

What is a Reasonable Adjustment?



 The right to be treated fairly

A **reasonable adjustment** means making a **fair change** to **services**.

Everybody has a **right** to **good healthcare**. But a 'good' service does **not mean** treating **everybody** exactly the **same**.



People have **different needs** - so a **reasonable adjustment** means **making** the 'fair change' which is **right for them**.



For example, it is a **reasonable adjustment** to **give** the middle person a **box** to stand on, so **he can see**.



But **that change** is **not enough** for the **smallest person** - he **needs** to stand on **2 boxes** so he can **see**. These **different fair changes** make it **fair for everyone**.



In **healthcare**, there are lots of **different reasonable adjustments** (fair changes) that **professionals can do, to make sure everyone gets the same good service.**



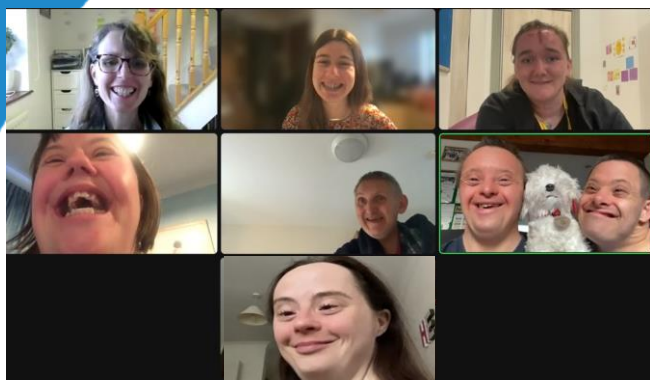
Making a **reasonable adjustment** for **someone** with a **disability** is the **law.**



But even though it **is a law**, we know that **not everyone who needs a reasonable adjustment** (fair change) **will get it.**



It is **important** that **people** know they **have a right to ask for a fair change** which **will help them.**



The **Champion's Group** have been **thinking** about the **reasonable adjustments** which **people with learning disabilities** or **autism** may need.



Most of the **fair changes** that **people with learning disabilities** need are to do with **communication**.



Communication difficulties can be **invisible** - so **people** might **not always remember** how **important** it is to make **reasonable adjustments (fair changes)** for **communication**.



There are **lots of things** that **healthcare professionals** can **do** to make **reasonable adjustments** to their **communication**.

What are Reasonable Adjustments to Communication?



A **reasonable adjustment (fair change)** to **communication** means doing something to **help someone understand, express themselves** or **feel comfortable** with the healthcare staff



Some of these **reasonable adjustments (fair changes)** need to **happen before** a medical **appointment**



Some **reasonable adjustments (fair changes)** can happen **during** the **appointment**



Some **reasonable adjustments (fair changes)** might happen **afterwards**.

Reasonable Adjustments BEFORE appointments



An **example** of a **reasonable adjustment** (fair change) **before** an appointment is **sending** an **Easy Read letter** instead of a **letter** with **lots** of **words** and **no pictures**.



Easy Read information helps **people understand** what **will happen**. This also helps people **feel less anxious**.



The **NHS** has **rules** about **making information easy to understand** - This is called the **Accessible Information Standard**.



If **you don't understand** the **information** you are given - **you have a right to ask** for it **in a different way**.

Reasonable Adjustments DURING appointments

Here are some **fair changes** to **communication** that health care professionals can make **during** an **appointment**



- Talk more **slowly**



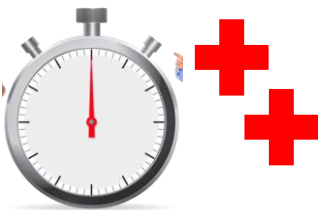
- Use **Easy Words**

- Use **gestures** or **signs**



- Use **pictures** to **help explain**

- Use **easy words**



- Have **more time**

Everyone has a **right** to **ask** for these **fair changes** or any others .

What are the **reasonable communication adjustments** that **help you?**



You have a right to a Reasonable Adjustment



There are **lots** of **things** that **healthcare professionals** can **do** to **make** a **reasonable adjustment** (fair change).



Reasonable adjustments mean that **people** with **disabilities** can **get** the **same good service** as **people** without **disabilities**.



Reasonable adjustments are **fair** and **they** are the **law**. If you **have** a **disability** - you **have** a **right** to **ask** for a **reasonable adjustment**.



You can **ask** your **Doctor** to **put** a **note** on **your medical records** so **all healthcare staff** know that **you need** a **fair change**.



The NHS is working on a system where everyone with a disability who needs a reasonable adjustment (fair change) to their care will be asked if they would like to have a flag on their records.



We **think** that it **is important** that **everyone knows** about **reasonable adjustments**.

What do you think?



We'd love to hear **your ideas** about this **Easy Read** - or any **ideas** for **topics** we **should cover**.



Just **email** info@include.org or **connect** on **social media** to **get in touch!**