



Accessible Information Guidance
Adults Integrated Care

Accessible Information Standard Guidance

Introduction

This document sets out how Adults Integrated Care will aim to make the communication and information it provides more accessible to all. It provides the background to why we need to do this and outlines the ways we will aim to achieve this.

Background and Legal Context

- The Care Act (2014) says that “information and advice must be accessible to, and proportionate to the needs of those for whom it is being provided”
- The Equality Act (2010) places a legal duty on all service providers to make “reasonable adjustments” to remove disadvantage.
- The Accessible Information Standard (NHS England 2015) places a requirement on health and local authority organisations to develop a standardised approach to identifying, recording, flagging, sharing and acting on a person’s communications needs, where the need arises from a disability, impairment or sensory loss.

What is the purpose of the Standard?

- So that people who have difficulties in communication and decision making are not disadvantaged
- To establish a clear direction so patients and service users and carers who have information or communication needs relating to a disability, impairment or sensory loss receive
 - Accessible information
 - Communication support
 - Help with decision making about care and treatment i.e. advocacy.

So that they are able to

- Access services appropriately and independently
- Make choices about treatments and procedures

Here, it is necessary to explain that the accessible information standard only relates where the need arises from a disability, impairment or sensory loss and not a preference and does not include foreign language interpretation/translation. However for our local purposes interpretation and translation is included in order that reasonable adjustments can be considered.

Our Aim

To be reviewed April 2019.

In order to make our information and communication accessible to the public our aim is to:

- Ask if there is any communication needs when someone contacts us about their social care needs, (including for carers) and record any identified needs in their assessment under contact methods.
- Flag that someone has a communication need on their record so it is clear for staff to find. Work is underway to add this function to Care Director. Guidance will be issued.
- Arrange for information to be provided in other formats where possible such as in Braille, large print, by email, easy read or on audio. This includes provision of British Sign Language Interpreters, easy read or an advocate. It may not always be possible to provide information to meet an individual's preferred format but we will aim to ensure that they can access and understand the information as far as possible.
- Use plain language when we produce leaflets and web pages and make sure our website is accessible through Browse Aloud.
- Share with our partners any information or communication needs we know about, but only if permission has been given to be able to do this.
- Make sure our staff have awareness of the different communication needs through training such as NHS England on line Accessible Information training.
- Utilise our specialist teams such as Sensory Impairment Team and Learning Disability Teams for communication support advice and guidance when appropriate.
- Provide some resources to be able to achieve this, including funding for interpreters/translators, however with regard to producing information in other formats the council will have to review any requests to ensure represent value for money so on some occasions we may suggest using an alternative approach such as telephone interpretation.
- Work with providers of provider organisations to raise their awareness of the standard, and seek assurance from them of their compliance, including evidence of identifying, recording, flagging, sharing and meeting of needs.
- Ensure that future commissioning and procurement processes or Adult Social Care providers enable and support implementation and compliance with this standard.

Preferred Formats

When asking someone about their communication preferences doesn't always mean needing to get things translated or through an interpreter. It may be things like emailing people copies of their assessments or care and support plans or any letters we send them.

It could be about increasing the size of type to such as size 14, 16 or 18 to help with reading the information or using pictures alongside words. It may be someone prefers all communication to be by phone or text rather than a letter.

People may choose to nominate their carer to receive their communications but they must both agree to this first. Others may prefer an advocate.

The standard applies to all the work that we do. It is not just for when we do assessments it includes when someone is receiving care or support from us regardless whether short term

or longer term. If a person is currently known to us then the next time we carry out a review and the person has a disability, impairment or sensory loss then the question should be asked and any preferences recorded. And if we are not able to meet the request then we should explain why.

All staff should complete the on line training:

www.e-lfh.org.uk/programmes/accessible-information-standard/

Some useful information has been included to help as a guide for staff.

Useful Information

Potential communication support required by service users

Service user group	Particular needs
Hearing Impairment	
<p>Deaf ("D" being in upper case) identifies someone with total hearing impairment. Most Deaf people are sign language users.</p>	<p>Electronic flag recording individual communication needs.</p>
	<p>British Sign Language (BSL) likely to be required.</p> <p>Note: For Deaf people English may be a second language (to Sign Language) and so may have limited ability to read, write and speak English.</p>
	<p>Emailing may work well.</p> <p>Note: Emails are not secure, therefore Caldicott Review Panel concluded that <i>“personal confidential data can be shared with individuals via email when the individual has explicitly consented and they have been informed of any potential risk.”</i> However, the use of emails with correct guidelines is encouraged where the service user has consented.</p>
	<p>Text messaging reminders or brief messages may work well.</p>
	<p>Mailing. Traditional post may be preferred.</p>
	<p>Sign Interpreter may be needed. This communication specialist transfers meaning of one spoken or signed language into another signed or spoken language. Non-English speakers may need this assistance.</p>

	<p>BSL Video Remote Interpreting (VRI) may be practical when an interpreter is not available onsite. VRI is an online BSL interpreting service using video software.</p>
<p>d/Deaf ("d" being in lower case) identifies a person having profound hearing impairment. These service users may have acquired varying hearing loss later in life and so may be able to hear with hearing aids. d/Deaf are often referred to as being Hard of Hearing.</p>	<p>Internet. Wherever possible encourage service users to use the Council's website and the BrowseAloud facility. This facility makes the website accessible to people with various communication difficulties. Please refer to further details below.</p> <p>Electronic flag recording specific communication needs.</p> <p>Hearing aid may be used by the service user.</p> <p>Loop system may need to be arranged. Loop systems enhance the function of the person's hearing aids.</p> <p>Emailing and text messaging, as above.</p> <p>Mailing. Traditional post may be preferred.</p> <p>Lip reading - some d/Deaf and deafblind people rely on a level of lip reading. Therefore, it would be beneficial if the assistant faces the service user and speaks clearly, avoiding touching or covering their mouth. A well-lit room would be beneficial.</p> <p>Lip speaker may be required in some cases. A lip speaker repeats the words said without using their voice, so the others can read their lips easily.</p> <p>Internet. Wherever possible encourage service users to use the Council's website and the BrouseAloud facility. This facility makes the website accessible to people with various communication difficulties. Please refer to further details below.</p>
<p>Visual Impairment</p>	
<p>Blind (severely sight impaired)</p>	<p>Electronic flag recording individual communication needs.</p> <p>Audio formats. Usually as CDs or MP3 files. These can be played on most electronic equipment. Be aware, some older residents may still prefer cassettes.</p>

	<p>Braille may be necessary for written communication. Braille is the most common reading medium in UK. Some people often use it to label items.</p>
	<p>Moon reading format may be preferred by older people. Moon uses fewer characters and is generally thought to be easier to learn than Braille.</p>
	<p>Makaton communication system may be preferred. Makaton uses a combination of sign, symbols and speech. This is commonly used by people with deaf blindness and learning disabilities.</p>
	<p>Telephone communication may work well.</p> <p>Internet. Some blind residents can access internet and communicate by email by using text-to-speech (voice) software.</p> <p>Public websites, including Wakefield council, are increasingly using software such as BrowseAloud to improve accessibility. It is imperative that service users are made aware of this facility. Please refer to further details about BrowseAloud below.</p>
<p>Sight Impaired (partially blind)</p>	<p>Electronic flag recording individual communication needs.</p>
	<p>Printed materials need the following attention:</p>
	<p>Plain English - avoiding jargon and make all information proportionate to the needs of the individual.</p>
	<p>Ariel font greater than 14 or 16, or as per the individual's preference. Overly large print can be counterproductive.</p>
	<p>Left alignment. Set text horizontally and avoid slanting.</p>
	<p>Keep line lengths to 60-70 characteristics, approximately 12- 18 words per line. Avoid using hyphens to split words between lines.</p>
	<p>Make sure that sections and chapters are clearly defined with headings.</p>
	<p>Number the pages. Keep all numbering and headings in the same place on each page.</p>

Keep paragraphs short and use line spacing between paragraphs. Use wide margins and headings.

Print on matt paper, avoiding gloss.

Use paper of sufficient thickness if printing on both sides to avoid text showing through.

Keep electronic copies of written information so that the information can be stored in the service user's records, retrieved and reprinted, if necessary.

Note taker may be necessary at complex meetings. The note taker produces a set of notes for people who are able to read English but need communication support. This facility helps to maintain a record of a meeting.

Internet may be usable with adjusted font size, colour and contract. Some residents may be able to communicate by emails by using text-to-speech (voice) software. Free applications are available.

Public websites, including Wakefield council, are increasingly using software such as BrowseAloud to improve accessibility. It is imperative that service users are made aware of this facility. Please refer to further details about BrowseAloud below.

Speech-to-text-reporter (STTR) may be required. This is where a STTR type a verbatim account of what is being said and the information appears on screen in real time. Can be useful for d/Deaf people who can read English. Transcripts can later be made available in other formats.

Internet. Some sight impaired residents can access internet and communicate by email by using text-to-speech (voice) software.

Public websites, including Wakefield council, are increasingly using software such as BrowseAloud to improve accessibility. It is imperative that service users are made aware of this facility. Please refer to further details about BrowseAloud below.

Deafblind (dual sensory impairment)

Electronic flag recording individual communication needs.

Braille may be necessary for written communication.

	<p>Moon reading format may be preferred. Moon uses 14 raised alphabet characters at various angles.</p>
	<p>Makaton communication system may be preferred. Makaton uses a combination of sign, symbols and speech. This is commonly used by people with deaf blindness and learning disabilities.</p>
	<p>Sign Interpreter may be needed. This communication specialist transfers meaning of one spoken or signed language into another signed or spoken language. Non-English speakers may need this assistance.</p>
	<p>Internet. Some Deafblind residents can access internet and communicate by email by using text-to-speech (voice) software.</p> <p>Public websites, including Wakefield council, are increasingly using software such as BrowseAloud to improve accessibility. It is imperative that service users are made aware of this facility. Please refer to further details about BrowseAloud below.</p>
<p>Learning Disabilities</p>	
	<p>Electronic flag recording individual communication needs.</p>
	<p>Easy Read literature uses pictures to support short text (10 – 15 words per paragraph). Many service users can communicate independently using visual and pictorial formats; whilst carers and support works and advocates find easy read documents to be a useful tool for others.</p>
	<p>Advocacy may be necessary. This is where a person qualified to aid communication and understanding accompanies the service user at appointments.</p>
	<p>Communication Aids/Tools may be beneficial. These may be generic or bespoke symbols or pictures. Service areas may require to develop symbols relevant to their service user’s needs. Makaton may be used.</p>
	<p>Longer appointments.</p>

	Appointment confirmation / reminders.
Autism	
	Electronic flag recording individual communication needs.
	No presumptions – ask the resident how autism affects them. May be a good idea to speak in advance to service user or carer so that you are able to prepare for the meeting. You may also learn about triggers which can affect the service user.
	<p>Appointments</p> <ul style="list-style-type: none"> • confirmation / reminders by text or email • routine - try to keep meetings at the same time and place and with the same professional. A consistent approach is preferable • Longer appointment as the service user may need to take breaks. Some people may need longer to process information and to respond. Remain patient and allow the freedom.
	<p>Meeting room</p> <ul style="list-style-type: none"> • avoid rooms that are too busy, bright and noisy • chose a room with a break out area in case the service user gets stressed and needs a break
	Language should be clear and precise (unambiguous). Minimise jargon and complex questions.
	Body language should be relied upon less than in usual circumstances. Verbal and written communications are likely to be more certain.
	Plain English - written materials would be useful.
Dementia	
	Electronic flag recording individual communication needs.
	Advocacy may be required in some circumstances. This is where a person qualified to aid communication and understanding accompanies the service user at appointments.

	Appointment confirmation / reminders.
	Plain English - written materials would be useful. Please refer to guidance above.
	May possibly have hearing impairment.
Mental Health	
	Electronic flag recording individual communication needs.
	Advocacy may be required in some circumstances. This is where a person qualified to aid communication and understanding accompanies the service user at appointments.
	Plain English and concise materials in Ariel font. Please refer to guidance above.
	Appointment confirmation / reminders.
Speech Impairment	
	Electronic flag recording individual communication needs.
	Voice Output Communication Aid (VOCA) . Also known as speech-generating device (SGD). It would be useful for frontline staff to know about this device. It is an electronic device used to supplement or replace speech or writing for individuals with severe speech impairments, enabling them to verbally communicate.
Websites - Council and commissioned providers	
	Websites and electronic forms are required to be accessible to most or all screen-reader users, with some necessary information available in alternative formats. Public websites, including Wakefield council, are increasingly using software such as BrowseAloud to improve accessibility. It is imperative that service users are made aware of this facility.

BrowseAloud

Wakefield Council's website makes use of BrowseAloud to make it accessible. Please make service users aware of this. Features of BrowseAloud include:



starts reading the page out loud - this feature is on by default



starts reading selected text or reads from the top of the page



provides written and spoken translations in multiple languages



converts selected text into an MP3



blocks distractions on screen with a tinted mask



enlarges text and reads it out loud



removes clutter from the screen, displaying only the main text



customise options to suit individual needs or preferences



show a simple help page that explains what the browsealoud toolbar does

Meeting service users with particular communication needs

Confirmation and reminder

It is good practice to confirm or remind the person (or their nominated carer/advocate) about the time, place and purpose of the meeting, establish who will be present and what format the service user or carer would like. This will ensure that meetings are not missed and are as productive as possible.

Think about text messages or email reminders.

Suitable room

It would be good practice to have a designated room that meets as many of the following general requirements as possible:

- Ground floor - avoiding stairs and lifts
- Close as possible to the entrance and/or reception avoiding corridors, whilst remaining discreet
- Airy and well lit, particularly with natural light. Officers and sign interpreters should sit facing the source of light and the service user so that signing and lip reading is easier
- An absence of road and background office noise is always helpful
- A Loop system may need to be arranged in the room. Loop systems enhance the function of the person's hearing aids.
- Be aware of sensory needs for people with Autism. Think about the environment such as light and noise.

The purpose of making these "reasonable adjustments" is to remove/reduce disadvantage and to draw maximum benefit from meeting.

Preparedness

It would be good practice for the officers to have familiarised themselves with the case (particularly about the communication difficulties), the purpose of the meeting, and to have made the appropriate arrangements for the meeting. Appropriate arrangements include having accessible literature and/or the necessary communication aids/tools (e.g. loop, or pictorial aids) in place.

Longer appointments

It is good practice to provide longer appointment times for people with particular communication needs and/or those that are accompanied by supporters.

Resources available to meet particular communication needs

Resource	Service provision	Contact details
Locally		
<p>WMDC has contracted with Language Empire to provide BSL and other communication support for Deaf/Blind/Deafblind.</p>	<ul style="list-style-type: none"> • British Sign Language (BSL) and other communication means to assist staff with service users that are deaf/deafblind • Teams have to register and need a pin code. Contact WLServices@wakefield.gov.uk to request one. <p>As much notice as possible is required for bookings as interpreters can be booked up weeks in advance.</p>	<p>0845 370 2002</p> <p>bookings@empire-groupuk.com</p> <p>Language Empire</p> <p>Deeplish House 174 Milkstone Road Rochdale OL11 1NA</p>
<p>WMDC has contracted with AA Global to provide face to face and telephone community/foreign language.</p>	<ul style="list-style-type: none"> • Provision of interpretation/translation for non English speaking people or whose first language is not English. • Staff need to register and bookings are done on line. Allow as much notice as possible as some languages are in demand. There is a charge for the service so if they are unable to provide a local interpreter check cost with manager before accepting booking. 	<p>01482 308777</p> <p>www.aaglobal.co.uk/</p> <p>Global House, 5 Humber Place, Hull Marina, Kingston Upon Hull, HU1 1UD</p> <p>For any help contact: WLServices@wakefield.gov.uk</p>
<p>Together for Mental Wellbeing.</p>	<ul style="list-style-type: none"> • Care and support advocacy and mentoring scheme for adults with learning disabilities, autism and mental ill health 	<p>WAKEFIELD ADVOCACY TOGETHER HUB</p> <p>Phone number - 01924 361050</p>

	<ul style="list-style-type: none"> • Independent Mental Health Advocacy (IMHA) • NHS complaints advocacy for adults with learning disabilities 	<p>Email wakefieldadvocacy@together-uk.org Wakefield Together Advocacy Hub, 21 King Street, Wakefield, WF1 2SR</p>
Wakefield District Society for Deaf People	<ul style="list-style-type: none"> • Letter translation • Making telephone calls • Booking interpreters • Any other low level support • Equipment and technical aids to support independence 	<p>www.wakefielddeaf.org.uk enquiries@wakefielddeaf.org.uk 01924 375958 Texts: 07760 482372 7 South Parade Wakefield WF1 1LR</p>
Wakefield District Sight Aid	<ul style="list-style-type: none"> • General information, help, advice and support on matters related to sight loss • Equipment and technical aids to support independence 	<p>www.wdsa.org.uk admin@wdsa.org.uk 01924 215555 Park Side Centre Leeds Road Wakefield WF1 2PN</p>
Action for Blind People	Eye Clinic Liaison Officer Service – assist people at the ophthalmology appointments	<p>Tel: 0113 386 2800 Fax: 0113 386 2801 Fairfax House, Merrion Street, Leeds LS2 8JU</p>
Richmond Fellowship	Support services for clients with mental health needs	<p>Wakefield.Support@Richmondfellowship.org.uk 01924 339 157 The Gaslight, Lower Warrengate,</p>

		Wakefield, WF1 1SA
Disability Information Advice Line (DIAL)	Services to support people with disabilities by providing information, advice and practical support and training	www.dialwakefield.co.uk 01977 723933 / 4 Fax: 01977 724 081 Civic Centre Ferrybridge Road Castleford WF10 4JH
<p>Nationally</p> <p>There are many companies available on the internet offering bespoke services. Some are able to provide samples of their work. Prices can vary with the task and so you are advised to obtain bespoke quotes. Below are examples of services provided by three such companies:</p>		
A2i Transcription Services	<p>Audio:</p> <p>Transcription into MP3, daisy and audiotape formats</p> <p>Podcasts</p> <p>Print:</p> <p>Large Print</p> <p>Easy Read</p> <p>Braille & Tactile:</p> <p>Braille</p> <p>Tactile Diagrams</p> <p>Tactile Books</p> <p>Business Cards</p> <p>Moon</p>	<p>0117 944 0044</p> <p>info@a2i.co.uk</p> <p>Fax: 0117 924 3226</p> <p>A2i Transcription Services</p> <p>Unit 4</p> <p>Montpelier Central</p> <p>Central Station Road</p> <p>Bristol BS6 5EE</p>

<p>ECom Communication s</p>	<p>Audio: Transcription into MP3, daisy and audiotape formats</p> <p>Podcasts</p> <p>Print: Large Print Easy Read</p> <p>Braille & Tactile: Braille Tactile Diagrams Tactile Books Business Cards Moon</p>	<p>01825 765 999</p> <p>info@ecomdda.com</p> <p>Fax: 01825 766999</p> <p>ECom Communications The Offices</p> <p>152 – 156 Uckfield High St Sussex TN22 1AT</p>
<p>Braille Translations</p>	<p><u>Audio:</u> Transcription into MP3, daisy and audiotape formats</p> <p>Podcasts</p> <p><u>Print:</u> Large Print Easy Read</p> <p><u>Braille & Tactile:</u> Braille Tactile Diagrams Tactile Books Business Cards Moon</p> <p><u>Website</u></p>	<p>0800 019 0946</p> <p>07973790965</p> <p>ghow@brailletranslations.co.uk</p> <p>Fax 0808 208 9588</p> <p>Braille Translations</p> <p>70 Hill Road Pinner Middlesex HA5 1LE</p>

	accessibility design / modifications and editing	
Professional registers		
The National Registers of Communication Professionals working with Deaf and Deafblind People (NRCPD)	Maintain register of communication professionals who work with the Deaf and Deafblind <ul style="list-style-type: none"> - BSL - Lip reading - Lip speaking 	0191 383 1155 enquiries@nrcpd.org.uk Fax: 0191 383 7914 NRCPD c/o Mersey House Mandale Business Park Belmont Durham DH1 1TH
Association of Lip speakers	Promotes lip speaking and its good practice and encourage the further development of lip speaking as a communication service	www.lipspeaking.co.uk enquiries@lipspeaking.co.uk

Association of Notetaking Professionals (ANP)	Promote Notetaking and its good practice and to support the development of Notetaking as a communication and support service.	www.anpnotetakers.co.uk info@anpnotetakers.co.uk
Association of Verbatim Speech to Text Reporters (AVSTTR)	Promotes equal access to communication in English for deaf and hard of hearing people	www.avsttr.org.uk enquiries@avsttr.org.uk
British Institute of Verbatim Reporters (BIVR)	Maintain a national register of BIVR qualified reporters working within differing spheres of practice	020 8907 8249 Mobile – texts – 07976 848674 www.bivr.org.uk sec@bivr.org.uk Mary Sorene 73 Alicia Gardens Kenton Harrow Middlesex HA3 8JD

The [UK Association for Accessible Formats](#) website provides further advice.

www.easyhealth.org.uk/ has lots of easy read leaflets and health information.

www.bild.org.uk/resources/easy-read-information/ includes links and easy read factsheets on lots of key information.