



REASONABLE

ADJUSTMENTS

TOP TIPS FOR HEALTH AND CARE STAFF

Under the Equality Act 2010 health and care staff have a legal duty to provide reasonable adjustments.

The Act states health and care organisations must take steps to remove the barriers individuals face because of disability. This includes people with a physical disability, sensory disability, learning disability or a long-term condition, such as dementia.

The Reasonable Adjustments Digital Flag supports the provision of reasonable adjustments. The Information Standard Notice what organisations must do.

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For more information about the North East North Cumbria please go to <https://bit.ly/3oZTpeG>

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These top tips on providing reasonable adjustments have been co-produced with experts by experience to support the reasonable adjustments digital flag.

- Never assume you know who needs reasonable adjustments and who does not. "Do you need any reasonable adjustments?" should be a standard question, when a person is registering with a GP or when making an appointment.
- You don't have to understand the reasonable adjustments needed. If it works for the patient don't try to "fix it" to what you think is better.
- Make patients aware reasonable adjustments can be made for them. Remember to give examples; longer appointment, information in easy read.
- Don't think of reasonable adjustments as a problem. Think of them as a positive for both staff and patients.
- Make sure everyone knows their role in providing reasonable adjustments. E.g., If a patient is to be informed at their car it's time for their appointment who would be the one to carry this out?
- If for any reason a reasonable adjustment cannot be carried out, let the patient or their carer know as soon as possible.
- Understand that while reasonable adjustments might be in place that doesn't mean everything will run smoothly. They might only ease the patient distress while others might take it away completely.
- Make sure you record people's reasonable adjustments so that they don't need to keep telling you at every appointment. Record and flag the information on your digital system.
- Ask if anything has changed in relation to reasonable adjustments since last appointment.
- Have discussions about reasonable adjustments in private.