



My Care, My Way.

healthwatch
Redbridge

I have a communication support need

Here are the **five ways NHS and social care services MUST** support me under the **Accessible Information Standard**

Ask

I should be asked if I have any communication support needs.

Record

My communication support need should be recorded in my notes.

Identify

Staff should be able to see what my needs are when they communicate with me.

Share

If I need to be referred, my needs should be shared with other services.

Meet

My needs must be met. Services should be communicating about my care, my way.

My name is

- ☐ I may find it difficult to say words or sentences or find the correct words to use.
- ☐ My speech is sometimes difficult to understand. Please be patient.
- ☐ I may find it difficult to understand words that are being used, or the instructions I hear.
- ☐ I have difficulties knowing how and when to talk, and listen to others.
- ☐ I am blind or have some sight loss.
- ☐ I am Deaf or have some hearing loss.

Here are some ways you can meet my communication support need:

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If your needs are not being met...

1. Let the Service know!

You have a right to be given information in a way that you can understand.

If that is not happening you should contact the service and ask them to make it right.

You can make a complaint through their formal complaints procedure.

2. Let us know!

We want to know if health and social care services are not doing what they are supposed to. We can also support you to make a complaint.



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