

Q. What is the Accessible Information Standard?

A. The Accessible Information Standard is a new mandatory standard that all NHS and publicly funded adult social care services must follow.

Who is it for?



People with a
disability, impairment
or a sensory loss

The essentials

There are

5

important steps

The aim



People will have
information they
can understand and
the communication
support they need.



1 Identify

Ask if people have any information or communication needs, and find out how to meet those needs



2 Record

Record those needs in a set way that is highly visible, using specific definitions



3 Flag

Use alerts or flags to make it clear on the person's file what their needs are, and prompt action to meet those needs



4 Share

Share information about the person's needs with other NHS and adult social care providers



5 Act

Make sure people get their information in an accessible way and have the communication support they need