

Accessible Information Standard

What is the Accessible Information Standard?

The Accessible Information Standard is a new mandatory standard that all NHS and publicly funded adult social care services must follow.

Who is it for? The essentials The aim

People with a disability, impairment or a sensory loss

There are
5
important steps



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

1 Identity Ask if people have any information or communications needs, and find out how to meet those needs



2 Record Record those needs in detail and a clear way that is highly visible on service user records



3 Flag Use alerts or flags to make it clear on the person's file what their needs are, and prompt action to meet those needs.



4 Share Share information about the person's needs with NHS, social care, voluntary or other relevant providers.



5 Act Put in place appropriate support to assist with person's communication/information needs.



Please use the intranet for Translation Services and contact Communications for large print

