



Your support information

# Access App



Please fill in this easy read form

easy read

Your name

Address

Phone



This document explains what information you will find in you support information and where to find it on Access



Involvement Officer  
[support@actiongroup.org.uk](mailto:support@actiongroup.org.uk)

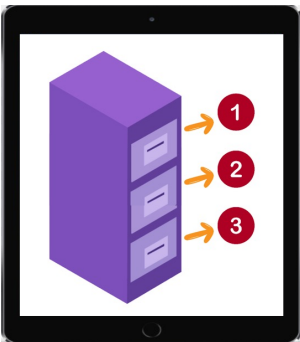


CHARTER FOR INVOLVEMENT

# Access is like a filing cabinet



Access acts as a filing cabinet on your digital device. It holds all your support information.



There are three drawers in the filing cabinet. You will find different support information in each drawer.



The drawers can have files in them that help to make it easier to find your support information.

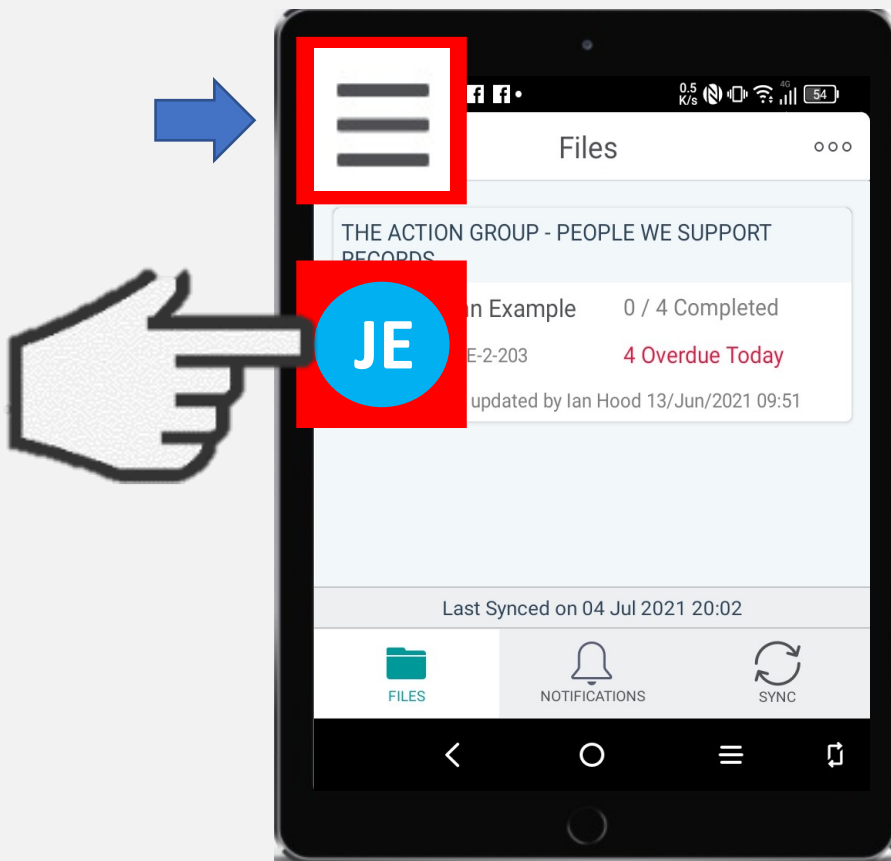


You can lock and unlock the digital filing cabinet with a pin code. This helps to keep your information safe.



# Opening the door to your support information





Once you have unlocked Access you will see the home page.

The home page is where you can open the door and go to the filing cabinet that stores your support information.



To open click the circle that has your Initials on it.



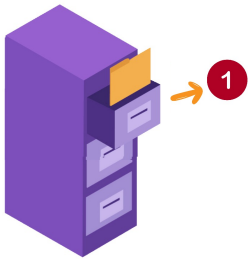
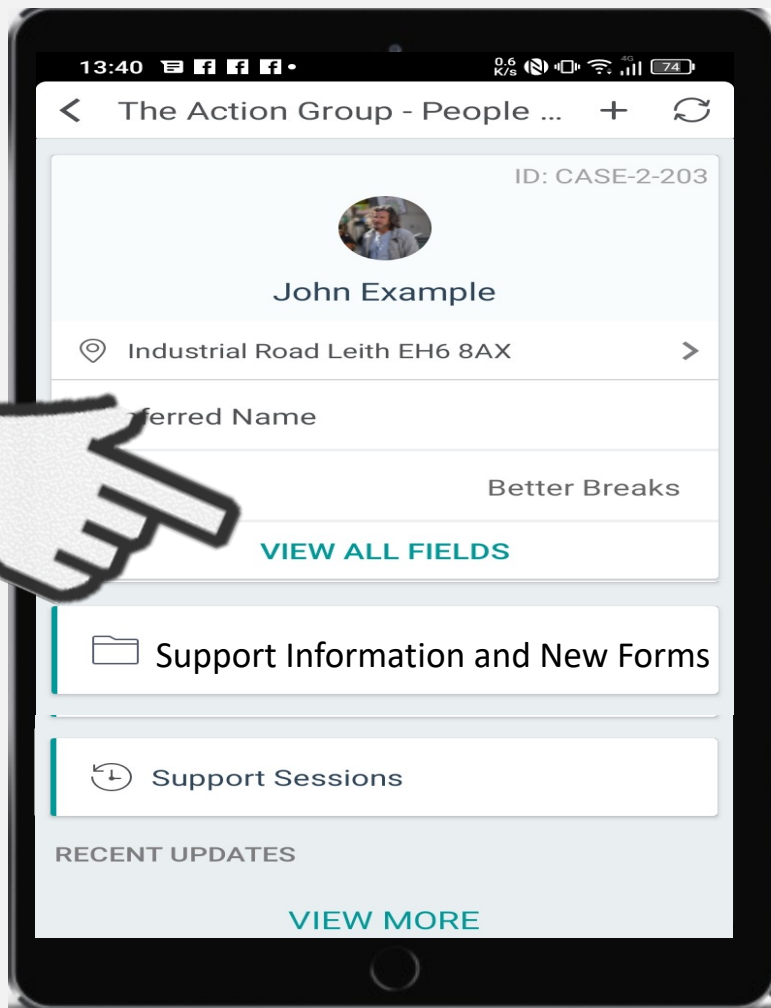
You will know you are on the home page because you will see three black lines at the top of the screen.



# Drawer No 1

## View All Fields





The first white box acts as drawer number 1 and is called **VIEW ALL FIELDS**.



The information you will find helps people to learn about you quickly. It does not show all of your support information.



Click to open.

# What information will I find?



Personal details for example your name, date of birth, where you live and how you like to be contacted.



Information about your health for example allergies, medical conditions and your NHS number.



Details on what support you need and how to keep everyone safe.



Important dates for example when information about you was last updated and when it will need to be done again, for example reviews, plans on how to stay safe and your support plan.

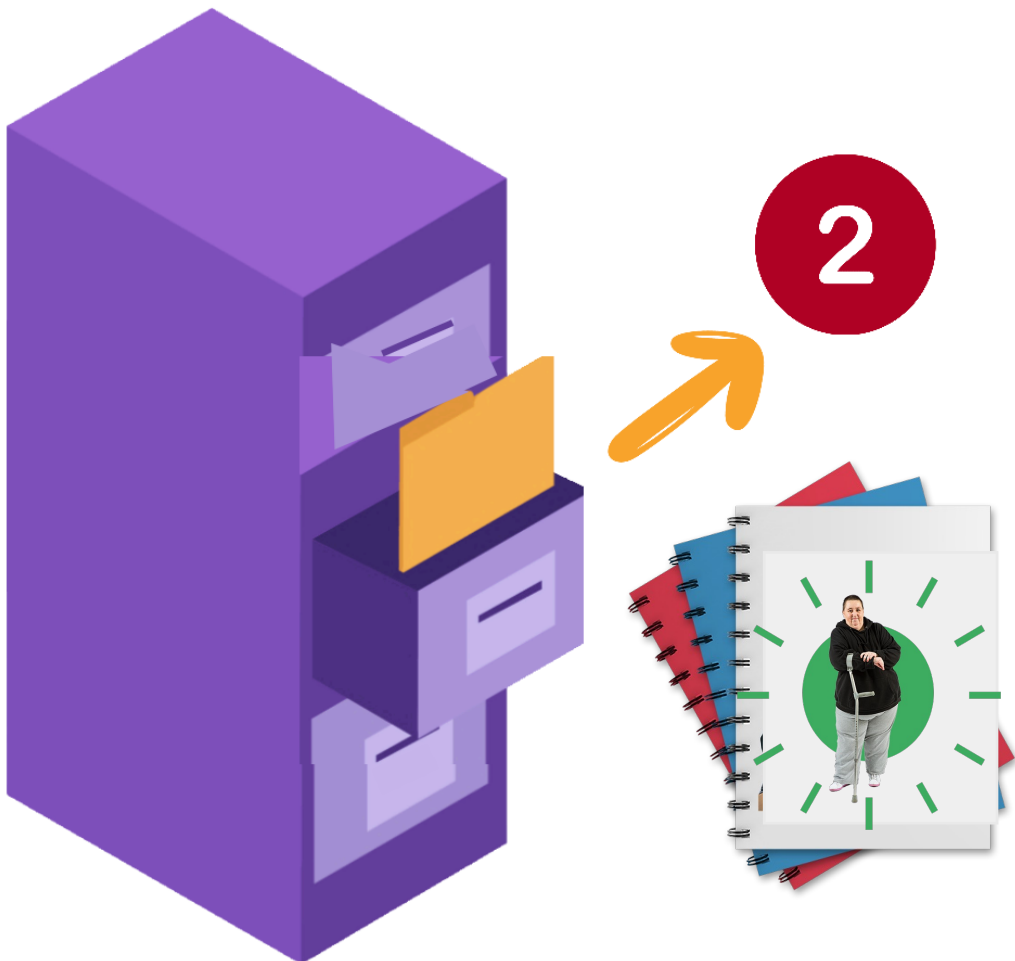


Emergency contacts and information on important people in your life. For example a parent or guardian who helps you to make decisions about your support or money.

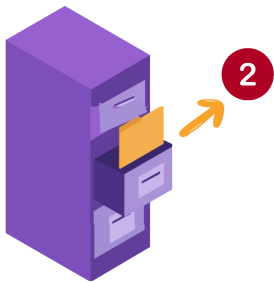
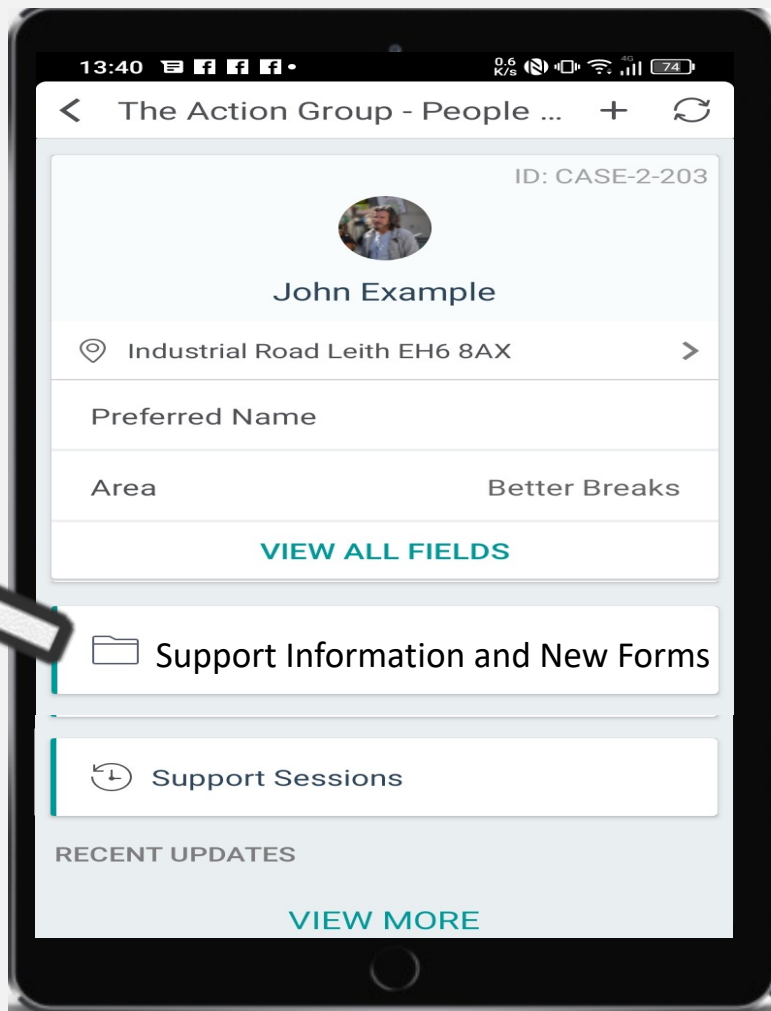


# Drawer No 2

Support Information and New Forms







The second white box acts as drawer number 2 and is called **Support Information and New Forms**. You will find all of your support plans here.



Click to see all of your support information.

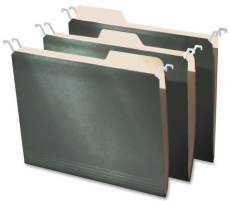


Each topic has its own file to make it easier to find the information you want.

# What information will I find?



This is a lot of information in your support plan so it is split into different topics.



These topics are then kept in their own file to make them easier to find.



**Each topic will look at things like**

What's important to you and what you can do yourself



What support you need from staff



Plans that help you and others to stay safe

# Support plans and risk assessments



**You will always find**

**Full personal details:** for example your name, date of birth, emergency contacts and people in your life who help make decisions and plans.



What you want people to know about you and guidelines that help make sure support goes well.



**Goals** you are working towards and how that is going and your plans for the future.



**Review of Support:** Looking at what is going well, what could be better and changes that you would like to make.

# Support plans and risk assessments

Depending on the type of support you get you may also use



**Health** - supporting me to be healthy; diet, exercise, personal care, eating and drinking



**Medical support:** supporting me with medication, and to attend appointments



**Wellbeing** - supporting me with my feelings and the things that help me to feel happy.



**Your money:** Supporting me to manage my money

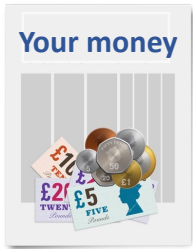


**Your home:** For example supporting me to maintain my home, cooking and pay bills



**Family and Relationships:** supporting me to maintain relationships with my family, friends and make new friends

# Other information you will find.



**Money matters:** Your signature to say if you want help with your money or not and a record of the money we have helped you with.



**Health and medicines:** For example a record of the medication you take and when it was taken, hospital plan, medical notes from your doctor



**Fire and Emergency risk assessments:** For example plans on how you and others can stay safe.



**Agreements:** for example saying it is ok for The Action Group to use your photo.



**Feedback and requests:** for example telling us what is going well or what could be better with your support or asking for a family member to be able to use Access to see your support information.



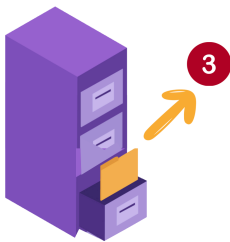
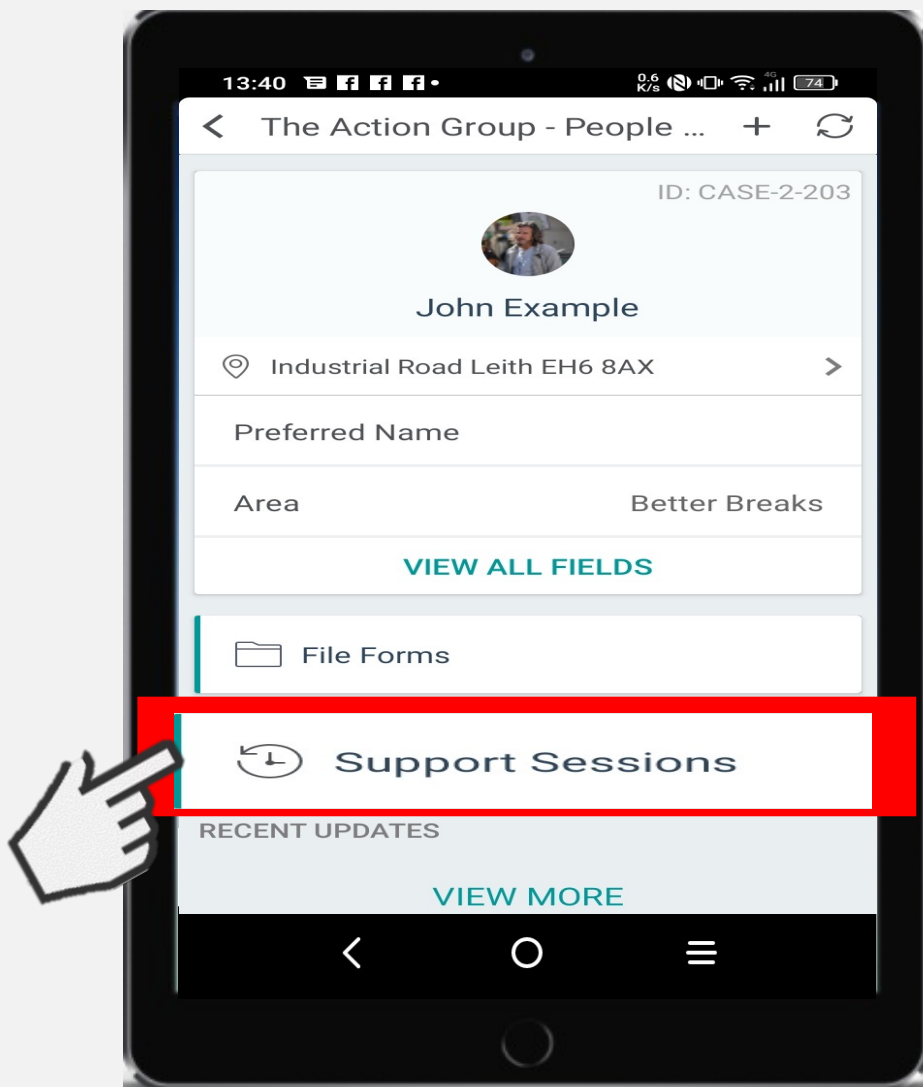
**Daily Forms:** For example contact sheets record how you felt support went that day and what you did.



# Drawer No 3

## Support Sessions





The third white box acts a drawer number 3 and is called **Support Sessions**.



It shows who will be supporting you that week or to look back at who supported you last week.



This will include the day and times.





# Getting started







# Getting started



It can help to talk through the different types of information you will find on Access first. This can help you think about the type of information you want to see.



This can help you decide what you would like to learn about first and where to start on Access.



It can be easier to learn how to use Access by picking one area and then practising this until you can do it easily.

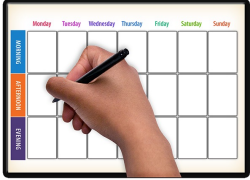
Then pick the next area you would like to learn



Make a plan with your staff on how you would like to learn about Access. This means all staff will work in the same way and in a way that is right for you.



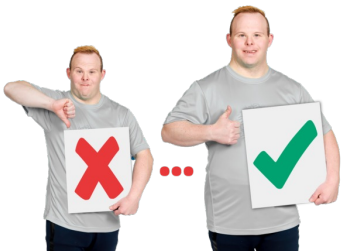
# Getting started



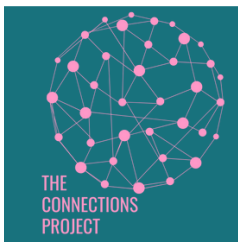
Make sure to plan in the times and days you would like to learn about Access. This is an important part of making sure you are learning regularly.



If you do not get the support you need to learn and use Access you can raise a concern with your Team Manager.



This way changes can be made to make things better.



You may also decide to get help from the Digital Connections Project to look at ways of making your digital device more accessible. For example reading out the text on your screen.



This may help make using Access easier .



# Getting started



You do not have to use Access on your digital device if you do not want to. You can choose what is right for you.



It can help to talk the options through with your staff team. For example you may decide:



To allow a guardian or family member to use Access on your behalf.

# Getting started



Do you want to download the Access Care Planning App?

