



Accessible

Information Guide



Welcome



The Accessible Information Standard says that people who have a disability or sensory loss should get information in a way they can understand.



It also says that they should get support with communication if they need it.

The Accessible Information Standard tells organisations how to do this.



Supporting you

As a social care organisation we need to:



Ask you if you have any communication needs or need to be given information in a certain way.



Make sure everyone's needs are recorded in the same way and that they are easy to understand.



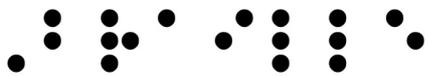
Supporting you



Make it easy to see when a person has information or communication needs and how those needs can be met. This is so anyone who looks at their file can find this out



Share the information with other providers of NHS care and adult social care. This should only happen if they are allowed to see it



Braille

Make sure that people get information in a way they can access and understand. They should also get support with communication if they need it.

Supporting you



You can contact us in accessible ways. Examples of this are by e-mail, text message or Text Relay.



Braille



You can get information from us in braille, easy read, large print or an alternative language.



Get communication support from a professional if they need it. An example of this is a British Sign Language interpreter.



Contact

If you need support with information, please contact us:

St Anne's Community Services

Unit 5,
12 Fountain Court,
Bruntcliffe Way,
Morley
LS27 0JG



Tel: 0113 2435151



Email: info@st-annes.org.uk

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