

STATION VIEW MEDICAL CENTRE

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A **reasonable adjustment flag** is typically a marker or alert (for example, in health, education, or workplace systems) that highlights a person's needs so that staff can make suitable adjustments in line with disability equality law (like the Equality Act 2010 in the UK).

For **learning disability (LD)**, a reasonable adjustment flag might include:

- **Communication adjustments**
 - Using Easy Read information or pictorial guides.
 - Allowing extra time to process and respond.
 - Checking understanding regularly.
- **Environment adjustments**
 - Quiet spaces to reduce sensory overload.
 - Flexible appointment times.
- **Support adjustments**
 - Allowing a support worker, advocate, or carer to attend.
 - Providing information in advance in accessible formats.
- **System / IT flag**
 - An alert on a patient record, student system, or HR database noting that the person has a learning disability and requires reasonable adjustments.
 - Should be specific but not intrusive — e.g. *“Learning disability: please provide Easy Read information and allow extra time.”*

This kind of flag is often used in:

- **Healthcare** (NHS has a “reasonable adjustments flag” system to record and share this across services).
- **Employment** (HR records to ensure workplace adjustments are followed).

Flag type: Learning Disability – Reasonable Adjustments Required

Summary: This person has a learning disability and may need extra support to understand information and communicate effectively. All LD patients will be asked regarding any reasonable adjustment flag needed, in their annual review. This will be an open conversation, that their carer, can amend as appropriate in between their annual reviews, depending on their personal needs.

Adjustments required:

- Provide information in **Easy Read format** or with visual aids.
- Allow **extra time** for processing and responding.
- Use **clear, plain language** and avoid jargon.
- Check understanding regularly and repeat information if needed.
- Offer appointments/meetings in a **quiet, low-stimulation environment** where possible.
- Ensure a **support person/advocate** can attend if required.

Review: Adjustments should be reviewed regularly with the person and their carer/advocate to ensure needs are met.