

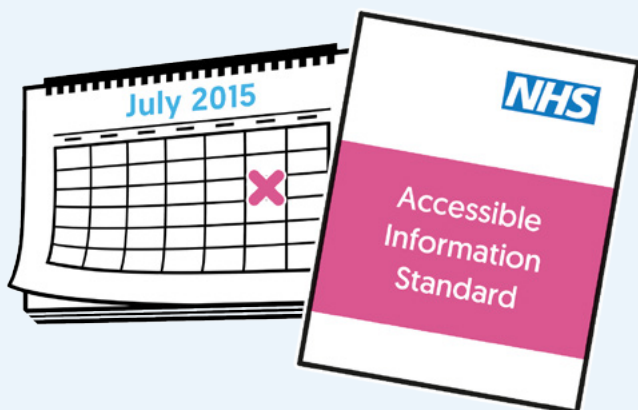
easy  
read



YOUR RIGHTS UNDER

THE ACCESSIBLE  
INFORMATION STANDARD

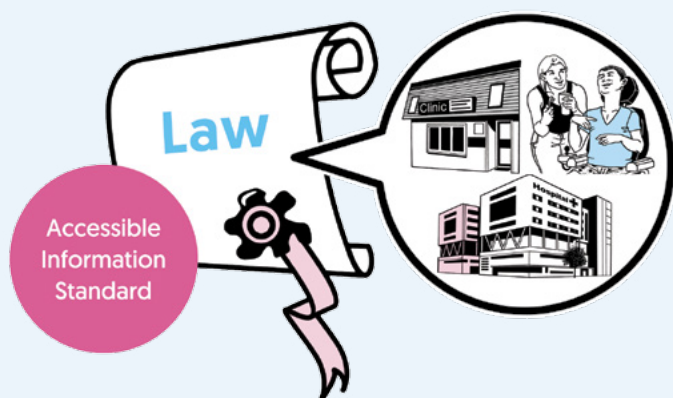
# 1 Introduction



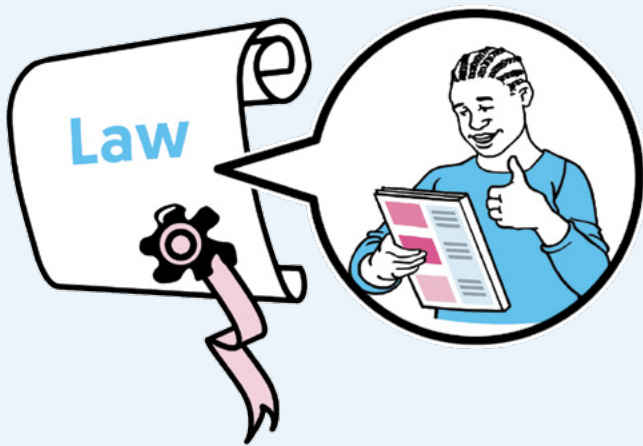
In July 2015, NHS England published the 'Accessible Information Standard' ['the Standard'].



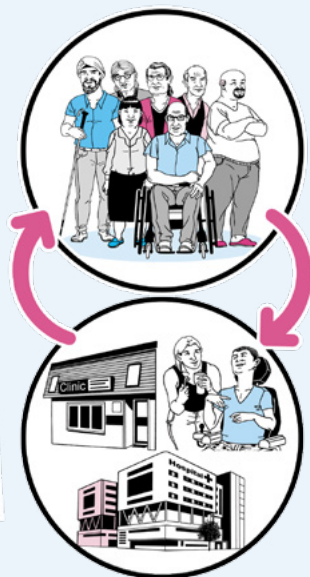
The aim of the Standard is to make sure that people who have a disability or sensory loss get given information in a way they understand and communication support if they need it.



All organisations that offer NHS or Adult Social Care must follow the Standard by law.



This means that by law you have a right to be given information about your health and care in a way you understand.



This guide will tell you who the Standard is for and what Accessible Information and Communication Support you have a right to.

## 2 Who does the Accessible Information Standard apply to?

The standard supports people who have different needs, these include...



### Aphasia

A condition that affects the brain and leads to problems using language correctly. People with aphasia find it difficult to choose the right words and can make mistakes in the words they use. Aphasia affects speaking, writing and reading.



### blind / visual loss

A person who has visual loss finds it hard to see things, this is sometimes called having 'bad eyesight'. A person who is blind has eyesight which is so bad that they cannot see anything, or can only see a little bit.



## deaf

A person who says that they are deaf with a lowercase d is telling you that they have hearing loss or they find it hard to hear. Many deaf people are able to speak and / or read English, but they might need some support.



## Deaf

A person who classes themselves as being Deaf with an uppercase D is pointing out that they are culturally Deaf and belong to the Deaf community. Most Deaf people are sign language users who have been deaf all of their lives. For most Deaf people, English is a second language and this means they may not be able to read, write or speak English very well.



## deafblind

People who are deafblind have a mix of sight and hearing loss. This means that their needs are individual to them. They may need the support of a deafblind manual interpreter and/or need to have information given to them in braille.





## Disability

A person who has a physical or mental impairment, which may mean that they find some day-to-day activities difficult.



## Learning disability

People with learning disabilities may have difficulty with understanding certain things and may need support to understand information and help with everyday tasks. Barriers in society stop people with learning disabilities being able to join in fully on an equal basis with others.



## Types of Accessible Information and Communication Support



### Advocate

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A person who supports someone who finds it difficult to communicate or speak up for themselves. Advocates can support people to make choices, ask questions and to say what they think.



### Accessible information

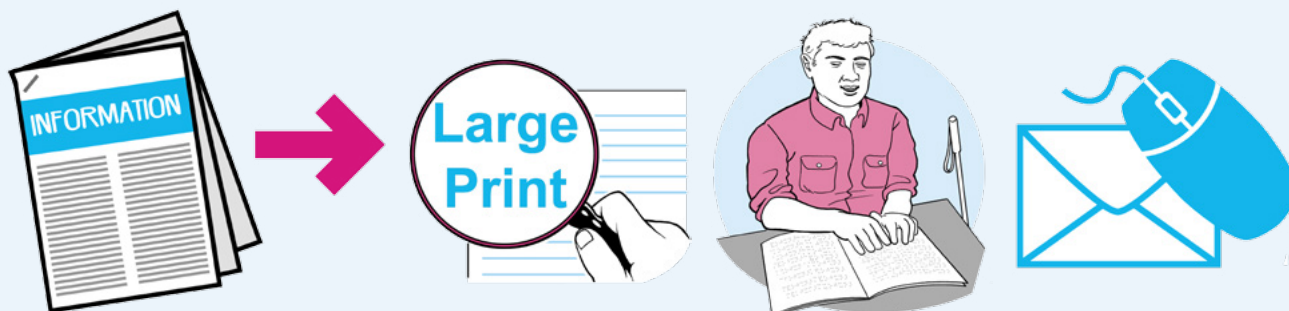
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Information which is made easier to understand and/or in a format that is able to be understood by the person or group who needs it, for example easy read and braille.

## Alternative format

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Information offered in a different way to usual printed or handwritten English, for example large print, braille or email.



## Audio

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Information recorded from speech or made by a computer onto cassette tape, CD or as an electronic file such as an MP3.



## Braille

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Braille is used for reading by people who are blind or deafblind. Braille can be given on paper or digitally on a mobile phone or computer.





## British Sign Language (BSL)

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Is the language used by most Deaf people in the UK. It is a visual language that uses the hands making signs, and body and face movements.



## BSL interpreter

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A person who is trained to understand and use both BSL and English so that they can support a d/Deaf or deafblind person to communicate with a person who uses English.



## BSL interpreter - hands-on signing

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A BSL interpreter who is able to sign with the hands of the person they are interpreting for placed over their hands, so that they can feel the signs being used. A type of communication support which may be needed by a person who is deafblind.



## BSL interpreter - visual frame signing

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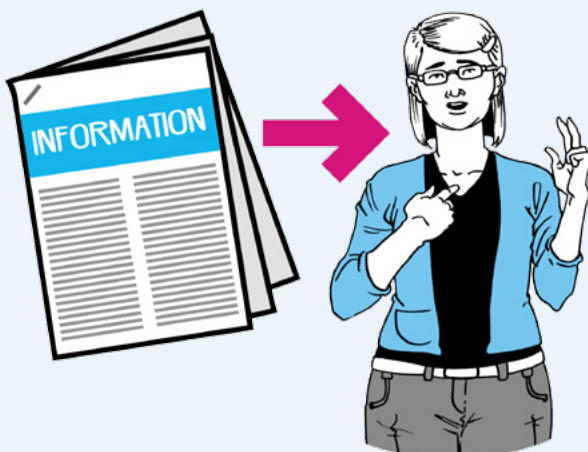
A BSL interpreter who is able to use BSL within the space that the person can see if they have limited vision. A type of communication support which may be needed by a person who is deafblind.



## BSL interpreter - Sign-Supported English (SSE)

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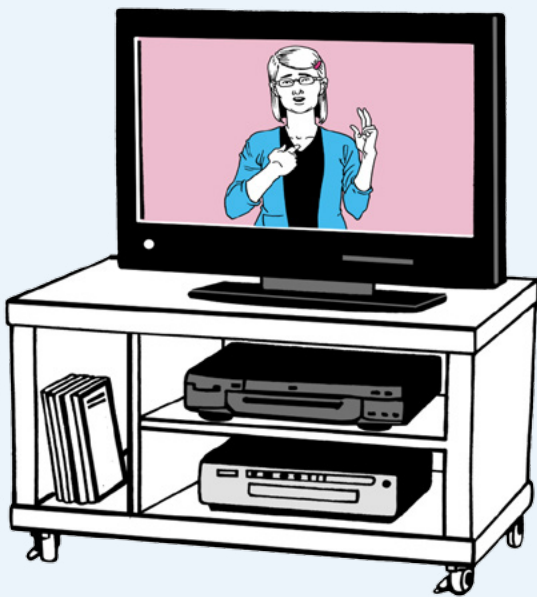
A BSL interpreter who is able to communicate using BSL signs but in the order that they would be used in spoken English. A type of communication support which may be needed by a person who is d/Deaf or deafblind.



## BSL translator

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A person able to change written or printed English into British Sign Language [BSL] to support face-to-face looking at a document, or for recording for use in a BSL video for example for putting on a website.



## BSL video

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A recording of a BSL interpreter signing information which may otherwise only be available in written or spoken English. A BSL video may be made available on DVD or via a website.

## BSL video remote interpreting (VRI)

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An online service in which a BSL interpreter interprets via video software.

It works using a computer and webcam, a smartphone or tablet. It makes possible a direct connection to an interpreter so that the d/Deaf person can sign to them what they want to say.

The interpreter then speaks this to the hearing person (via video link) and signs back their (spoken) reply.



## Communication passport

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Sometimes called a communication book or 'hospital passport'. A document with important information about a person with learning disabilities, to support staff in meeting that person's needs. It will have a person's likes and dislikes, and how they communicate. Many hospital trusts give communication passports to people with learning disabilities.



## Communication support

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Support which is needed to make sure there is good, clear talking between a professional and a service user.



## Communication tool or aid

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A tool, device or document used to support useful communication. They may be general or made just for one person's needs. They often use symbols and / or pictures.





## Deafblind communicator-guide

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A professional who acts as the eyes and ears of the deafblind person including making sure that communication is clear. A deafblind person may have a communicator-guide provided by a charity, through a personal budget or by their local authority.



## Deafblind intervenor

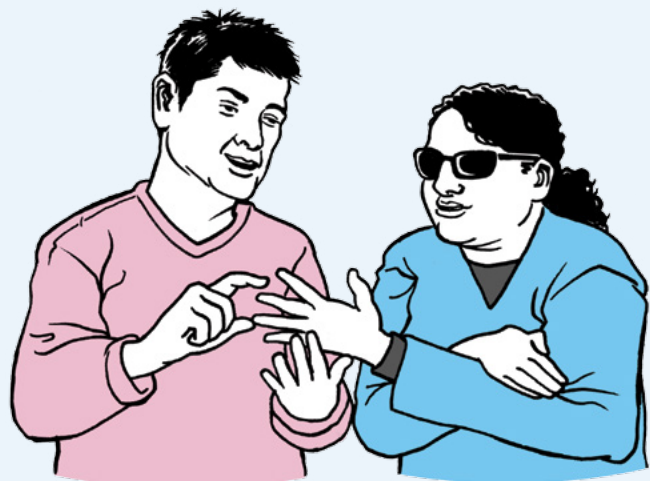
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A professional who provides one-to-one support to a child or adult who has been born with sight and hearing impairments. The intervenor helps the individual to experience and join in the world around them.

## Deafblind manual interpreter

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A person who interprets using the deafblind manual alphabet / block alphabet and English. The deafblind manual alphabet is a tactile form of communication in which words are spelled out onto a deafblind person's hand.







## Easy read

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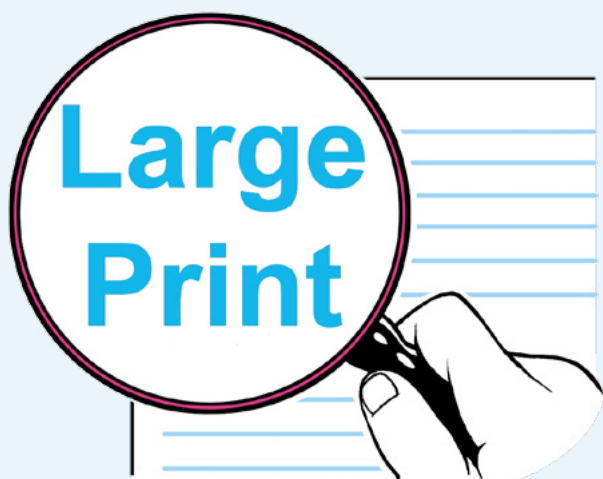
Written information in an 'easy read' format in which clear words and phrases are used supported by pictures, diagrams, symbols and / or photographs.



## Hearing loop system

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A hearing loop allows a hearing aid user to hear more clearly. The loop system allows the sound they want to listen to, for example a conversation, to be passed on directly to the person using the hearing aid clearly and free of other background noise.



## Large print

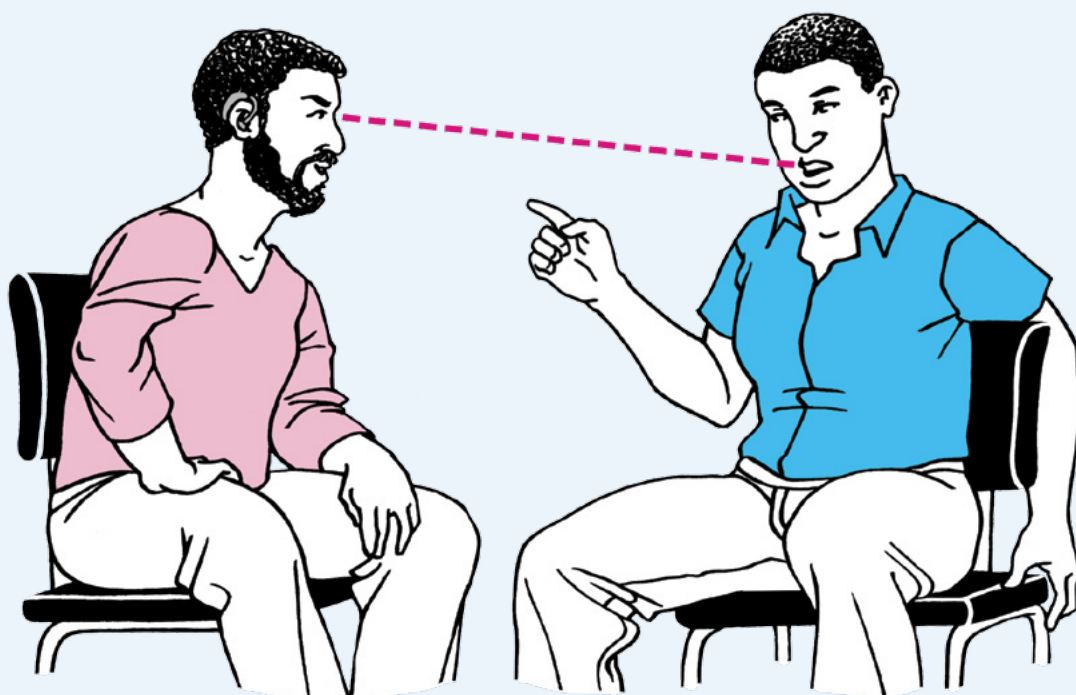
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Printed information made bigger or set up to be provided in a larger font size.

## Lipreading

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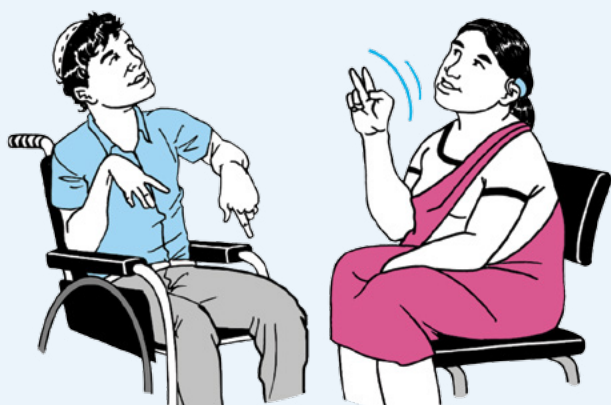
A way of understanding speech by watching closely the lip and face movements of the speaker. Lipreading is used by lots of people with hearing loss, and some people who are d/Deaf or deafblind.



## Lipspeaker

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A person who repeats the words said without using their voice, so others can read their lips easily. A professional lipspeaker may be used to support someone who is d/Deaf to communicate.



## Makaton

A way of communicating using signs, symbols and speech. Makaton may be used by people with deafblindness or a learning disability.



## Moon

A way of reading using touch made up of raised letters, based on the printed alphabet. Moon is similar to braille in that it is based on touch.



## Non-verbal communication

Communicating without using speech and instead using gestures, pointing or eye-pointing.



## Notetaker

A notetaker makes a set of notes for people who are able to read English but need communication support, for example because they are d/Deaf.

## Speech-to-text-reporter (STTR)

A STTR types exactly what is being said and the information appears on screen in real time for users to read. Typed text can also be given in different formats.

This is a type of communication support which may be needed by a person who is d/Deaf and able to read English.



## Tadoma

Tadoma involves a person placing their thumb on a speaker's lips and spreading their remaining fingers along the speaker's face and neck. Communication is passed on through jaw movement, vibration and facial expressions of the speaker. A type of communication which may be used by a deafblind person.



## Text Relay

Text Relay helps people with hearing loss or speech impairment to use the telephone. Text Relay can now be used on smartphones, laptops, tablets or computers, as well as through the traditional textphone.





## Voice Output Communication Aid (VOCA)

Also known as a speech-generating device (SGD): An electronic device used instead of speech or writing for individuals with difficult speech impairments, helping them to verbally communicate.



# 4

## What professionals have to do



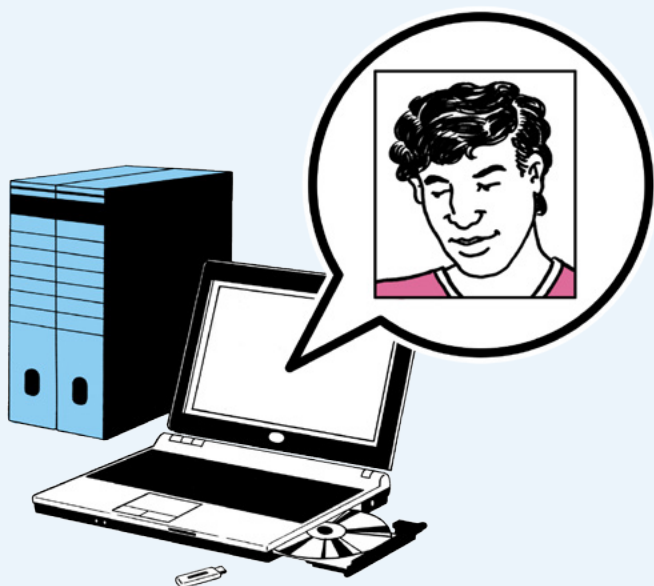
### Ask

Find out if a person has any communication or information needs because of a disability or sensory loss and if so what they are.



### Record

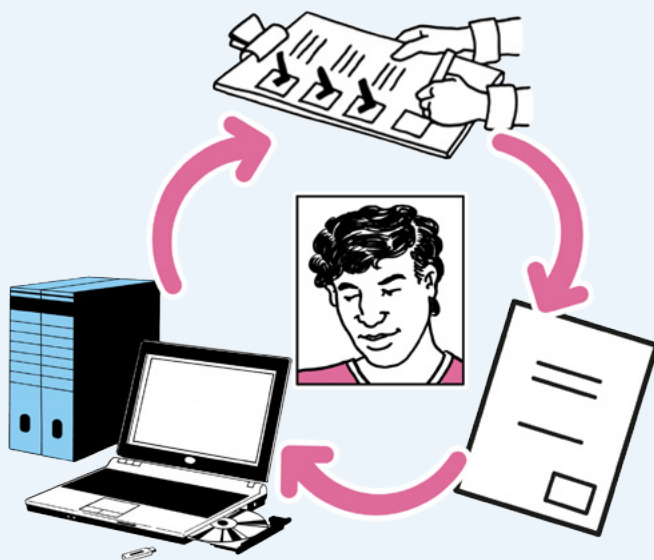
Record those needs in a clear way that everyone agrees with. This could be done on a computer or on paper.



## Highlight

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Make sure that a person's needs stand out whenever their records are checked. This means something can be done straight away.



## Share

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Include information about a person's communication needs when sharing other information about them.



## Act

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Make sure that people get information which they can use and understand, and get communication support if they need it.

## 5

# How can you get the right support for you?



You can ask for Accessible Information and Communication Support at any time.



Next time you visit your GP, Hospital, Dentist, Social Worker or other health or social care appointment you can ask for the information and communication support you need.



If you know you have an appointment coming up it is helpful that the person or people seeing you know what support you need so they can make sure it is arranged for you.

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