

Hesley Group Accessible Information Policy

1 Background

With effect from July 2016, Hesley Group as a provider of Adult Social Care is legally required to establish a clear policy and processes for following the Accessible Information Standard. As an organisation committed to effective communication we have made the decision to extend our Accessible Information policy across all services provided by Hesley Group.

2 Outcomes

People supported by Hesley Group (including children) and other stakeholders will be better informed because they receive communication in accessible formats.

3 Policy

Each person's communication needs will be thoroughly assessed as part of their admission and continuing care and support in Hesley Group services and an individual communication plan developed. Please see the Communication Policy, [ReS 5.5](#), and Communication Charter, [ReS 5.5.2](#).

People's communication needs will be recorded in their Hospital Passport and Emergency Passport.

Staff will receive training at Induction and CPD in meeting people's communication needs and support will be given by the Hesley Group Speech and Language Therapy team when required.

Information that is intended for people we support will be provided using their identified communication methods; for example, signs, symbols, photographs, easy read, objects of reference, or IT based applications.

The communication needs of family/carers will be considered as part of the person's initial assessment of need and any specific needs recorded in the Information Section of the person's Commissioner Assessment Report. Please see Assessment and Admission Policy documents, [ReS 1.1.8](#), and [ReS 1.1.8a](#). How best to communicate with family and friends should be included on each person's relevant family and friends support plan, entitled Supporting Individuality, Identity, Relationships & Sexual Needs.

Policy No: Corp 11.1

Administration records must be flagged to ensure letters or other communication to family/carers is produced in an appropriate format; for example, in large print, via email, in easy read, in braille. Administration staff and managers responsible for communicating with family/carers will be provided with information explaining how best to do this.

Alternative ways will be provided as necessary for family/carers to contact the service, for example via email, text message or telephone.

The Hesley Group corporate font for Policies and Guidance and general correspondence is Verdana 11. However, a larger font should be considered on an individual basis for communications with other stakeholders.

The accessibility of communication with the people we support will be reviewed as needed, at Multi-Disciplinary Team meetings and at annual reviews. The efficacy of communication with family/carers will be discussed at annual/six monthly reviews.

Hesley Group has adopted the Accessible Information and Easy Read Guide, [Corp 11.1.1](#), as an integral part of our policy.

4 Policies available in Easy Read Format:

[Compliments and Complaints, Corp 10.1](#)

[Safeguarding Adults At Risk - Policy and Guidance, ReS 2.1](#)

[Fullerton House School Safeguarding and Child Protection Policy, ReS 2.1A](#)

[Wilsic Hall School Safeguarding and Child Protection Policy, ReS 2.1B](#)

[Wheatley House Safeguarding and Child Protection Policy, ReS 2.1C](#)

[Ivy Lane School Safeguarding and Child Protection Policy, ReS 2.1D](#)

[Information Sharing and Confidentiality, ReS 2.4](#)

[Mental Capacity Act 2005 Deprivation of Liberty Safeguards \(MCA DOLS\), ReS 6.4B](#)

[Media and E-Safety Policy for Adults, ReS 6.17A](#)

[Media and E-Safety Policy for Children and Young People, ReS 6.17B](#)

[Preventing and Tackling Bullying in Schools and Children's Services, ReS 2.10 - \(Children's/Schools Policy but this document can be used across services\)](#)

Date of this Policy	Next planned review date
30/07/2021	30/07/2023

5 Standard Forms, Letters and Documents

5.1 [Accessible Information and Easy Read Guide, Corp 11.1.1](#)

5.2 [Easy Read Policies – Poster, Corp 11.1.2](#)

Policy No: Corp 11.1

6 Other Documents to be Referred to

- 6.1 [Commissioner Assessment Report, ReS 1.1.8](#)
- 6.2 [Commissioner Assessment Report Completion Guidance, ReS 1.1.8a](#)
- 6.3 [Communication Policy, ReS 5.5](#)