

# How to make Reasonable Adjustments checklist



You are legally required to make reasonable adjustments where patients need them to be able to use your service. For further information about this, please see:

<https://www.england.nhs.uk/learning-disabilities/improving-health/reasonable-adjustments/>

People with a learning disability will need you to consider the following:

## Adjustments to the environment: Does the patient need....

- ☐ a quiet waiting area – please remember to inform your reception staff of their needs.
- ☐ the lighting in the room to be adjusted – check when they arrive and adjust.
- ☐ the noise in the room to be reduced – plan to use a room with reduced noise levels.
- ☐ to use any of their own sensory resources such as noise cancelling headphones or fidget toys

## Adjustments to help the patient understand their health information

- ☐ Does your patient need support from a family member, carer or support staff to communicate with you? If so, make sure to invite them to the consultation.
- ☐ What type of information works for your patient (written / oral / sign language) – if unsure, check with the patient or their family member, carer or support staff or see their hospital passport.
- ☐ Have you got easy read information sheets available for the treatments and illnesses you plan to discuss?
- ☐ Does the patient or their family member need the information in another language?
- ☐ Do they need time to process the information you've give them? Would diagrams help?

## Other adjustments the patient may need

- ☐ Does the patient need a longer appointment?
- ☐ Does the patient need a virtual appointment?
- ☐ Does the patient need additional support to have their physical health monitoring done, such as specialist support for blood tests?
- ☐ Does the patient need a pre-appointment visit or phone call or written information to help them prepare for the visit.

## Where have you documented these reasonable adjustments?

- ☐ I have documented this using the digital Reasonable Adjustment Flag\*
- ☐ I have recorded it as a flag within our internal electronic patient record system

\*The Reasonable Adjustments Digital Flag is a national record which can be accessed from a person's medical record, where the reasonable adjustments that they need can be recorded and shared with other organisations. <https://digital.nhs.uk/services/reasonable-adjustment-flag>