

Accessible Information Policy

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Information Security Management

POLICY STATEMENT

- This policy provides direction and support for Accessible Information Security in accordance with our business requirements, relevant laws and regulations.
- It applies to all employees and contractors.

- The policy aims to address the five mandatory requirements of the AIS:
 5. To identify needs,
 6. To record needs,
 7. To flag needs so they stand out in the record,
 8. To share information about needs,
 9. To take action to meet needs.



CONTENTS

1. Introduction	4
2. Policy & Procedure.....	4
3. Accessible Information Standard(AIS).....	5

Introduction

Everyone working for or with Wellspring healthcare has a duty to protect information.

This policy's goal is to make sure every Wellspring employee working in our English services understands the Accessible Information Standard (AIS).

The AIS applies to all providers in the United Kingdom and funded adult social care services. This includes care homes, nursing homes and day care along with providers of adult social care from the voluntary and community or private sectors.

As a service provider, we strive to be an organisation that welcomes everyone respecting individual disabilities. We make sure Service Users, their families and carers get information in a format they need and/or help to communicate when we spot a specific need.

Every Wellspring employee must understand their duty under this policy to promote equal opportunities.

All Wellspring management have a crucial duty to make sure their teams and service areas put this policy commitment into action. They also need to boost equality and diversity throughout the organisation. This holds true for organisation.

Policy Aims

This policy aims to make sure all Wellspring staff working in our services understand what the Company expects regarding the Accessible Information Standard (AIS).

The Equality Act 2010 requires all service providers to take steps or make reasonable adjustments to avoid putting disabled people at a disadvantage compared to non-disabled people. This duty serves as the main legal basis for the Wellspring Accessible Information Standard (the AIS).

The AIS applies to all providers/agency partners within the United Kingdom and funded adult social care services. This covers care homes, nursing

homes and day care plus adult social care providers from the voluntary and community or private sectors.

As a service provider, we strive to be an organisation that respects individual disabilities. We ensure Service Users, their families and carers get information in a specific format and/or help to communicate when we identify a particular need.

Every Wellspring employee must understand their duty under this policy to promote equal opportunities.

All Service Managers play a crucial role to make sure their teams and service areas deliver on this policy commitment. They also help spread equality and diversity across the organisation.

Accessible Information Standard(AIS)

AIS rules aim to ensure people who need information in a specific format or help to communicate due to a disability or sensory loss get:

- information they can access and understand, and
- any support they need to talk with staff

The five must-do AIS rules to meet the information and/or communication needs of people with a disability or sensory loss:

- to spot needs
- to document needs
- to highlight needs so they stand out in the record
- to exchange information about needs
- to act on meeting needs

The AIS matters to people who:

- can't see or have limited vision
- can't hear, have hearing issues, or are both deaf and blind



- struggle with learning
- have trouble speaking or understanding language
- are on the autism spectrum
- live with a mental health issue that affects how they communicate.