

ACCESSIBILITY OF INFORMATION

Our commitment to making information accessible

We are committed to making sure that people can access and understand the information we provide and that they can communicate with us in ways which meet their needs.

We aim to make information available to people:

- upon request
- without unreasonable delay
- via translators and interpreters
- in alternative formats

Please note that services are available free of charge.

Available services include:

- Language Interpreters to patients who do not speak English or speak limited English.
- British Sign Language interpreters.
- Information in alternative formats that to suit the needs of the user.
- Advocacy services.

Please speak to a member of staff if you wish to know more about the services we offer.

Advocate services

Advocate Services are available locally.

An advocate can be used and is a person who supports someone who may otherwise find it difficult to communicate or to express their point of view.

Advocates can support people to make choices, ask questions and to say what they think.

The North Lincolnshire Advocacy Service offers the following services:

- Care Act Advocacy
- Advocacy for people with mental health needs
- Independent Mental Health Advocacy (IMHA)
- Independent Mental Capacity Advocacy (IMCA)
- Deprivation of Liberty Safeguards
- Relevant Person's Representative
- Advocacy for older people
- Advocacy for people with physical or sensory impairment
- Help with making NHS and social care complaints

- Appropriate adult service for people with a learning disability
- General advocacy for people with a learning disability

They can be contacted via their [website](#) or by telephone: 0303 303 0413.