

easy
read



YOUR RIGHTS UNDER

THE ACCESSIBLE
INFORMATION STANDARD

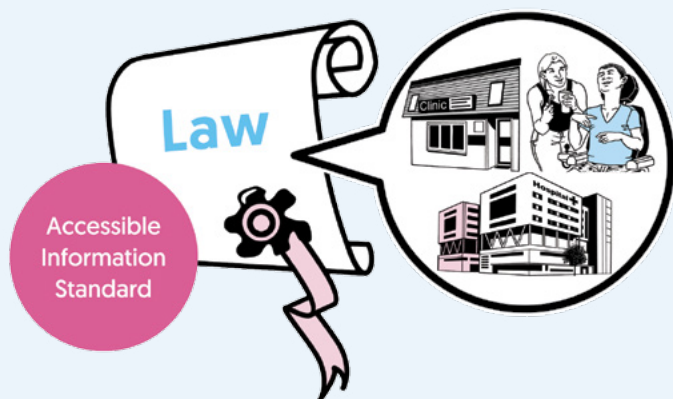
Introduction



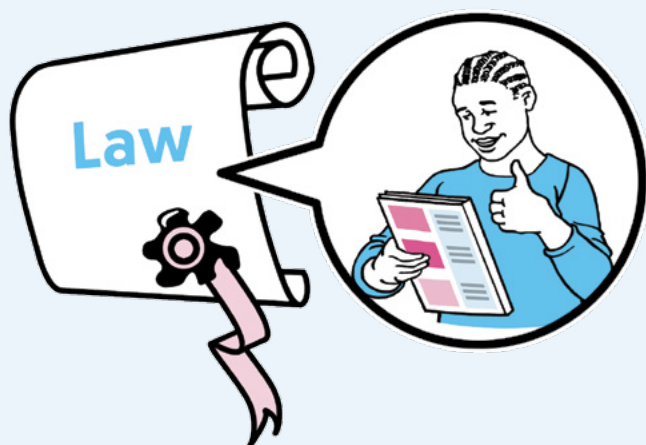
In June 2015 NHS introduced the 'Accessible Information Standard' (AIS)



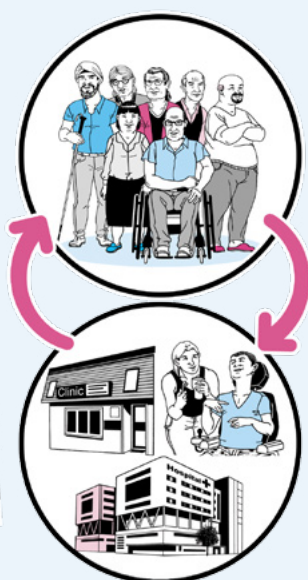
The aim of the AIS is to make sure that people who have a disability, impairment or sensory loss get given information in a way they understand and communication support if they need it.



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



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



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

1 Who does the Accessible Information Standard apply to?



Aphasia

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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.



deaf

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A person who class themselves as being deaf with a lowercase d are pointing out that they have a hearing loss. Many deaf people have lost their hearing later in life and may be able to speak and / or read English in the same way as a hearing person.



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.



Disability

A person who has a physical or mental impairment, and the impairment has a big and long-term difficult effect on their ability to carry out normal day-to-day activities.



Impairment

A person may have limits on how their physical, mental, intellectual or senses work and this may mean they are labelled disabled.



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.

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Types of Accessible Information and Communication Support



Advocate

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.



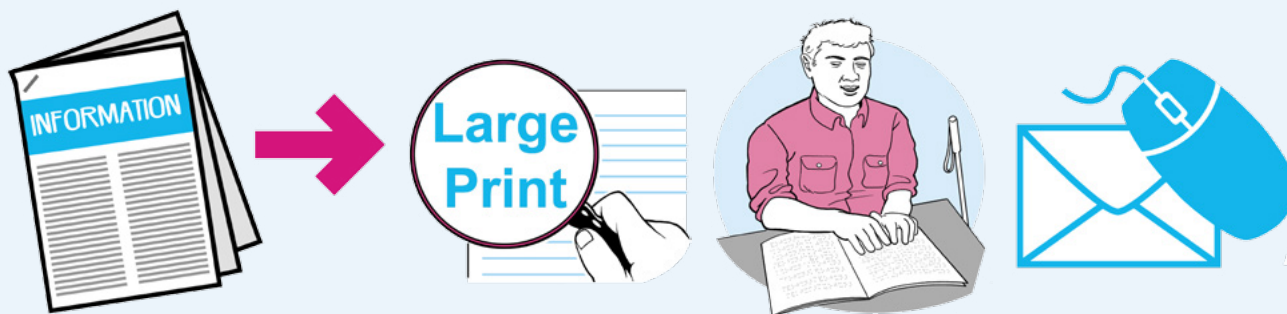
Accessible information

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, deafblind or who have some loss of sight. Readers use their fingers to 'read' raised dots which stand for letters and numbers. Braille can be given on paper digitally on your phone or computer.



British Sign Language (BSL):

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



BSL interpreter

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 and/or understand.



BSL interpreter - hands-on signing

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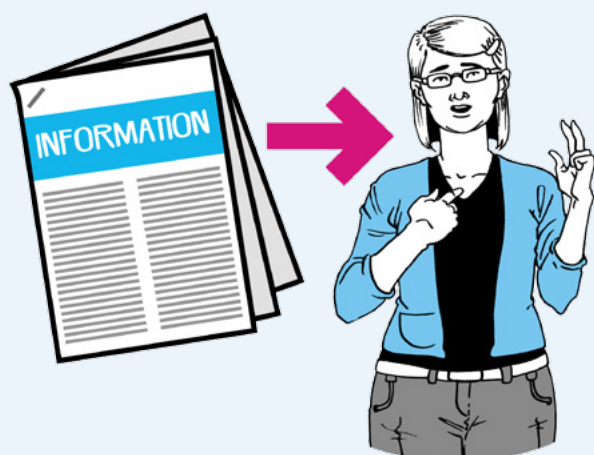
A BSL interpreter who is able to use BSL within the space that the person can see if they have limited vision. A type of communication support which may be needed by a person who is deafblind.



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

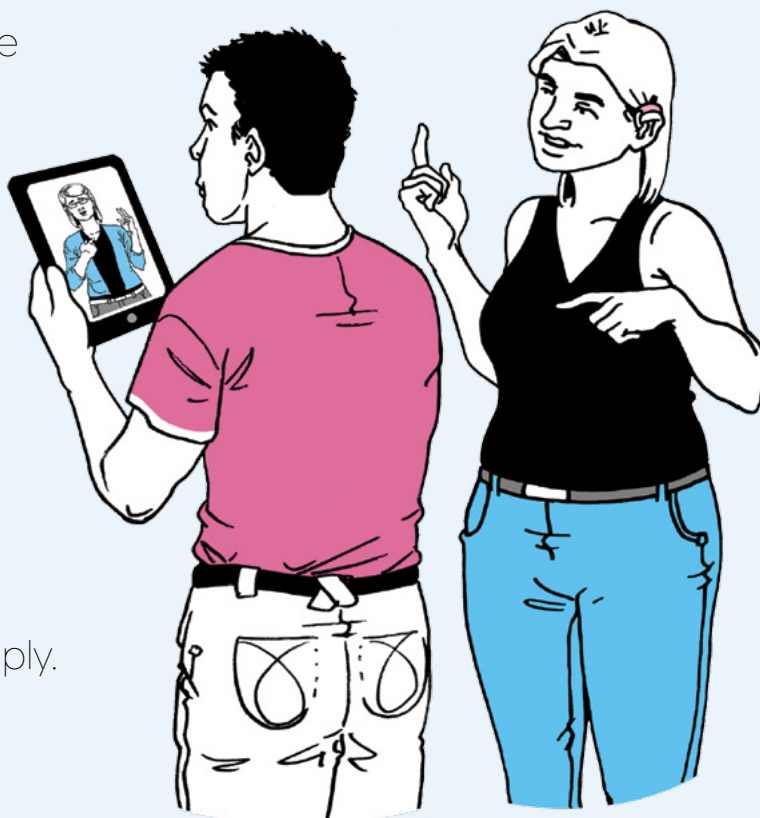
A recording of a BSL interpreter signing information which may otherwise only be available in written or spoken English. A BSL video may be made available on DVD or via a website.

BSL video remote interpreting (VRI)

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

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

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



Communication tool or aid

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

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.

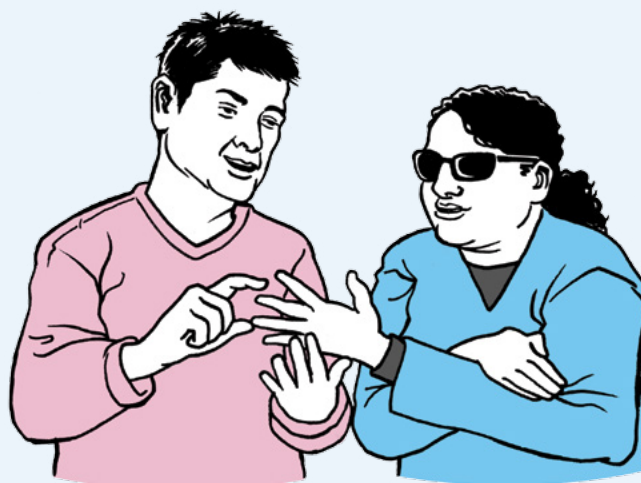


Deafblind intervenor

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 - deafblind manual alphabet

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.





Deafblind manual interpreter - block

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A person skilled in interpreting between the deafblind block alphabet and English. The block alphabet is different type of communication, using the palm of the deafblind person's hand.



Disability

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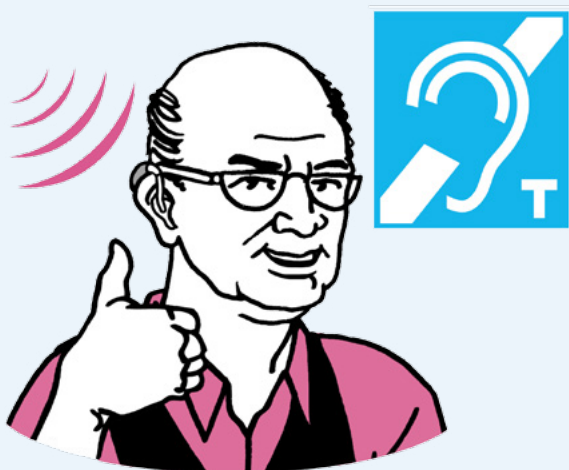
A person who has a physical or mental impairment, which may mean that they find some day-to-day activities difficult.



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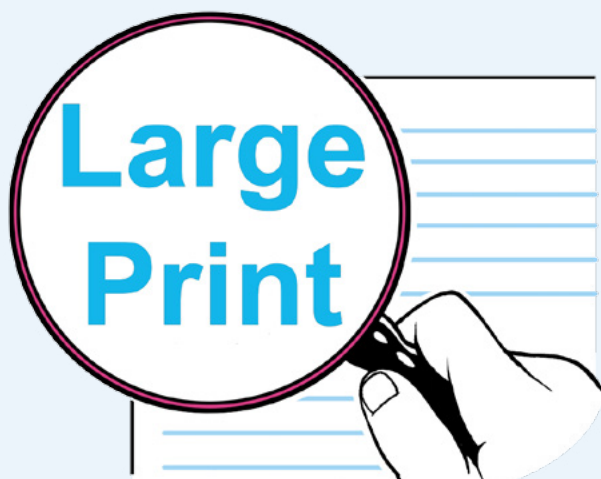
A hearing loop allows a hearing aid wearer to hear more clearly. The loop system allows the sound they want to listen to, for example a conversation, to be passed on directly to the person using the hearing aid clearly and free of other background noise.



Interpreter

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A person able to pass on meaning from one spoken or signed language into another signed or spoken language.



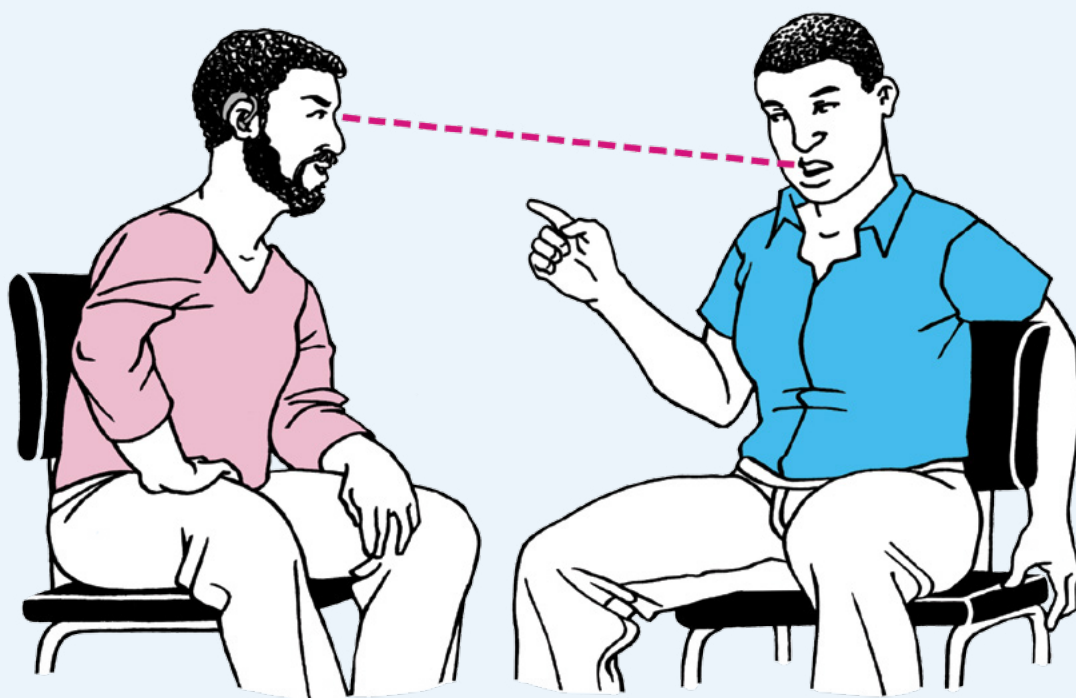
Large print

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

Lipreading

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



Lipspeaker

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.



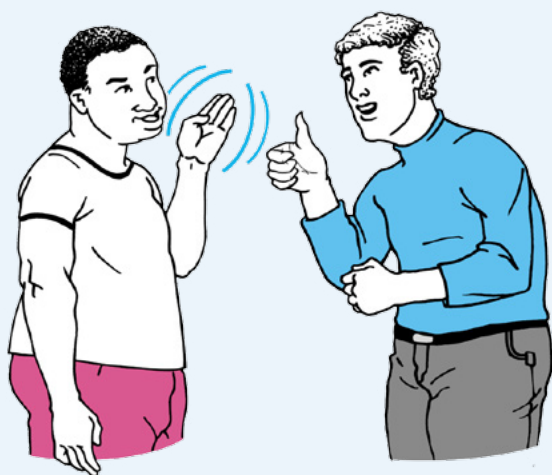
Non-verbal communication

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.



Sign language

A visual language that uses the hands making signs, and body and face movements as a way of communicating.

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.



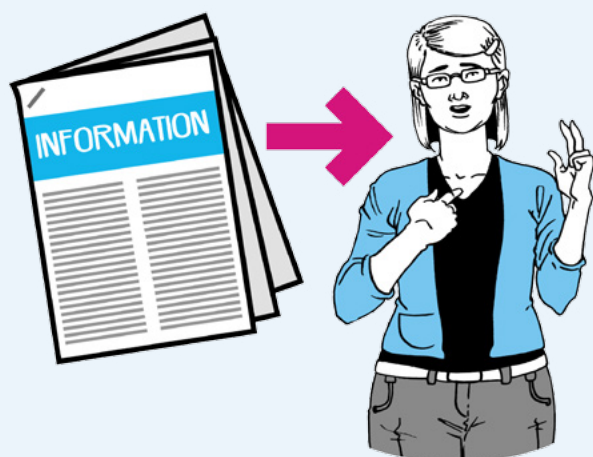
Tadoma

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.



Translator

A person able to translate (change) written words into a different signed, spoken or written language. For example a sign language translator is able to translate written documents into sign language.

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.



What professionals have to do



Ask

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

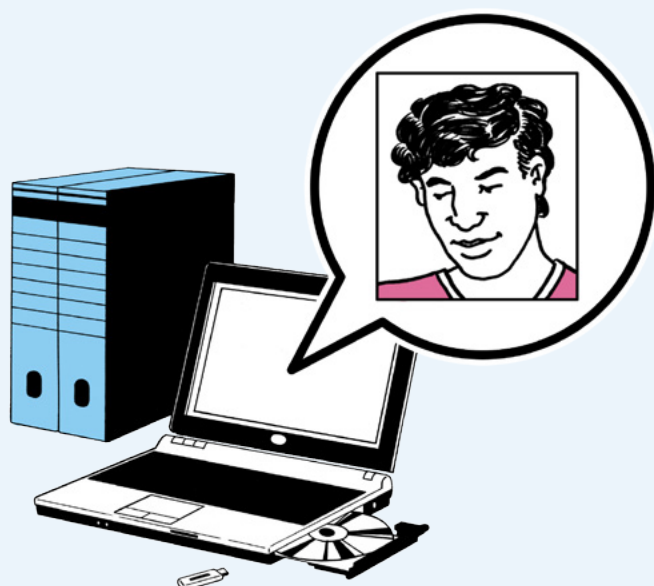


Record

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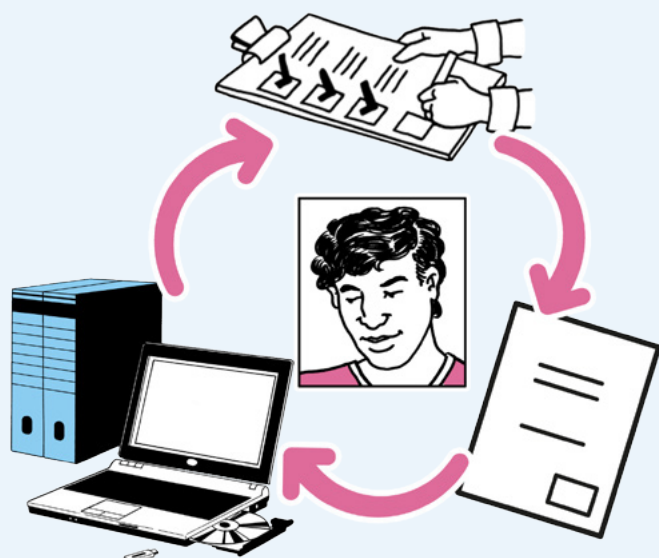
Record those needs in a clear way that everyone agrees with. This could be done on a computer or on paper.





Highlight

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



Share

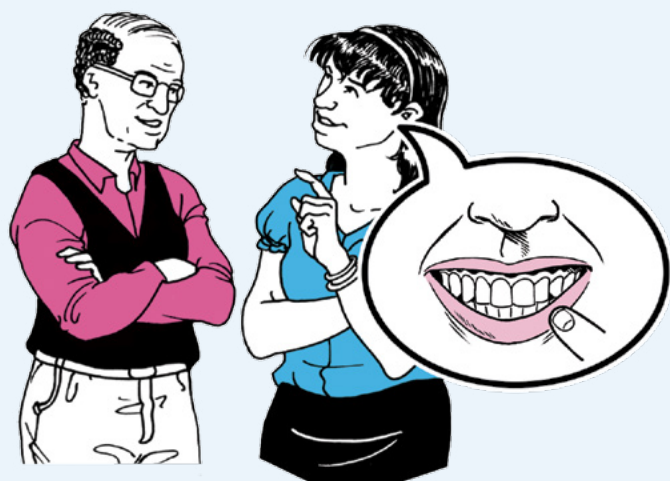
Include information about a person's needs as part of data sharing and make sure it is in line with other information you have.



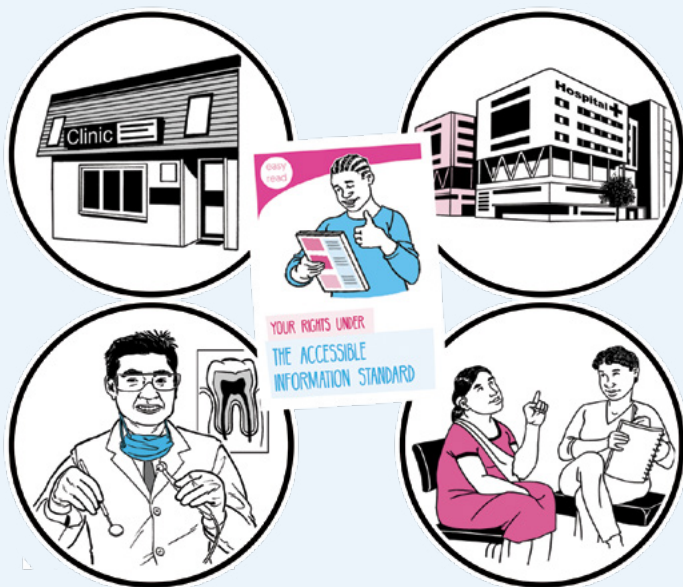
Act

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

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 social care appointment you can ask for any of the information and communication support in this guide.



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.

This easy read document
was designed by CHANGE.
www.changepeople.org

