

Introducing an inclusive easy read booklet

about our care



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Background

Easy read documents use simple language and images to make information clear and accessible for everyone, including those with learning difficulties. We could not find examples of easy read guides about hospices and felt that the lack of more accessible information was a barrier to some people. In 2022 we set out to create an easy read guide about our Hospice and services.

Aims

To create an online and printed visual guide using easy read communication principles to share with carers and potential service users with learning difficulties, to help to:

- Allay fears
- Lessen misunderstandings
- Prepare potentially vulnerable service users for hospice care.

Results

“The easy read booklet is great when we’re visiting people in their homes, we’ve found it an excellent way to start the conversation about Hospice care and what that looks like.”

Associate Director, Patient Care and Communities



Conclusion

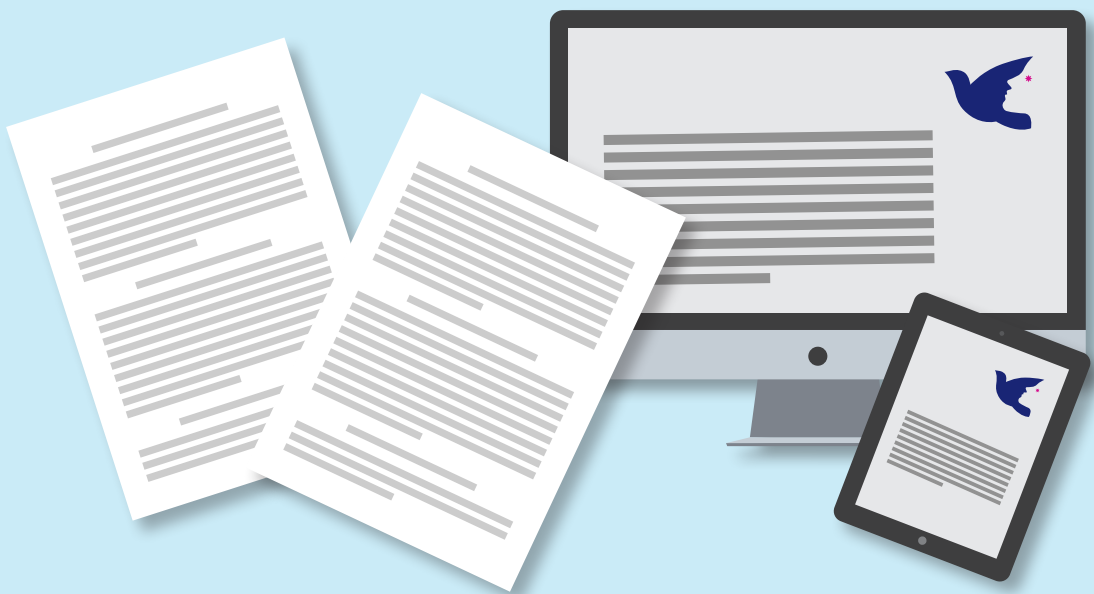
Valuable insights for producing similar easy read literature in the future were generated. The guide has created wider interest around introducing easy read and plain English principles across more of our Hospice literature, as we work to champion equity of access to our care.

Method

A working group was formed, including two colleagues with extensive professional and personal experience of supporting people with learning difficulties.



Easy read principles were studied and adopted^{1,2}.



Incorporating user voice was important.



Two colleagues ran a focus group³ with seven adults at a learning disabilities day centre, to gain feedback at draft stage, considering practical and emotional needs. Feedback was incredibly valuable and incorporated.



The final guide was made available on our website⁴ and in printed form.



References:
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3. NHS England. Running Focus Groups for Patient and Public Engagement A bite-size guide to: Publications gateway reference: 05422 [Internet]. 2016 [cited 2024 May 9]. Available from: <https://www.england.nhs.uk/wp-content/uploads/2016/07/bitesize-guide-focus-groups.pdf>
4. Princess Alice Hospice - Compassionate End of Life Care and Support [Internet]. Princess Alice Hospice. [cited 2024 May 8]. Available from: <https://www.pah.org.uk/our-care/>

