- Programme home
- More information
- Open access sessions
- Meet the team

**Open access sessions**

- The first session - The Accessible Information Standard: Introduction - aims to equip health and care professionals with the knowledge and skills to effectively apply and follow the Accessible Information Standard. In summary, the Standard requires providers of NHS and adult social care to identify, record, flag, share and meet the information and communication support needs of people with a disability or sensory loss.

**Play**

- A second session will be available by May 2016. This session will build upon the Introduction session and aims to enhance learners' knowledge, skills and confidence around supporting individuals with information and communication needs and effectively applying the Standard in health and care settings.

**In partnership with**

The bottom of the screenshot shows a Windows taskbar with various application icons (Internet Explorer, Google Chrome, PowerPoint, Word) and system tray icons (100% battery, network, volume, date: 27/04/2016, time: 10:33).

## Support and planning – E-learning

Disability Matters have produced an e-learning tool to help staff understand the information and communication needs of people who have a disability:

<https://www.disabilitymatters.org.uk/totara/program/view.php?id=41>

The screenshot shows a web browser window with the URL <https://www.disabilitymatters.org.uk/totara/program/view.php?id=41>. The page features the Disability Matters logo, a navigation menu with 'Home', 'About', and 'Help', and a search bar. A breadcrumb trail reads: Home > Find Learning Packages > Health > Disability Matters for the Accessible Information Standard. A large orange banner contains the text: 'LEARNING PACKAGE: DISABILITY MATTERS FOR THE ACCESSIBLE INFORMATION STANDARD'. Below this, the text reads: 'Disability Matters for the Accessible Information Standard. Disability Matters provides a wealth of information about disabled children and young people's health and wellbeing. Its e-learning modules can be used by managers and staff wishing to enhance their knowledge and support of disabled people with a range of communication needs. To support employers who are preparing their staff for the accessible information standard, NHS England has worked with Disability Matters to create this short e-learning package. It has been specifically designed to:'. An image of a man in a white shirt and tie is visible on the right side of the page. The Windows taskbar at the bottom shows the time as 10:48 on 27/04/2016, with a battery level of 100%.

# Support and planning – Posters


<https://www.england.nhs.uk/ourwork/patients/accessibleinfo/resources/>

## How do you communicate?

Do you need information in a different format?  
Do you need support?



Easy read




Large print




BSL



Braille




Email or SMS text



Other communication support

**Tell us today**  
 Telephone: 01344 350000  
 Email: [asc@bracknell-forest.gov.uk](mailto:asc@bracknell-forest.gov.uk)



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## Support and planning – Alternative Formats

Examples of alternative formats:

- Large print
- Easy read
- BSL video

Available at:

<https://www.england.nhs.uk/ourwork/patients/accessibleinfo/resources/>