

Provider Bulletin

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Accessible Information Standard

Any comments you have about these Bulletins (good or bad!) are welcome. Please contact:
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Accessible Information Standard

The NHS England Accessible Information Standard came into full force on 31st July 2016. It is an 'information standard' for the NHS and adult social care system.

The Standard applies to patients, service users, carers and parents with information and/or communication needs related to or caused by a disability, impairment or sensory loss.

The overall aim of the Standard is to provide information and communication support to those who need it in a way that they understand it; which in turn enables people to understand the decisions which are being made about them, and participate fully in their care and treatment.

The Standard requires organisations to do five key things:

1. **Identify** the communication and information needs of those who use their service
2. **Record** the communication and information needs they have identified: clearly and consistently on the individual's record, recording their needs not why they have those needs
3. Have a consistent **flagging system** so that if a member of staff opens the person's record it is immediately brought to their attention if the person has a communication or information need.
4. **Share** the identified information and communication needs of the person when appropriate
5. **Meet** the communication and information needs identified by taking steps to ensure that the person receives information in an accessible format and any communication support which they need.

The Standard does not cover:

- Those who require language translation because their first language is not English
- Those with learning difficulties such as dyslexia
- Other types of accessibility such as signage or building access

The full standard specification along with additional information and guidance can be found using the following link: <https://www.england.nhs.uk/ourwork/accessibleinfo/>

North Yorkshire County Council has a duty to ensure that commissioned services are compliant with the standard. The Quality & Monitoring Team will shortly commence a review of current contractual arrangements to ensure that each contract is compliant with the standard.

As a result of this review Providers may be contacted by the Quality & Monitoring Team to discuss their compliance with the standard.