

The Accessible Information Standard and Reasonable Adjustments Digital Flag - What hospices need to know

Hospice UK Big Conversation webinar
11 June 2026

Housekeeping



Please keep your mic muted unless you are asking a question



Please note that the presentation (excluding the Q&A) is being recorded



The recording and slides will be on the Hospice UK website after the event



Please use the Chat function to ask any questions as we go along



AI bots are not permitted in these meetings and will be removed

Agenda

11:00	Welcome & Introductions	Melanie Taylor , Evidence Lead, Hospice UK
11:05	Information Standard: What hospices need to know	Dr Natasha Wilcock , Palliative Care Doctor and Polly Balsom , Associate Director of Communications and Engagement, Royal Trinity Hospice
11:30	Q&A	All
11:55	Hospice UK updates	Melanie Taylor , Evidence Lead, Hospice UK
12:00	Close	



**ROYAL
TRINITY
HOSPICE**



Hospice UK's Big Conversation: The Accessible Information Standard

**Natasha Wilcock and Polly Balsom
June 2026**

Today's Big Conversation

- How to utilise accessibility features
- Asking questions

AGENDA

- Introduction to the AIS and scope
- Reasonable adjustments digital flag
- Example from Royal Trinity Hospice
- Slido for discussion (get second device ready)
- Cases
- Discussion and Q&A



Background to the AIS

- AIS ensures that people with a disability, sensory loss or impairment receive appropriate information and communication support from NHS and adult social care services
- Comes from the Equality Act, 2010
- Compliance with the standard is a legal requirement for NHS and adult social care providers under section 250 of the Health and Social Care Act 2012.



Who is it and isn't it for?

- AIS is for patients and their main carer
- Applies to patients who are disabled, have sensory loss or impairment- including but not limited to those who are deaf, blind, neurodivergent, have a learning disability, have dysphasia, have a mental health problem which affects their communication
- The AIS pertains to the needs of some of our most vulnerable patient and carer groups
- The purpose of the AIS is **not** to provide staff with accessibility adjustments
- It does **not** include requirements around foreign language translation or interpreting
- It does **not** cover facilities access (but these may be needed to meet an individual's communication needs)



What does the standard involve?

6 stages:

1. IDENTIFY
2. RECORD
3. FLAG
4. SHARE
5. MEET
6. REVIEW



What does the standard involve?

- Must be a board level member of staff who has responsibility for the AIS
- Organisations must have an AIS policy and self assessment framework published regularly
- Organisations must be able to provide information in a range of accessible formats
- Organisations must contact individuals in an accessible way and this must be automated where possible
- All online information and signposted information aimed at patients and carers must be accessible
- Must audit compliance against the standard



The CQC review service's adherence to the AIS under the "responsive" key question

The CQC are a key partner in the national AIS steering group

"Wherever possible, when assessing this quality statement, we will review the assessment and care plan of at least one person using the service who should have their information and communication needs supported by AIS."



Reasonable Adjustments Flag

- Online flag which comes from “NHS Spine”
- Mandated based on the Equality Act and NHS long term plan
- All organisations using online systems will have access to this information
- Compliance date is September 2026
- Professional’s responsibility to ensure they use the information contained in the flag and update it

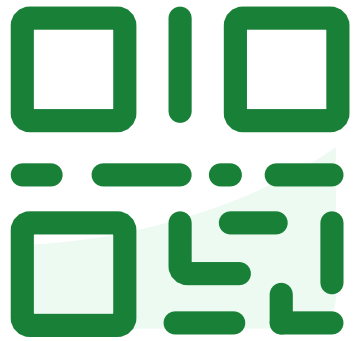


Lessons from Royal Trinity Hospice

- Bring together decision-makers from across the organisation (clinical, clinical admin, comms, IT, OD/education etc)
- Make it a shared project and a shared responsibility
- Ensure Executive sponsorship – the board also needs to play a role
- Bring it to life – it's not a compliance project, it's about providing the same care to everyone – values and behaviours
- Improvements for the few can benefit the many
- The “to-do” list can be overwhelming – pace yourself
- The SAF template is a great way to draft your action plan, but nobody will have the knowledge to complete it solo
- Separate staff awareness and training



Do not edit
How to change the design



**Join at slido.com
#8997852**

ⓘ The Slido app must be installed on every computer you're presenting from

slido

Cases

A 75 year old man with brain cancer is deteriorating and the clinician wants to update his daughter (who is his main carer) that they think he is dying and time is very short.

His daughter is a British Sign Language user.

She also has concerns about the use of medications like morphine, and how to contact services out of hours and wants more information about this.

How will you meet her communication needs?





How would you meet her communication needs?

Cases

A 43 year old woman with kidney failure has a learning disability and her preferred communication is Makaton, Easy Read and having her sister there to support her as her advocate.

The medical team with her and her family have decided she will stop active treatment and want the palliative care team involved to decide next steps around place of care. They have sent a referral in to their local hospice,

How will you support her communication?





How will you support her communication?

How can we help you support patients and carers?

Together we are creating a resource to help hospices meet the needs of patients and carers with information or communication support needs AND meet the requirements of the Accessible Information Standard

What would you find useful in this resource?

What do you anticipate will be the most challenging for your organisation?





What would you find useful in this resource/ what do you anticipate will be the most challenging for your organisation?

Resources

NHSE Standard- <https://www.england.nhs.uk/accessible-information-standard/>

Reasonable adjustments flag- <https://www.england.nhs.uk/long-read/the-reasonable-adjustment-digital-flag-action-checklist-what-you-need-to-do-to-achieve-compliance/>

CQC- <https://www.cqc.org.uk/guidance-providers/meeting-accessible-information-standard>

RNIB creating accessible resources for health and social care- <https://www.rnib.org.uk/living-with-sight-loss/independent-living/accessible-nhs-and-social-care-information/accessible-health-and-social-care-resources/>

RNID report into state of healthcare for deaf people- <https://rnid.org.uk/get-involved/campaign-with-us/fight-for-accessible-healthcare/>

IDA Training- <https://www.ida-training.com/>

Widgit- <https://widgitonline.com/en/home>

Victoria and Stuart Project- <https://www.victoriaandstuart.com/>



Hospice UK Membership survey

Feed back on Hospice UK as a membership body, and help us review our progress in delivering our strategy.

We want to hear from as many people as possible who work in a Hospice UK member organisation, so please share with your colleagues and trustees.

Survey deadline is 30 June.

Take part
here



Book now for our first Transition Conference

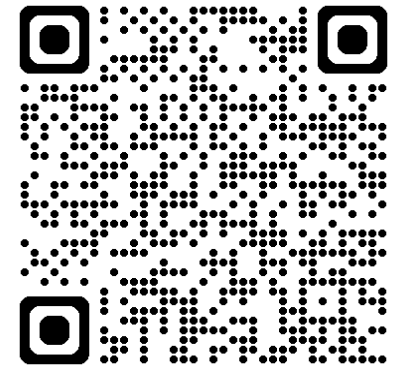
Join us on **9 September** in **Manchester** for Hospice UK's first **Transition Conference**.

Transition is complex. Doing it well matters.

Explore what effective transition from children's to adult care looks like and how we can do better.

Find out more and book your place today!

**Find out
more**



Hospice UK National Conference 2026

Scan here for
more details



Liverpool Experience Campus (formerly the ACC), 16 - 18 November 2026

Feedback Survey

Please consider sparing a few minutes to answer this survey, so that we can continue to improve future Big Conversation events:

<https://www.surveymonkey.com/r/S9LHZXK>



Thank you