

## **Accessible Information Standard**

### **Making health and social care information accessible**

From 31 July 2016, all organisations that provide NHS care or adult social care are legally required to follow the Accessible Information Standard.

The standard aims to make sure that people who have a disability, impairment or sensory loss are provided with information that they can easily read or understand with support so they can communicate effectively with health and social care services.

The Accessible Information Standard is made up of:

- **Accessible Information Standard specification**
- [Accessible Information Standard specification \(word\)](#)
- **Accessible Information Standard implementation guidance**
- [Accessible Information Standard implementation guidance \(word\)](#)

Effective implementation requires health and social care organisations to make changes to policy, procedure, human behaviour and, where applicable, electronic systems.

As a Commissioner of NHS services NHS Cumbria CCG must also meet this standard, in that we must make sure that contracts, frameworks and performance-management arrangements with provider bodies enable and promote the Standard's requirements.

Successful implementation will lead to improved outcomes and experiences, and the provision of safer and more personalised care and services to those individuals who come within the Standard's scope.

The Standard sets the framework and provides clear direction for a dramatic improvement in the ability of the NHS and adult social care system to meet the information and communication support needs of disabled people.