



Reasonable Adjustment Digital Flag and Consent Form

Making small changes to help you

Easy read

Glossary



There are some **words** in this Easy Read which might be **difficult** to understand.

We have **explained** these words below.

Reasonable Adjustments: Small changes to make health and social care appointments easier for you.

Health and social care services: NHS and support services that keep you well.

Appointment: A meeting at a certain time.

Patient record: When you visit an NHS or social care service, information about you and the care you receive is saved in your patient record.

Your patient record is on a computer.

Digital: On the computer.

What is a Reasonable Adjustment?



Sometimes it is **difficult** for people who have disabilities to use **health and social care services**.



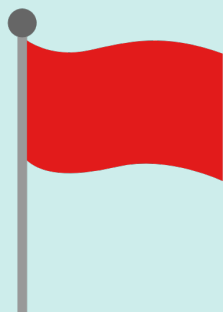
NHS CARE

Small changes can be made to **health and social care appointments**, or **staying in hospital**.



These small changes are called **Reasonable Adjustments**.

What is the Reasonable Adjustment Digital Flag?



The **Digital Flag** is a **note** on a patient record.

It tells staff that you have Reasonable Adjustments.



If you say "YES" your Reasonable Adjustments will be put **on the computer**.

They will be kept **safe**.



Some **health and social care** staff are allowed to read your **patient record**.

These people will read your Reasonable Adjustments.

What Reasonable Adjustments will help you?



Which Reasonable Adjustments will **help you?**

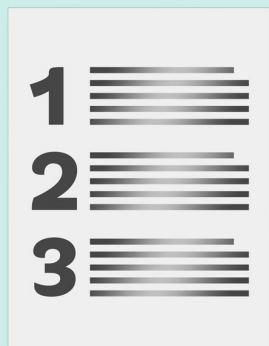
There are some **examples** on the next pages of this booklet to help you with your answers.

You can talk about **Reasonable Adjustments** with:



- Staff at your **GP** surgery
- Your **family**
- The people who **support** you
- **Health and social care** professionals

Reasonable Adjustment examples



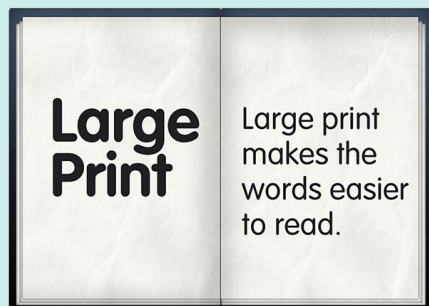
Next there is a **list** of things that may **help you**.

Please **circle** the things that can **help you**.



Information in a **different language**

What language? _ _ _ _ _



Information in **Large Print**



Information in **Easy Read**

Reasonable Adjustment examples



Information in **Braille**

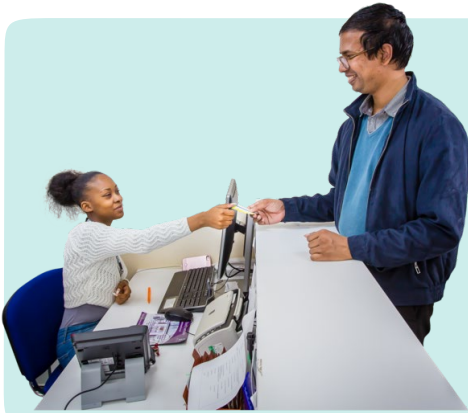


A **Sign Language**
interpreter



A **home visit**

Reasonable Adjustment examples



Help to **check in** at my appointment



A **long** appointment



Need to be **seen quickly** due to difficulty waiting



An appointment at a **quiet time** of day

Reasonable Adjustment examples



I need to bring **someone to help** me



A **face-to-face** appointment



An **online** appointment



A **telephone** appointment

Reasonable Adjustment examples



A **phone call** to **remind me** of my appointment



A **text message** to **remind me** of my appointment



Provide a **female** member of staff



Provide a **male** member of staff

Reasonable Adjustment examples



I need to use a
ramp or **lift**



I need an
appointment on the
ground floor



Show me **equipment**
before you use it

Reasonable Adjustment examples



I use a **wheelchair**



I use a **walking frame** or **stick**



I need a **hoist**



I have a **guide dog**

Your Reasonable Adjustments



Is there **anything else** you need to help you?

Consent Form



Do you want **health and social care staff** to **read** your answers?

If you say "YES" they will try **to make the small changes** you have asked for.

Please circle YES or NO

Yes



No



Your details



My name/Signature:



My date of birth:



Today's date:



Your NHS number (if you know it):

If you are filling out this form on behalf of another person because they cannot make that decision themselves, please ensure that you fill out their details above and that you sign the form and provide your details below.

Name: _____ **Date:** _____

Signature: _____

Please tick one:

- ☐ Lasting power of attorney for health and welfare
- ☐ Deputy
- ☐ Parent (child under 18)
- ☐ Parent (child 18 or over)
- ☐ Legal Guardian
- ☐ Independent Advocate

Best interest

Having shared this information and made efforts to support the person to understand, you have determined that the person does not have the capacity to decide then a Best Interest Decision can be made to create a Reasonable Adjustment Flag for them. This decision can include the views of the people who know them best, as the clinician working with this person you are the decision-maker and an MCA 1 form must be completed and kept on their record.

Please ensure that you fill out their details and sign the form above; provide your details below:

Name of clinician/professional: _____

Role: _____ **Date:** _____

Signature: _____

Names of others involved in the Best Interest Decision to create or amend the Reasonable Adjustment Flag:

Name: _____ **Role:** _____

Name: _____ **Role:** _____

Name: _____ **Role:** _____

Name: _____ **Role:** _____

Information for Supporters

The Equality Act 2010 states that adjustments must only be made if it's reasonable to do so. This depends on many things such as the size of the organisation or setting you are accessing, and the cost of making the changes.

Not all reasonable adjustments will be available everywhere – not every setting will have a hoist, for example.

Therefore, it's worth managing the expectations of the person you are supporting.

Please discuss which reasonable adjustments can be implemented at the locations relevant to the person you support.

Made with DSA Our Voice, based on work by Devon Partnership NHS Trust

The Down's Syndrome Association is here to support people who have Down's syndrome and to help them live their lives to the full. We also stand up for people's rights, campaign for change and challenge unfairness and discrimination.

**Call us on 0333 1212 300
Monday to Friday, 10am-4pm**

Email us on info@downs-syndrome.org.uk

**Write to us at
Down's Syndrome Association**
Langdon Down Centre
2a Langdon Park
Teddington
Middlesex
TW11 9PS

Find more on our website downs-syndrome.org.uk

