



Top Ten Tips



Disability Wales

10 things that you can do to promote disability equality

1. Develop an understanding of the Social Model of Disability (SMD) and how you can apply it – WAG adopted the SMD in 2002
2. Attend Disability Equality Training and promote to colleagues – raise awareness of disability issues
3. Adopt SMD language and terminology in policies produced e.g. 'disabled people' is the preferred term, avoid 'people with disabilities'
4. Seek disabled people's views in order to identify any barriers within the organisation, which may cause people difficulty. Disabled colleagues, disability staff network will have invaluable expertise
5. Gather data on disability to ensure policies and services respond to the requirements of disabled people
6. Ensure the involvement and full engagement of disabled people in the development of new policies. This can be done in a variety of ways, such as:
 - Consulting with local disabled peoples organisations on the best way to fully involve people
 - Using existing forums, such as disabled staff networks and critical friends networks, which involve the general public
 - Establishing specialist forums with disabled people to discuss specific topics
7. Remember that disabled people are not a homogeneous group so you need to make sure that the diversity of disabled people (physical & sensory impairments; learning difficulties; mental health conditions..) is represented in your consultations.
8. Be aware of the common barriers faced by disabled people – inaccessible information; inaccessible transport; negative attitudes; inflexible working arrangements/interview procedures; inaccessible buildings...
9. Keep an up to date list of British Sign Language (BSL) Interpreters, palantypist...someone may request this form of communication
10. Provide information in alternative formats – be ready to respond to a request for large print, Braille, easy read etc.



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10 Key Things

we want you to Remember!

1. We would like better access to easy to understand information
2. We would like you to provide easy read information
3. We would like Welsh Assembly Government staff to have a better understanding of what a learning disability is - and what it is NOT
4. We would like your staff to make us feel included and welcome as members of the voting public
5. We would like you to ask us how we would like to receive information
6. We would like you to be patient and understand that some people may need more time to process things
7. We would like you to realise we sometimes worry and get anxious if we cannot do things as planned (for example, appointment times not being kept)
8. We would like you to ask us 'if we understand' things we are told
9. We would like you to be clear and tell us how you can help us
10. We have the same rights as everyone else in Wales



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O blaid gwell
iechyd meddwl

For better
mental health

10 TIPS ON MENTAL HEALTH

1. Try not to make assumptions: don't assume that anyone does or does not have mental health problems. Most of the time someone's mental health status will only emerge through talking to them and them choosing to tell you, not by looking at them.
2. Remember that mental health has no connection with learning disabilities; neither is it related to intelligence or knowledge. Be careful not to talk down to someone because you know they have a mental health diagnosis.
3. Try not to become preoccupied by someone's diagnosis: people with mental health problems have the same wide variety of interests, dreams, and problems as anybody else.
4. If someone with mental health problems is accompanied to a meeting by a friend or carer, make sure you focus on talking to the person not their companion.
5. If you're running a public meeting or consultation then it's helpful to provide a quiet area/room in case anybody does become distressed and needs some space. But bear in mind that this is a good idea whether you know there are people with mental health diagnoses coming or not; anybody can need some time out.
6. Remember that this goes beyond how you interact with members of the public: every day you will inevitably be working with colleagues with mental health problems, whether you know it or not.
7. When in doubt, it's usually best to ask. If you're working with someone – a colleague or a member of the public – who appears distressed or seems to be having symptoms such as hearing voices, it's generally better to ask the person how they're feeling and what would help at that moment, rather than trying to act as if you haven't noticed anything.
8. If you feel you have no direct experience or understanding of mental health problems, it may be helpful to think about a time when you or someone close to you was going through a very difficult time, such as losing a job or a relationship ending. Events like those are likely to cause some degree of low mood and/or feelings of being anxious. Depression and anxiety are by far the most common mental health problem; most of us will have been touched by one or both at some stage.
9. If you have any reason to think that you or somebody else someone is at risk of harming themselves or suicide then do seek help. To talk to someone who is trained to listen, contact the Samaritans on 08457 90 90 90. If there is immediate danger then call 999. For further information on what to do in a crisis, visit: <http://www.mind.org.uk/help/crisis>
10. The **Mindinfoline** (0845 766 0163 or email info@mind.org.uk) can provide information on a range of topics including types of mental distress, where to get help and support, treatments and advocacy.

RNIB Cymru

Engaging with Blind and Partially Sighted Patients

Top Ten Tips

Only a small percentage of people who are registered blind or partially sighted can see nothing at all. Different eye conditions can be affected in various ways especially by changes in lighting for example, so people can see to read but not to walk around safely without help. (Patient Focus)

1. Blind and Partially Sighted People

- Not everyone with sight problem carries a white cane or uses a guide dog
- Many people with sight problems have some useful vision but still welcome assistance
- Some people have difficulty with both sight and learning
- Some wheelchair users also have sight problems

Information

2. For patients who are unable to read standard print, it is important to find out their preferred format e.g. large print, audio tape, telephone, Braille, on disk or email
3. Ensure that your information follows the clear print guidelines e.g. you set your computer to default type face Arial font size 14
(For further information contact RNIB Cymru)
4. On all your information ensure the following sentence is placed in large print size 20:

“If you require this information in accessible formats e.g. Braille, large print, audio CD etc then please contact us on _____”
5. To ensure you information is transcribed into Accessible Formats e.g. Braille, audio CD etc contact RNIB Cymru Accessible Learning Information Centre Transcription Department.
6. **Reception and Appointments**
 - Always Introduce yourself giving your name and title
 - Ask if any assistance is required

- If necessary guide your patients to a vacant seat or appropriate room
- If forms are required to be filled in offer assistance
- Inform the patients of the system for being called for their appointment

7. Handy Equipment



Signature Guide



Thick Black Markers



Bump On's



Typoscope

Signature Guide

Durable plastic device to help you write your signature in the appropriate place on legal documents, cheques and letters etc.

Simply write within the rectangular cut-out window shown by the black surround.

Thick Black Markers

This will support when writing appointments on appointment cards or telephone numbers etc. Cost around (pack of three for £1.00)

Bump On's

Provides aid in marking everyday items (cost around £3.50). Could be used to identify different containers.

Typoscope

Provides aid with reading block text (pack of two around £2.50)

8. Accessible Premises

Ensure that your premises are accessible to blind and partially sighted people, seek appropriate advice from Access Consultants. Considerations:

- Colour contrast within your premises
- Appropriate lighting
- Clear signage to move around your premises
- Visual Digital Display systems with audio options
- Clear access to premises including suitable rails etc

9. Training

Staff to undertake visual awareness training to ensure that staff understand the barriers facing blind and partially sighted patients using your services

10. The Patient

Always ask a person if they require assistance, it is their choice.

Further Information

If you require further information on accessible consultants, products, visual awareness training, clear print guidelines, transcription or any of the above information. Then please contact RNIB Cymru on 02920 450 440 or email at ALICenquiries@rnib.org.uk.

RNID CYMRU

If you're speaking to someone who's deaf or hard of hearing, try these tips:

1. Even if someone is wearing a hearing aid, it doesn't mean that they can hear you. Ask if they need to lipread you.
2. Make sure you have the listener's attention before you start speaking.
3. Speak clearly but not too slowly, and don't exaggerate your lip movements. Use natural facial expressions and gestures.
4. If you're talking to a deaf person and a hearing person, don't just focus on the hearing person.
5. Don't shout. It's uncomfortable for a hearing aid user and it looks aggressive.
6. If someone doesn't understand what you've said, don't just keep repeating it. Try saying it in a different way.
7. Find a suitable place to talk, with good lighting, away from noise and distractions.
8. Remember not to turn your face away from a deaf person. Always turn back to your listener so they can see your face.
9. Check that the person you're talking to can follow you. Be patient and take the time to communicate properly.
10. Use plain language and don't waffle. Avoid jargon and unfamiliar abbreviations.