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Dorset HealthCare

# The Accessible Information Standard: Our experience



# Dorset HealthCare

5300 + staff

750,000 population

1000 sq miles

300 sites

110+ services



# Accessible Information Pilot

- January to March 2015
  - Project group (10 people)
  - Dedicated project manager
  - Piloted with:
    - Audiology (adults with learning disabilities)
    - Bournemouth community team for people with learning disabilities
    - Inpatient mental health acute admissions
    - Eating Disorders team
    - Speech and Language Therapy
  - 68 patients
-

# Communication Support Form


Developed with  
project group

Peer reviewed

Revised

Piloted

Revised


Dorset HealthCare   
University NHS Foundation Trust

NHS England Accessible Information Standard - Communication Support Form  
ASK – RECORD – ALERT – SHARE – ACT

Name: ..... NHS no: ..... DoB: .....  
Completed by: ..... Job Title: ..... Date: .....

Please use your professional judgement, and interaction with the service user, to identify & record their communication support needs

|  |   |
|--|---|
| <p><b>ASK: How should we contact you?</b></p> <p><b>CONSIDER:</b></p> <p><input type="checkbox"/> Does not have a specific need for contact using a particular method</p> <p><input type="checkbox"/> Letter</p> <p><input type="checkbox"/> Telephone</p> <p><input type="checkbox"/> Text message</p> <p><input type="checkbox"/> Text relay service</p> <p><input type="checkbox"/> E-mail</p> <p style="padding-left: 20px;"><input type="checkbox"/> With attachments</p> <p style="padding-left: 20px;"><input type="checkbox"/> No attachments</p> <p><input type="checkbox"/> By contacting your carer:</p> <p>Name: .....</p> <p>Address: .....</p> <p>.....</p> <p>.....</p> <p>Other requirements not listed here:</p> <p>.....</p> <p>.....</p> <p>.....</p> | <p><b>ASK: How should we give you information?</b></p> <p><b>CONSIDER:</b></p> <p><input type="checkbox"/> Does not have a specific need for information in an alternative or particular format</p> <p><input type="checkbox"/> By letter</p> <p><input type="checkbox"/> By email without any attachments</p> <p><input type="checkbox"/> By email with attachment</p> <p style="padding-left: 20px;"><input type="checkbox"/> Word</p> <p style="padding-left: 20px;"><input type="checkbox"/> PDF</p> <p><input type="checkbox"/> In easy read format</p> <p><input type="checkbox"/> In Braille</p> <p style="padding-left: 20px;"><input type="checkbox"/> Grade 1 (a letter-by-letter transcription used for basic literacy)</p> <p style="padding-left: 20px;"><input type="checkbox"/> Grade 2 (Grade 1 + an addition of abbreviations &amp; contractions)</p> <p><input type="checkbox"/> In Moon</p> <p><input type="checkbox"/> In electronic audio (MP3) file</p> <p style="padding-left: 20px;"><input type="checkbox"/> by email <input type="checkbox"/> via internet <input type="checkbox"/> on CD</p> <p><input type="checkbox"/> In Arial font, size:</p> <p style="padding-left: 20px;"><input type="checkbox"/> 16 <input type="checkbox"/> 18 <input type="checkbox"/> 20 <input type="checkbox"/> 22 <input type="checkbox"/> 24 <input type="checkbox"/> 28</p> <p><input type="checkbox"/> Requires information in British Sign Language (BSL) video: <input type="checkbox"/> on DVD <input type="checkbox"/> for internet download</p> <p><input type="checkbox"/> Requires information to be sent in an audio format: <input type="checkbox"/> Tape <input type="checkbox"/> CD <input type="checkbox"/> DVD <input type="checkbox"/> USB stick</p> <p>Other requirements not listed here:</p> <p>.....</p> <p>.....</p> <p>.....</p> |
|--|---|

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Please use your professional judgement, and interaction with the service user, to identify & record their communication support needs

|   |   |
|---|---|
| <p><b>ASK: Who might you need with you when you see us?</b></p> <p><b>CONSIDER:</b></p> <p><input type="checkbox"/> Does not require specific professional communication support</p> <p><input type="checkbox"/> Carer / support worker who knows me well</p> <p><input type="checkbox"/> Advocate for people with learning disabilities</p> <p><input type="checkbox"/> Advocate for people with a mental health need</p> <p><input type="checkbox"/> A BSL interpreter</p> <p><input type="checkbox"/> Hands-on signing BSL interpreter</p> <p><input type="checkbox"/> Sign-Supported English BSL interpreter</p> <p><input type="checkbox"/> Visual frame signing BSL interpreter</p> <p><input type="checkbox"/> Lip-speaker</p> <p><input type="checkbox"/> Notetaker</p> <p><input type="checkbox"/> Speech-to-text reporter (STR)</p> <p><input type="checkbox"/> Deafblind communicator guide</p> <p><input type="checkbox"/> Deafblind intervener</p> <p><input type="checkbox"/> Deafblind manual interpreter</p> <p><input type="checkbox"/> Deafblind block alphabet interpreter</p> <p><input type="checkbox"/> Deafblind manual alphabet interpreter</p> <p><input type="checkbox"/> Deafblind haptic communication interpreter</p> <p>Other requirements not listed here:</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> | <p><b>ASK: What do we need to do when we see you?</b></p> <p><b>CONSIDER:</b></p> <p><input type="checkbox"/> Does not need specific support to communicate and does not use a communication aid</p> <p><input type="checkbox"/> Requires a longer appointment to support communication needs</p> <p><input type="checkbox"/> Requires audible alert</p> <p><input type="checkbox"/> Requires visual alert</p> <p><input type="checkbox"/> Uses a hearing aid</p> <p><input type="checkbox"/> Lipreads</p> <p><input type="checkbox"/> Requires easier words &amp; short sentences</p> <p><input type="checkbox"/> Requires time to understand and respond</p> <p><input type="checkbox"/> Requires verbal communication to be supported by: <input type="checkbox"/> objects <input type="checkbox"/> pictures <input type="checkbox"/> writing</p> <p><input type="checkbox"/> Uses Key Word Signing (e.g. Signalong, Makaton)</p> <p><input type="checkbox"/> Uses personal communication tool, book or aid (eg Voice Output Communication Aid)</p> <p><input type="checkbox"/> Uses non-verbal communication</p> <p><input type="checkbox"/> Uses a learning disability Yellow Health Book or passport (e.g. My Care Passport, Communication Passport)</p> <p><input type="checkbox"/> Uses Tadoma</p> <p><input type="checkbox"/> Uses electronic note-taking equipment</p> <p>Other requirements not listed here:</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> |
|---|---|

# Communication Support Form

## **How should we contact you?**

- 'By contacting your carer'

## **Who might you need with you when you see us?**

- 'Requires learning disability communication support worker' replaced with 'Carer / support worker who knows me well'.

## **What do we need to do when we see you?**

- Requires easier words and short sentences
- Requires time to understand and respond
- Requires verbal communication to be supported by: objects, pictures, writing
- Uses Key Word Signing (e.g. Signalong, Makaton)
- Uses personal communication tool, book or aid (e.g. Voice Output Communication Aid)
- Uses a learning disability Yellow Health Book or passport (e.g. My Care Passport, Communication Passport)

# Electronic Patient Record Systems

SystemOne  
RiO

Up loadable form  
Online form

IT development costs



Alerts

# Sharing



# Acting upon individual needs

- Interpreting and translation policy
- Clarifying sources of support
- Reviewing existing Easy Read documents
- Creating flash cards and generic leaflets
- Creating different formats of common leaflets, e.g. complaints and compliments





# Costs of implementation



| Description   | Cost           |
|---|----------------|
| Project manager   | £4555          |
| IT system development costs   | £700           |
| Bournemouth People First to produce high quality easy read information. | £3,465         |
| Conversion of key documents to alternative formats.                     | £2,000         |
| <b>TOTAL</b>  | <b>£10,720</b> |

# Outcomes

- No additional support needed
  - Already available
  - Well known patients
  - short time frame
  - Not requesting
  - Not understanding
  - Carer support
- Awareness raised
- Templates set up
- Policy developed
- Clarity required
  - Preference vs Need, Patient vs Carer



# Challenges Going Forward

- Obtaining Board support
- Sharing between systems and organisations
- Ability to access professional support
- Availability of Easy Read expertise
- Finance
- No one size fits all
- Use of alternative methods of contact with patients, e.g. text / e-mail
- Listen to patients



# Top Tips

- Centralised budget to produce accessible documents and resources.
- Use and develop existing systems.
- Ensure the solutions to need are in place.
- Make all information leaflets accessible for everyone.
- Ensure there is a process of approving, storing and reviewing patient information leaflets.
- Develop a formal policy, but provide a quick reference guide too.
- Use terminology that is meaningful to your organisation.
- Involve carers.
- Support staff with face to face training / awareness raising.



# Opportunities

- Provides strength and impetus.
- Showcase existing practice.
- Raise awareness.

