

Reasonable adjustments and Autism: Appointment at Oxford Health Venue

- ✚ Reasonable adjustments mean **making changes** to services so that they are easier for autistic people and people with learning disabilities to use. (Equality Act (2010) , Autism Act (2009) Health and Social Care Act (2012))
- ✚ **The law** says that services must make '**reasonable adjustments**' for people with **learning disabilities** and **autistic** people.
- ✚ This means that services **MUST** support and meet the needs of people who have additional needs.

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- Send the individual the Oxford Health Accessible Appointment Letter template.
- Some individuals may find travelling to face-to-face appointments to meet you very difficult and tiring e.g. changing their routine for the appointment, allowing time to get to the appointment, dealing with the public and possibly navigating public transport etc. The individual may be overwhelmed by the time they arrive, and this would not be a good time for the individual to be able to advocate for their needs and talk about their health and wellbeing.
- When introducing new professionals or staff this should be done through an introductory one-page profile sent before the new person is introduced face to face. This should be shared through their preferred method of communication e.g. email or post photo e.g. glasses on/off, hair up/down
- To agree with individual how much advance notice they require to attend a meeting / appointment.
- To arrange and inform me ahead of time how I will be informed when you are ready for my appointment e.g. will you ring me, will my name appear on a screen or a receptionist call my name
- Ensure you book a room, that is in a quieter area, and where possible, is a larger room.
- Check ahead of the appointment if the individual has a reasonable adjustment passport, this will inform some of the person-centered adjustments required for a successful appointment, these need to be in place as they will be expected.
- If the person does not have a reasonable adjustment passport in place consider the following adjustments - remove background noise

distractions (ticking clock, turn off phone,), lighting may be difficult, wear bland clothing, offer options around waiting area.

- If the individual finds waiting rooms difficult, they can wait in their car or outside, and they will be contacted e.g. via text, that the professional is ready and they will meet you outside the building or in reception.
- Notifying the receptionist ahead of the appointment, so they can offer the individual e.g. a quiet room to wait in.
- Provide AccessAble link to the person. Where this is not possible, ensure they are given clear description about how to find the service entrance or reception area, and where possible, include a picture of the outside as a visual prompt. Include information about parking facilities or close transport links.