



## Accessible Information Policy

Date	Created/amended by	Comments	Owner
May 2022		Accessible information standard and equality act.	CEO

## Policy

This document sets out the values, principles and policies underpinning the Apuldram Centre's approach to providing accessible information to the people we support, their relatives and carers.

This Apuldram Centre recognises the importance of effective communication with the people we support, their relatives and carers, and the importance of providing information that enables them to receive appropriate person-centred care and support. It also recognises that people must receive safe care and are not put at risk of harm because of lack of, or ineffective, communication.

The Apuldram Centre understands that communication and the provision of information is a fundamental part of treating people with dignity and respect and in providing good, compassionate care. Furthermore, the organisation recognises that effective communication can be affected by conditions such as dementia, stroke, hearing conditions, sight loss or cases where the customer lacks the capacity to make specific decisions.

The Apuldram Centre will:

1. Provide accessible information to achieve excellent levels of support for the people we support with defined communication needs, and to help their relatives and carers to address communication issues.
2. Identify the information and communication needs of the people we support as part of their initial needs assessment and keep it under review — this should include any sensory problems affecting a person's hearing or sight.
3. Clearly record the relevant information in the people we support' records so that everyone involved in the person's care and support will know how to communicate effectively with that person.
4. Discuss with the service user as part of the care planning process (and, if necessary, in consultation with other professionals and agencies) what adjustments and interventions are needed to improve communication with that person.
5. Document methods of communication and interventions in the person's care plan in a prominent and consistent way so that all staff know exactly what has been agreed to meet the needs of the customer, their relatives, and carers.
6. With customer consent, share information that we are requested to provide about their communication and information needs (along with other information sharing) when the customer transfers to another service or setting (e.g., hospital stay – hospital passport).
7. Recommend or undertake best interest decisions (under the provisions of the Mental Capacity Act 2005) where it is suspected that a customer does not have the mental

capacity to communicate, or in any other way has no ability to communicate. Involving people close to the customer, such as relatives, carers or advocates.

8. Make reasonable adjustments to meet the communication needs of people with sensory difficulties, including people with visual and hearing difficulties.
9. Provide or facilitate the sourcing and provision of resources and assistive technology such as braille books and magazines, large print/easy read copies of literature, British Sign Language interpreters for deaf people, braille or talking telephones and mobile phones, hearing aids, text phones, loop hearing systems, etc.

## Accessible Communication Policy



We will communicate in a way that is right for you.



Tell or show us how you like to communicate.



We will communicate in a way you can understand.



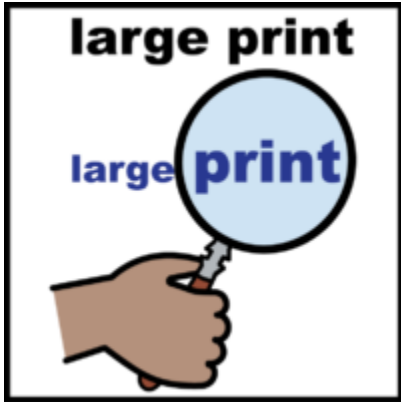
We can ask people to help with communication.



We can use a communication passport.



We can use pictures 'Easy Read'



We can use large print.



We can ask people to help translate.