

## Greenlight For Mental Health Policy



A policy is a plan that says how services must run

The greenlight policy is to help people with a learning disability and autistic people get support for their mental health

## Reasonable Adjustments



The law says health services should make **reasonable adjustments** to help people with learning disabilities or autistic people use services



A reasonable adjustment is a change that has been made so that people with disabilities can use them more easily



This may mean having a longer appointment time, easy read information or other changes that help



The Department of Health has written a report for health service staff about what they should be doing about **reasonable adjustments**

## Accessible information



People with learning disabilities or autistic people may not understand information about health services

They may worry about whether services can meet their needs



They may struggle to use the telephone

<sup>1</sup> <https://www.gov.uk/government/publications/reasonable-adjustments-for-people-with-learning-disabilities>



They may need easy read information or to watch an online video



Everybody should be given the option of receiving easy read information

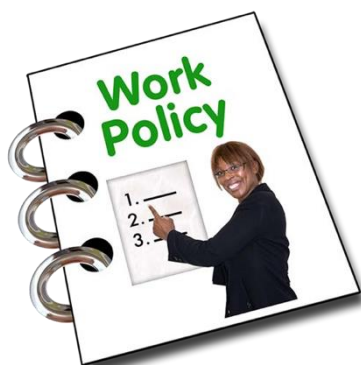
These can be found on websites such as EasyHealth.org.uk



They need services to work with their preferred contact method

For example, to use email or text

## What health services should do



Health services must have a policy about accessible information

This must state it is important to have accessible information in all parts of the service



Services must make sure people with disabilities can access help



This includes making changes to buildings.

For example less noise or bright lights

## Ways of checking what is happening



Health services should know who has a learning disability and who is autistic



This information should be **flagged** on their patient record

This helps services be alerted to the person's needs

# What health services should do



Health services need to identify people with learning disabilities and autistic people

This will help them get the right care



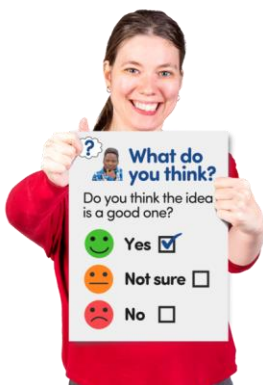
Sometimes people are afraid to complain

How to complain can be hard to understand



There should be an accessible complaints procedure

There should be accessible feedback questionnaires



This will help people to tell the service how to make things better