

NHS
England

How to communicate accessibly with people with Learning Disabilities

1. Don't focus on my disability, engage with my ability.
2. Talk directly to me and maintain good eye contact.
3. Don't use Jargon – use the simplest way to make your point.
4. Please just answer my questions. Do not overwhelm me with extra information.
5. Don't walk away from me when I am talking to you.

Find out more about the accessible information standard here:
www.england.nhs.uk/accessibleinfo

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Tips for good communication with people with Learning Disabilities

1. Don't focus on my disability, engage with my ability.
2. Don't use technical terms and abbreviations without explanation.
3. Don't patronise me... talk to me like a work colleague.
4. Use short and simple sentences.
5. Check that I have understood you. You could ask me a question to be sure.

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Thank you for communicating accessibly with people with Learning Disabilities

1. You treated me like an equal.
2. You maintained good eye contact to show you were listening.
3. Thank you for sharing useful information.
4. Thank you for taking your time to fully explain the technical terms and abbreviations that you used.
5. Thank you for showing interest in what I'm doing and asking me questions.