

# REASONABLE

# ADJUSTMENTS

## TOP TIPS FOR PATIENTS AND CARERS

**The Equality Act 2010 says, health and care organisations must be accessible for people with disabilities.**

This includes people with a physical disability, a sensory disability, people with a learning disability, autistic people and people with a long-term health problem such as dementia.

Reasonable adjustments help to make services accessible. They can be small changes:



**A ramp**



**Letters in easy read**



**A quiet room for people to wait in**



**A longer appointment**

**Top tips for people who need reasonable adjustments:**

- Think about what reasonable adjustments you need, write them down. You can use the card: <https://bit.ly/4dm4v1L>
- Ask for your reasonable adjustments when making a health or care appointment.
- Ask for your reasonable adjustments to be recorded and flagged.
- Use the words 'I need reasonable adjustments' when asking for them. Then explain what they are or what is difficult.
- Give consent for your reasonable adjustments information to be shared with other health and care staff.
- If you are told you cannot have reasonable adjustments, ask why. You can challenge the decision.
- Check the reasonable adjustments you need are recorded, flagged and up to date.

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

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Some reasonable adjustments can be complicated. They can need a lot of planning for people with more needs. Other reasonable adjustments can be very simple but make a big difference to the person. Reasonable adjustments are individual to the person.

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