

# ACCESSIBLE INFORMATION POLICY.



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## AIMS

The objective of this policy is to guarantee complete adherence of GGW Care Ltd. to the recently introduced Accessible Information standard by NHS England.

## INTRODUCTION

The primary goal of the Accessible Information Standard is to guarantee that individuals with disabilities can access information in a comprehensible manner and receive the necessary communication assistance. This Standard is applicable to service providers within the NHS and the adult social care system. As a company, we are legally obligated to adhere to the Standard according to Section 250 of the Health and Social Care Act.

# KEY REQUIREMENTS

There are 5 key requirements of the Standard:

To inquire with service users regarding their information or communication requirements and determine ways to fulfill these needs.

To systematically document these needs according to a defined approach.

To emphasize these needs within the care plan and risk assessments, ensuring the individual's information or communication needs are evident. Additionally, provide clear instructions to staff on how to address these requirements.

To communicate information about an individual's needs to other healthcare professionals only when consent or authorization has been obtained.

To guarantee that service users receive information in a manner that is easily comprehensible and accessible.



# IDENTIFYING INFORMATION AND COMMUNICATION NEEDS



We will follow the process outlined below:

All individuals under the care of GGW Care Ltd. will be inquired about any requirements concerning communication or information arising from disabilities, impairments, or sensory limitations. If such needs exist, the nature of these needs will also be gathered.

Newly enrolled individuals will respond during their initial evaluation.

Existing individuals may be asked opportunistically (e.g. during evaluations, via phone, or during visits). Individuals availing the services should personally specify their communication and information necessities. It's important to note that these requirements, rather than the underlying disability itself, will be documented. There's no obligation to retrospectively search through all records to identify such service users.





### **HIGHLIGHTING A SERVICE USER'S INFORMATION AND COMMUNICATION NEEDS:**

Any recognized communication and information requirements should be made exceedingly conspicuous to ensure they are noticed and addressed. Within electronic care planning records, this visibility will be established through a 'warning' alert mechanism.

### **SHARING INFORMATION ABOUT A PERSON'S NEEDS.**

GGW Care Ltd. will guarantee the inclusion of details regarding a service user's communication or information requirements as a standard component in every referral to another agency or during the transition to a different service provider. This information will be incorporated within the local shared electronic records as well.

### **MAKING SURE PEOPLE GET INFORMATION IN AN ACCESSIBLE WAY AND COMMUNICATION SUPPORT IF THEY NEED IT:**

In certain circumstances, registered communication professionals who are adequately qualified can also provide professional communication aid, contingent upon the service user's consent (which should be documented).

Under explicit preferences of the service user (which should be documented), their family member, friend, or caregiver might offer necessary support in specific situations. For guidance on employing staff, family members, friends, and caregivers for communication assistance, including matters of safeguarding and consent, GGW Care Ltd. will refer to the NHS England guidelines.

It is imperative that service users themselves are not burdened with any expenses related to their information or communication requirements.

## **Exclusions**

Several exceptions fall outside the boundaries of the Standard, as outlined in section 5.6 of the NHS England specification.

These exclusions encompass offering information in languages other than the native language, designing signage, corporate communications, and ensuring website accessibility.

# Experience the **GGW Care Limited** difference and discover a higher standard of care for yourself or your loved ones.



**1. Dementia Care:** Expert caregivers providing compassionate support for individuals with dementia, enhancing their quality of life.

**2. Mental Health Conditions:** Personalised care for individuals with mental health conditions, prioritising well-being and comfort.

**3. Personal Care:** Respectful and dignified assistance with daily activities like bathing, grooming, dressing, and medication management, promoting independence.

**4. Physical Disabilities Care:** Specialised care for individuals with physical disabilities, including mobility assistance and enhancing comfort and independence.

**5. Sensory Impairment:** Tailored support for individuals with sensory impairments, offering assistance to enhance well-being for those with visual or hearing impairments.

**6. 24-Hour Care:** Round-the-clock support for individuals who prefer to stay in their own homes.

**7. Day Sit-in Service and Night Stay Service:** Available caregivers for day-time support and overnight stays, ensuring round-the-clock assistance.

**8. Escort to Hospital or Day Care:** Transportation services to accompany and assist individuals to hospitals or day care facilities.

**9. Shopping and Cleaning Service:** Assistance with shopping tasks and maintaining a clean and organised living environment.

**Those We Serve:** We recognise the unique needs of these groups and provide tailored care to help them lead fulfilling lives.

**Older People:** Our services are designed comprehensively for individuals aged 65 and above.

**Young Adults:** Our support services are also extended to young adults with physical disabilities, sensory loss, and learning disabilities.



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