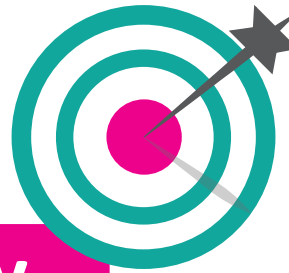


Your information



your way

If you need information in a different way, or you need support, please ask:



A member
of staff



Call us on
01302 642764



Email us at
dbth.pals.dbh@nhs.net



Easy read



Large print



BSL



Braille



Email or SMS
text



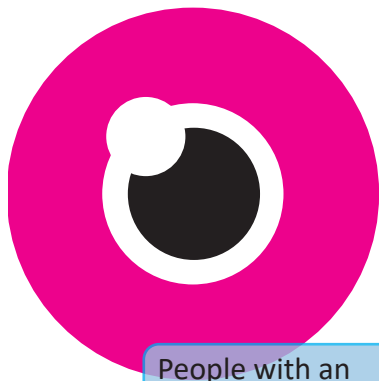
Other communication
support



Accessible Information Standard

The accessible information standard is a mandatory standard that all NHS and publicly funded adult social care services must follow to support people with a communication need.

Who is it for?



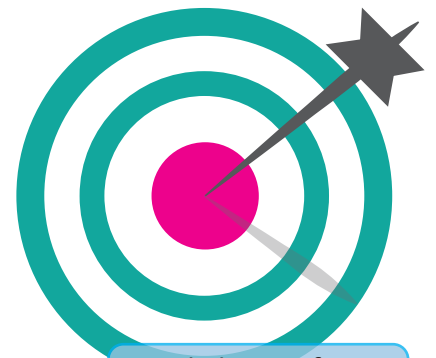
People with an impairment, sensory loss or disability

The essentials



There are 5 important steps detailed below

The aim



People have information they can understand and the communication support they need

- 1

Identify: Ask if people have any information or communication needs and find out how to meet those needs
- 2

Record: Record those needs in a set way that is highly visible, using specific definitions
- 3

Flag: Use alerts/flags to make it clear on the person's record what their needs are, and prompt action to meet those needs
- 4

Share: Share information about the person's needs with other NHS and adult social care providers
- 5

Meet: Make sure people get their information in an accessible way and have the communication support they need

