

# Accessible Information Awareness

## Supporting everyone to understand

### After watching this awareness DVD you should;

- be able to describe what accessible information is and have an understanding of the steps you can take to support individual's needs
- have improved confidence to talk openly about accessible information
- have an awareness of the different types of accessible resources, communication support available and how they help.

### The daily information all around us helps us to;

- communicate with others
- make decisions that affect our lifestyle
- function within society
- have the knowledge and skills to do our jobs
- stay connected to what is happening in the world.



### How it feels to be living with unmet communication and information needs;

- "embarrassed and awkward"
- "I get confused"
- "it's frustrating and irritating"
- "I feel anger, panic and fear"
- "I'm isolated"
- "I feel vulnerable"
- "I have to rely on the support of others"
- "situations are challenging and stressful".

### People have accessible information needs as a result of :

- hearing loss
- visual difficulties
- low literacy
- memory problems
- cognitive impairments (such as dementia, learning disability, brain injury and stroke)
- communication impairments (including receptive, expressive and social difficulties).



Some people may have multiple accessible information needs that they have lived with all of their lives or have acquired later in life.

Accessible information helps those living with these needs.

Accessible information is the term used to describe the process of making information easier. It not only involves designing and making accessible resources, but most importantly the delivery of these resources.

### The benefits of supporting communication and information needs include;

- improved understanding
- included and at the centre of care
- valued and empowered to make informed decisions
- improved confidence
- independence
- better outcomes
- improved experience.

### Policies and legislation that underpin accessible information within the UK

- Mental Capacity Act 2005
- Equality Act 2010
- Accessible Information Standard 2015



### How you can support people with communication and information needs;

#### Step 1 – find out about individual's needs.

- offer a choice of information in different formats
- ask them which one they prefer or which one is best
- remember, for some it is difficult step to say that they need information in an alternative or easier format.

#### Step 2 – find out if communication support is needed.

- don't forget the basics
- take your time
- offer one-to-one support
- see if there's something you can look at
- use gesture
- find out about supportive technology.
- think about the environment and how appointments are organised
- use all forms of communication possible to highlight the key messages.

#### Step 3 – share information so that more people can help.

Talk to people with Accessible Information needs about the best way to share information.

Some people may wish to use an alert card.

#### For more information:

- [accessibleinfo.co.uk](http://accessibleinfo.co.uk)
- [england.nhs.uk](http://england.nhs.uk)

Produced by Dr Clare Mander (Solent NHS Trust) and Sixthday Films.

***Together we have the opportunity to make a real difference***