

Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ

Ref: FOI-000360

Date: 1/11/23

Address / Email:

Dear

Request Under Freedom of Information Act 2000

Thank you for requesting information under the Freedom of Information Act 2000.

Request

I am writing to make a formal request for information under the Freedom of Information Act 2000 regarding any policy and procedures related to the identification and implementation of reasonable adjustments for patients with disabilities, in accordance with the Equality Act 2010.

Therefore, I kindly request the following information:

A copy of your policy or guidelines regarding the identification and implementation of reasonable adjustments for patients under the Equality Act 2010.

Information on the processes and procedures in place for health and care workers within your organisation to record and communicate reasonable adjustments for patients, including the use of the Reasonable Adjustment Flag on the NCRS.

Details about the categories of adjustments and types of adjustments that can be recorded for patients on the Reasonable Adjustment Flag, as specified in the NHS guidance.

Any documents or guidelines that you provide to your staff regarding the assessment and recording of patients' needs for reasonable adjustments, including communication requirements and impairments.

Information on how you ensure that reasonable adjustments are applied promptly and consistently across all care settings within the hospital.

Any data or statistics related to the number of patients within your organisation who have been flagged as needing reasonable adjustments, and the types of adjustments commonly provided.

Information on how you comply with the legal obligation under the Equality Act 2010 to make anticipatory reasonable adjustments, particularly in cases where patients are referred or present for care.

Any additional documentation, reports, or guidance related to your efforts to satisfy your legal obligations under the Equality Act 2010 and NHS contracts.

Details on any training or education provided to staff within your organisation regarding reasonable

adjustments for patients with disabilities.

Response

Here at the Dudley Group NHS Foundation Trust, we want to ensure all our patients are identified and assessed appropriately under the Equality Act 2010 and ensure reasonable adjustments are made where possible throughout their experience with the Trust. We do not currently utilise the reasonable adjustment flag on NCRS or a Trust specific policy however, if a reasonable adjustment requirement has been identified or asked for by a patient, the Trust will capture this within the patient records which are accessed by all of our health care professionals should they have contact with several staff members during their time with us. Our staff are also required to complete Equality, Diversity & Inclusion training and our clinical staff are also required to complete a learning disabilities and awareness training as part of their mandatory training requirements.

The Trust's Equal Opportunities and Diversity Policy (section 4 – duties/responsibilities) places a duty on every employee in the organisations to support patients, their carers and other service users by ensuring that, where possible, any reasonable adjustments are met. Team leaders/managers are responsible to ensure that they and their teams understand and follow the Equal Opportunities and Diversity Policy, including where required ensure that mechanisms are in place to support reasonable adjustments for colleagues, patients, service users and carers.

The Accessible Information Standard is widely promoted throughout the Trust and requires the Trust to make sure that people who have a disability or sensory loss get information they can access and understand, and any communication support they need. Staff are responsible to ask about any communication/information needs relating to a disability or sensory loss and if so, what they are and how they can be met. They are required to record and add a warning to the patient record, and check whether the patient has a red warning flag on Oasis. Any communication needs that have been identified must be shared with staff in charge of the patients care and ensure that patients receive information they can access and understand and receive communication support if they need it.

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager
Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ
Email: dgft.dpo@nhs.net

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
www.ico.org.uk

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team
The Dudley Group NHS Foundation Trust