

Providing information

Quality statement

We expect providers, commissioners and system leaders live up to this statement:

We provide appropriate, accurate and up-to-date information in formats that we tailor to individual needs.

What this quality statement means

- People can get information and advice that is accurate, up-to-date and provided in a way that they can understand and which meets their communication needs.
- People who use the service, their family, friends, and carers are provided with information that it is accessible, safe and secure and supports their rights and choices.
- People's individual needs to have information in an accessible way are identified, recorded, highlighted and shared. These needs are met and reviewed to support their care and treatment in line with the Accessible Information Standard.
- People can expect information to be tailored to individual needs. This includes making reasonable adjustments for disabled people, interpreting and translation for people who don't speak English as a first language and for d/Deaf people who use British Sign Language. People who have difficulty with reading, writing or using digital services are supported with accessible information.

- People know how to access their health and care records and decide which personal information can be shared with other people, including their family, care staff, school or college.
- Information about people that is collected and shared meets data protection legislation requirements.
- People are provided with clear and transparent information that follows consumer rights best practice, including contracts and charges.
- People receive information in a timely way that meets best practice standards, legal requirements and is tailored to individual need.

I statements

[I statements](#) reflect what people have said matters to them.

- I can get information and advice that is accurate, up to date and provided in a way that I can understand.
- I am encouraged and enabled to feedback about my care in ways that work for me and I know how it was acted on.
- I know how to access my health and care records and decide which personal information can be shared with other people, including my family, care staff, school or college.

Subtopics this quality statement covers

- Accessible information standard
- Accessibility, transparency and communication
- GDPR (General Data Protection Regulation)
- Consumer rights (including communication of fees)

- Translation and interpretation

Related regulations

Regulated Activities Regulations 2014

[Regulation 9: Person centred care](#)

[Regulation 13: Safeguarding services users from abuse and improper treatment](#)

[Regulation 17: Good governance](#)

Additional legislation

[Equality Act 2010](#)

[Human Rights Act 1998](#)

[Mental Health Act 1983](#)

[Mental Health Act 2007](#)

[Mental Capacity Act 2005](#)

Best practice guidance

We expect providers to be aware of and follow the following best practice guidance.

[Equality Act Codes of Practice \(Equality and Human Rights Commission\)](#)

[Equality Act Guidance \(Equality and Human Rights Commission\)](#)

[Human Rights Act \(Equality and Human Rights Commission\)](#)

[Making health and social care information accessible \(NHS England\)](#)

[The Equality and Health Inequalities Hub \(NHS England\)](#)

[Equality Frameworks and Information Standards \(NHS England\)](#)

The NHS England Equality Frameworks and Information Standards page links to providing information. This is because it mentions the mandatory frameworks that NHS England expects providers to provide information accessibly.

These frameworks include:

- the Equality Delivery System, which aims to address inequalities in services
- the Sexual Orientation Monitoring Framework, which improves data to understand where access/experience issues are
- the Accessible Information Standard.

There is a new self-assessment framework coming alongside the updated standard. This is key to addressing barriers to accessing accessible communication for people using services.

[Meeting the Accessible Information Standard \(CQC\)](#)

[Our Human Rights Approach \(CQC\)](#)

[Equally outstanding: Equality and human rights - good practice resource \(CQC\)](#)

[Culturally appropriate care \(CQC\)](#)