

# 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<br>support need should be<br>recorded in my notes.                    |
| Identify | Staff should be able to see<br>what my needs are when<br>they communicate with me.     |
| Share    | If I need to be referred, my<br>needs should be shared<br>with other services.         |
| Meet     | My needs must be met.<br>Services should be<br>communicating about my<br>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.
- O 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:

# If your needs are not being met...

#### 1. Let the Service know!

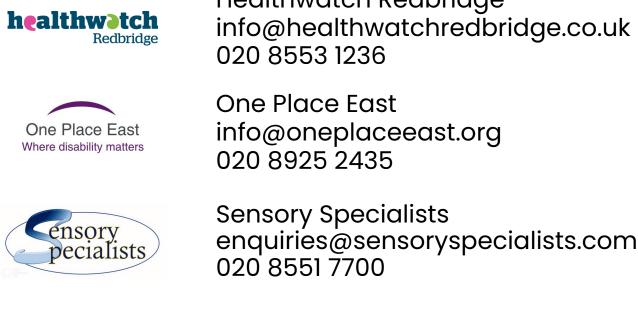
You have a right to be given information in a way that you can understand.

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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