

# Disability Competency Training Programme

## Case Study

---

### Your context

What did you identify in your action plans that you wanted to improve:

Wellington Way's staff identified that they needed to improve their signage and the local information signs around their surgery. They are going to write to the council to speak about the local signs.

They also identified that they needed to install sound for the automatic doors. They will speak with Property Services. The doors used to either be open or shut when they moved in the building.

Finally, they identified they needed a quiet waiting room. They have got two small rooms: a changing room and a baby feed room. So, they could use one of those rooms if somebody needed a quiet room. They also have an interview room at the side of reception, so if somebody wanted a quiet room, they could use it.

### What changes did you make:

They have got a lower desk for wheelchair users, and they will make sure there is always someone there.

They have locked the accessible toilet so disabled people don't have to wait in a queue. They must ask for the key at the desk.

They signed up for SignLive, and most frontline staff have completed their training. They have put SignLive posters on the wall and on their screen too.

## **What worked well:**

What worked well for Wellington Way is the easy-steps process. It was easy to make changes thanks to the recommendations.

In addition, they found they greatly improved their awareness around disabilities. The team engaged very well with the programme.

The online training was very helpful for the practice manager because it was more condensed, so it worked well for them.

## **What did not work well:**

The process was very slow. It was hard to get someone to do their access audit.

They would have liked more follow-ups, such as an online disability training on Youtube to refer to if they needed a refresher.

## How to improve and lessons learnt:

If there were a video, DVD or Youtube link to the training content, it would be easier for staff to gain awareness. Especially when new staff start at the surgery, it would be good for them to be able to access the content of the programme.

It would also help staff to access the information in a quicker and easier way, as they often don't have much time capacity.

It would also be useful to be provided with a list of recommendations of equipment or companies to contact when they need to purchase items.

## Impact and conclusion:

The programme was very enlightening because it increased staff's awareness of the different lived experiences of disabilities.

<b>Date</b>	<b>05/03/2025</b>	<b>Practice Name</b>	<b>Wellington Way</b>
<b>Name of Practice Manager</b>	<b>Debbie Russel</b>	<b>Signature</b>	<b>Debbie Russel (transcript)</b>