

Accessible Information Policy Easy Read

Our Promise

At The Apuldram Centre, we want everyone to understand information and be able to communicate with us.

This includes:

- People we support.
- Families, carers and advocates.
- Staff.
- Volunteers.
- Trustees.
- Visitors.

Everyone should be able to get information in a way that works for them.



Why This Is Important

Good communication helps people:

- Stay safe.
- Make choices.
- Be independent.
- Be included.
- Understand their rights.
- Take part in everyday life.

If people cannot understand information or tell us what they need, they may not get the right support.



Who This Policy Is For

This policy is for everyone who uses or works with The Apuldram Centre.

This includes people who:

- Live in our Supported Living service.
- Come to our Day Opportunities.
- Use our Community Hub.
- Work or volunteer with us.
- Visit us.



We Will Ask What You Need

We will ask how you like to:

- Get information.
- Communicate with us.

We will ask when you first come to us.



We will check this regularly because needs can change.



We Will Give Information in Different Ways

We can provide information in ways that are easier to understand, including:

- Easy Read.
- Large print.
- Audio.
- Braille.
- Email or digital information.
- British Sign Language (BSL) interpreters.
- Interpreters if English is not your first language.



- Advocates to help you understand information.



We Will Record Your Communication Needs

We will write down:

- How you like to communicate.
- What support you need.

This helps all staff know the best way to support you.



We Will Make Reasonable Adjustments

If you need extra support, we will do our best to help.



For example, we may:

- Give you Easy Read information.
- Allow extra time.
- Use pictures or symbols.
- Use communication passports.
- Use hearing loops or other equipment.
- Arrange an interpreter.



We Will Support You To Make Decisions

We believe everyone should be supported to make their own decisions whenever possible.

If someone finds it difficult to make a decision, we will follow the law called the Mental Capacity Act.

We will always involve the person as much as possible.

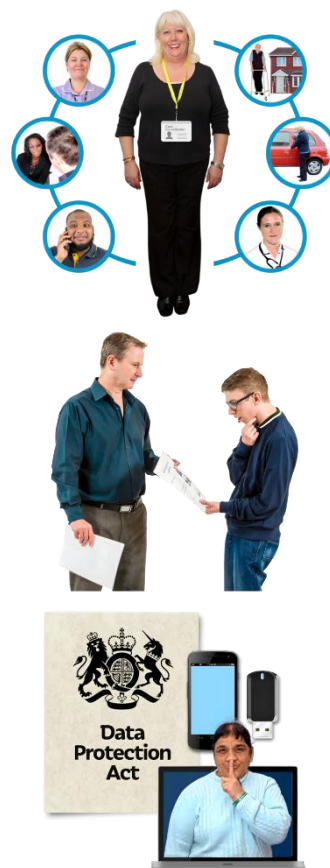


We Will Work with Other People

Sometimes we may need to share information about your communication needs with other professionals.

We will only do this when it is appropriate and follows the law.

This helps make sure you get the right support.

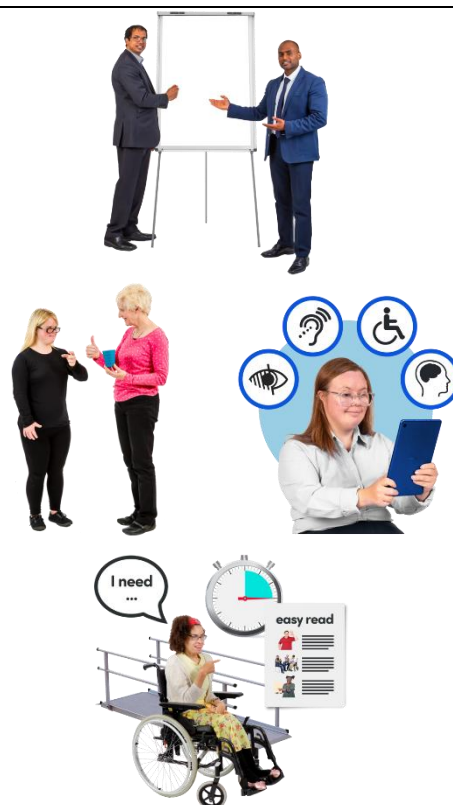


Staff Training

Our staff, volunteers and trustees receive training.

They learn how to:

- Communicate well.
- Use accessible information.
- Support different communication needs.
- Make reasonable adjustments.



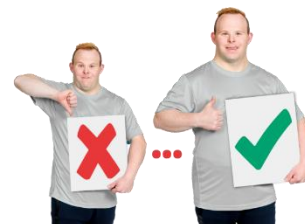
Checking We Are Doing A Good Job

We regularly check that this policy is working.

We listen to feedback from:

- People we support.
- Families and carers.
- Staff.
- Volunteers.

We use this feedback to improve our services.



Keeping This Policy Up to Date

We review this policy every 3 years.



We will review it sooner if the law changes or if we need to improve the way we work.

