

Providers of health and adult social care services have new duties to support those who access their services who have information or communication needs because of a disability or sensory impairment. They must:

1. **Identify** the communication and information needs of those who use their service;
2. **Record** the communication and information needs they have identified;
3. Have a consistent **flagging** system so that if a member of staff opens the individual's record it is immediately brought to their attention if the person has a communication or information need;
4. **Share** the identified information and communication needs of the individual when appropriate;
5. **Meet** the communication and information needs identified.

For more information visit:

www.england.nhs.uk/accessibleinfo