



## 4. Policy

**4.1** All staff at Kingfisher Care have a responsibility to make information accessible and inclusive.

**4.2** Kingfisher Care will comply fully with the NHS England Accessible Information Standards and will perform the following 5 steps:

- | Ask people if they have any information or communication needs, and find out how to meet their needs
- | Record those needs in a set way
- | Highlight the Service User's file, so it is clear that they have information or communication needs, and clearly explain how these will be met
- | Share information about the person's needs with other NHS and adult social care providers, when there is consent or permission to do so
- | Act to make sure that people get information in an accessible way, and receive communication support if they need it

**4.3** Staff will have a working knowledge of the NHS England Accessible Information Standard, and Kingfisher Care will be able to demonstrate compliance through audit and quality assurance processes.

**4.4** In line with Data Protection legislation, Kingfisher Care will enable Service Users to access their records when requested, and this includes the right to review and amend their documented communication preferences.

**4.5** Where Service Users are unable to provide consent in relation to their wishes with sharing of information, all decisions regarding this area will be made in line with the Mental Capacity Act 2005 and best interests requirements.

**4.6** Kingfisher Care will also comply with the [Accessibility Regulations](#) that came into force for public sector bodies in 2018 and require reasonable adjustments to be made to website and mobile apps for those with disabilities to ensure that they remain accessible.

Newer legal requirements also state that a service's website and mobile app should:

- | Comply with [WCAG2.1 AA](#) guidelines
- | Publish an accessibility statement which explains how accessible your website or mobile app is

Although some services may be exempt from the regulations (full government guidance can be referred to [here](#)), Kingfisher Care recognises it has an obligation to ensure that reasonable adjustments are in place for disabled people.

All mobile applications needed to be accessible by 23rd June 2021. For other deadlines for meeting the regulations, they can be found [here](#).