

Accessible Information Standard Policy

Cornwallis Care Services supports equality of access for all and is committed to complying with the Accessible Information Standard. The Standard applies to service providers across the NHS and adult social care system. All organisations that provide NHS services, are required by law to follow the Standard as set out in section 250 of the Health and Social Care Act 2012.

This policy describes the actions that Cornwallis Care Services, its employees and those acting on behalf of the company are expected to take in order to ensure that the company complies with the Standard.

The Standard requires Cornwallis Care Services to identify, record, flag and share and meet the information and communication needs of people with a disability, impairment or sensory loss.

All staff at Cornwallis Care Services will routinely follow the following 'five steps' of the Standard:

- **Ask:** identify if an individual has any communication / information needs relating to a disability or sensory loss and if so what they are.
- **Record:** record those needs in a clear, unambiguous and standardised way
- **Flag:** ensure that recorded needs are "highly visible" whenever the individual's record is accessed and prompt for action.
- **Share:** include information about individuals' information / communication needs as part of existing data sharing processes (and in line with existing information governance frameworks, and the Data Protection Act 1998).
- **Act:** take steps to ensure that individuals receive information which they can access and understand, and receive communication support if they need it.

In line with the Standard, these actions will ensure that our service users (and their families as appropriate) will:

- Be able to make contact with, and be contacted by, in accessible ways.
- Receive correspondence and information in accessible formats, including alternatives to 'standard' printed formats.

- Be supported by a communication professional at their appointments if this is needed to enable effective, accurate two-way discussion.
- Receive support from staff to communicate effectively.

How We Will Meet the Standard:

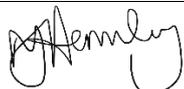
- **Ask:** We will ask service users and their families to tell us if they have any communication or information needs relating to a disability, impairment or sensory loss, and if so, what they are. New service users will be asked at the point of registration if they have any communication or information needs relating to a disability, impairment or sensory loss. This information is requested in the Pre-Admission Assessment. Existing service users will be asked opportunistically, for example, when making an appointment, with repeat prescriptions, newsletters, posters, email, text message, letter and the website. Conversations with individuals about their information / communication needs may take place privately, including making available a private room for face-to-face conversations as appropriate.
- **Record:** Once a service user has informed the practice that they have communication needs relating to a disability, impairment or sensory loss, the information will be added to the service user's care plan on the Care Control system.
- **Flag:** In order to inform all staff and provide the opportunity to keep information up to date a warning message will launch each time a service users record is entered informing staff of the service users access needs and giving the opportunity for these to be updated if required.
- **Share:** As the information is being recorded in a standardised way via Care Control and staff are being informed of any needs every time they enter the record the information recorded will be shared subject to their choice regarding the sharing of information.
- **Act:** The company provides one or more contact methods which are accessible to the service users (and their families) e.g. email, telephone, text, printed. Where information/communication needs are identified, information (e.g. correspondence) will be provided in one or more accessible formats (e.g. nonstandard print). The adjustment made should be reasonable but this does not mean that the service user will always receive information in their preferred format. What is important is that they can access and understand the information. When needed, appropriate professional communication support is arranged by the

company to enable service users to effectively receive care i.e. Interpreters. A service user's family member, or friend may also provide necessary support in certain circumstances and where this is the service user's explicit preference (which should be recorded). Service users themselves must not be asked to meet the costs of any information or communication needs. A longer meeting time is made available for individuals with information and / or communication needs, as needed.

The Home Manager is responsible for ensuring Cornwallis Care Services overall compliance with the Accessible Information Standard, and therefore with this policy.

Communication

This policy is publicly available on Cornwallis Care Services website www.cornwalliscareservices.co.uk. Hard copies are also available on request from the Home's Reception. This policy has been disseminated to staff and is available on the Company's intranet – Sharepoint. For new staff, the availability and importance of this policy will be highlighted during their induction.

Signed	
Designation	Operations Director
Date	June 2021
Review Period	Two Years
Next review date:	May 2023