



Essex Carers Network - Factsheet

Reasonable Adjustments Digital Flag

What are reasonable adjustments?

- Equity is recognising that we do not all start from the same place and that we need to make adjustments to ensure that everyone—regardless of disability—can access services in a way that works for them.
- Reasonable adjustments are the changes health and care services and public settings must make to ensure people with any disability can access them.

People with disabilities should be able to access services just as easily as those without a disability, as far as possible.

“My autistic son wasn’t able to access the GP because the waiting room was just too busy and noisy.” ~ Family Carer

The Law and Key legislation:

There is a legal duty to make sure people are given equal access to services and reasonable adjustments are made.



- **The Equality act 2010** says everyone should have the same opportunities and has 9 protected characteristics, disability being one of them.
- **The accessible Information Standard** defines a consistent approach to identifying, recording, flagging, sharing and meeting the information and communication needs of people with a disability or sensory loss.
- **The Reasonable Adjustment Digital Flag Information Standard** is a legal requirement and defines the process by which health and care organisations and their IT system providers must identify, record, flag, share, meet and review the reasonable adjustment needs of disabled people.

“The dentist didn’t know my brother uses a wheelchair.” ~ Sibling carer

Who might need reasonable adjustments:

The need for reasonable adjustments is based on impairment and not on diagnosis. A person may be entitled to reasonable adjustments if they have a physical or mental impairment that has a substantial and long-term negative effect on their ability to do normal daily activities.

'Substantial' is more than minor, for example, it takes much longer than it usually would to complete a daily task like getting dressed.

'Long-term' means lasted for, or will last for, 12 months or more.

Examples include:

- Life-long conditions such as a learning disability
- Progressive conditions such as multiple sclerosis
- Physical conditions such as significant loss of hearing, sight or mobility
- Fluctuating conditions such as clinical depression or dementia

Please note that to create a flag, the person's need for an adjustment must be as a result of their disability or impairment.

Your Voice is OurVoice



[Essex Carers Network](#)



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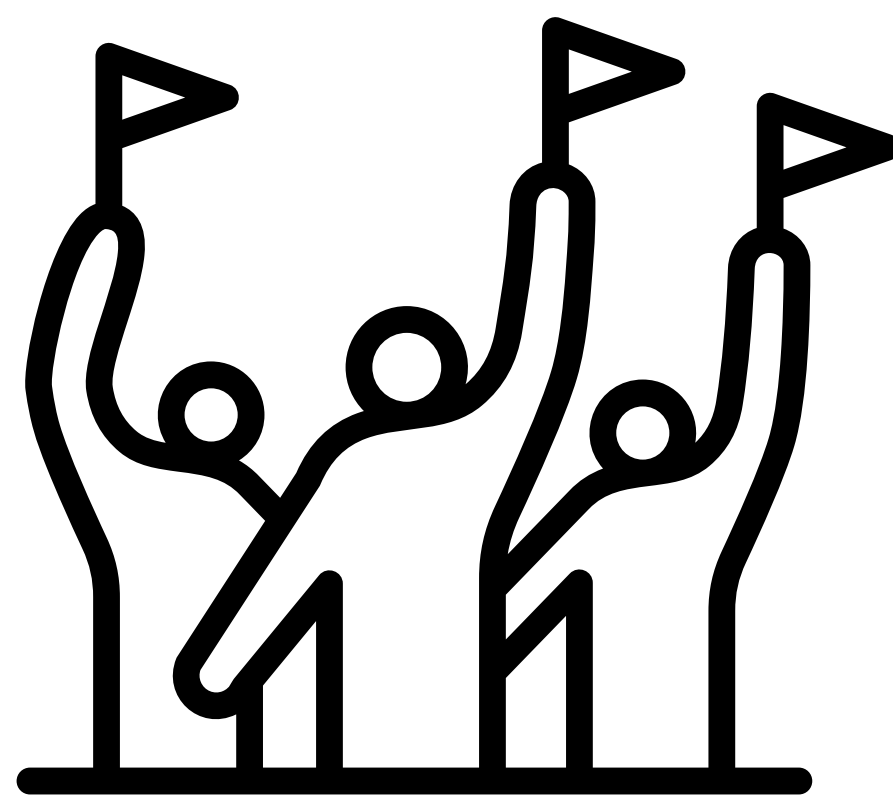
The Digital Flag is a digital record shared between health services detailing the reasonable adjustments disabled people need to access their services. How to make sure the reasonable adjustment digital flag is on your health records and contains the right information:

- Practitioners should be asking for this information at any appointments.
- They may also ask when writing to your family member in an appointment letter.
- They may offer a form which asks about any reasonable adjustments needed.
- You can also be proactive and inform the GP surgery, hospital or similar of the reasonable adjustments your family member will need and ask them to record it on the reasonable adjustments digital flag.
- Periodically you will be asked if the information held is still relevant and if your needs have changed at all so that the record is up to date.

We are keen to hear examples of good practice around reasonable adjustments and also where it hasn't worked. Please email info@essexcarersnetwork.co.uk

Some examples of reasonable adjustments:

- A request for a longer appointment to allow the person time to understand what is being said
- Shorter appointments, maybe need 2 as long appointments don't work or are distressing
- For a British Sign Language interpreter to be present
- Wheelchair accessible ramp
- A room which is accessible for a wheelchair user to get into.
- Communication in easy read, plain English, larger font, Makaton or British sign language, spoken rather than written, information in short sentences with only 1 or 2 points at a time.
- Quiet area to wait away from other people or noisy environment
- Needing someone to be with the person (family friend or support staff)
- Pre visit or desensitisation visits to help understand what will happen
- Help with physical examination
- Help when needing blood tests or injections
- Technology eg communication aid, tablet, Ipad or phone to aid communication or to keep someone occupied
- Support with consent to treatment.
- Use of a hoist in order to lie on examination bed. Or alternatively an appointment in the persons home where they do have a hoist.
- Waiting outside or in the car rather than the waiting room until called
- Could appointment be done in a more familiar setting to avoid distress
- Wearing plain clothes if there is previous trauma from uniforms



We know there will be more examples as reasonable adjustments are based around what the individual needs. If you think of any that we have not listed above please do let us know.

Essex Carers Network-

Example of Reality to Liberty

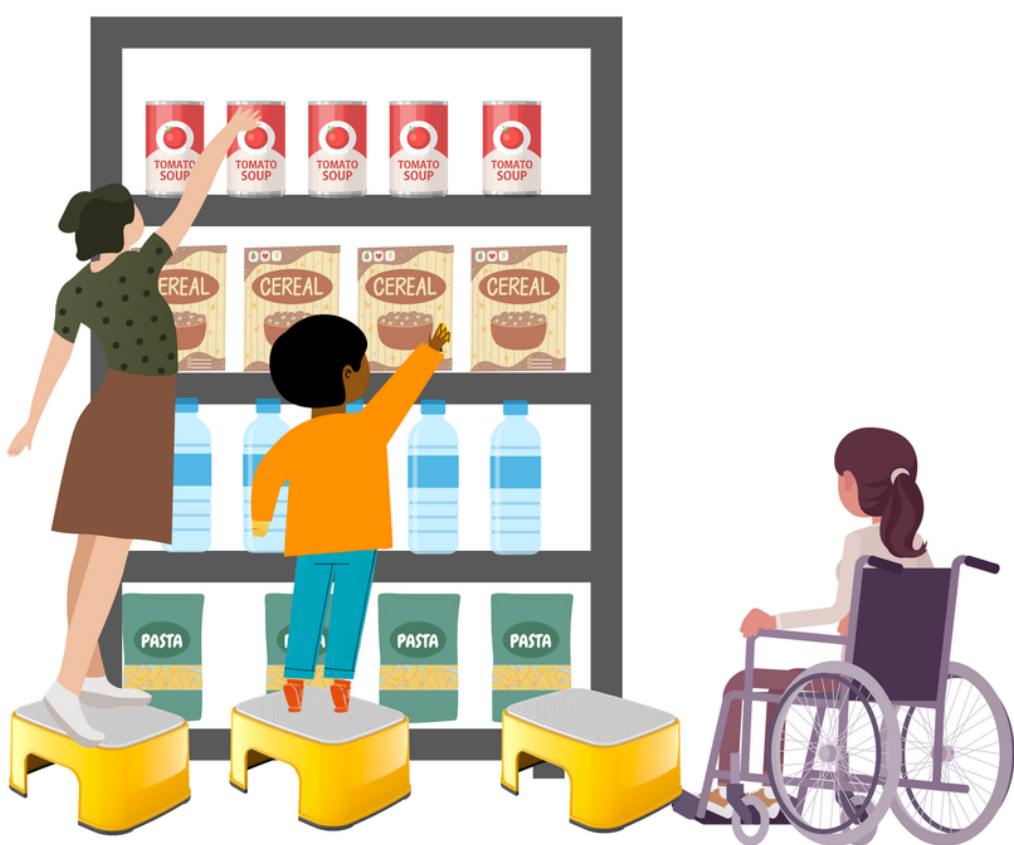
- Buying a tin of soup...



Reality

In reality people's experiences of society and services are fraught with inequity

For example - A typical supermarket shelf with rows of products, the soup is on the top shelf. Some people can reach all the shelves but others cannot.



Equality

Equality gives people the same tools or support to access society and services

For example - A typical supermarket shelf with products in rows. People have been given exactly the same step to reach the soup., but some still cannot.



Equity

Equity gives people the tools or support they need to access society and services

For example - A typical supermarket shelf with products in rows, but people have been given individualised support or tools such as ladders or a carer to help them reach the soup.



Liberty

Liberty is when society and services remove the barriers which then allows people to access them

For example- A supermarket has recognised the simple changes it can make to ensure the shopping experience is equitable for all. The products are in columns rather than rows, so the soup is accessible to all.