



Tool 7. Service visit guide

Tool 7 provides a guide to the service visits conducted as part of the *Disability inclusion guide for action* process.

Date:

Facility name/location:

Names of participants visiting facility:

Service/facility staff consulted during the visit:

Overview

What health services are provided at the facility?

Prompts: Ask about types of health programmes, level of care and referral networks, and target population demographics and health needs.

Has the facility taken actions to make these services more inclusive to persons with disabilities?

Prompts: Does the facility, for example, conduct accessibility audits and adaptations; share information about services to persons with disabilities in the community; train health staff; or provide interpreters and support people?

Does the health service or facility have data on service users with disabilities?

Prompts: On registration, does the facility or health service record whether service users have a disability? If so, how do they identify if a service user has a disability? What questions do they ask? Are these data used for disability-disaggregated analysis of service usage?

How does the health service or facility monitor quality of care?

Prompts: Are the mechanisms for standard feedback, safeguarding and complaints accessible to persons with disabilities?

Accessibility of service or facility

During the visit, consider general accessibility features, such as those listed below. Please note, this is not designed to be a comprehensive accessibility audit.

Area	Questions	Yes	No
Transport and parking facilities	Is there wheelchair access from the street to the front entrance?		
	Are there parking spaces close to the building entrance?		
	Are ambulance and other transport services available to service users?		
Building access	Is the main entrance to the facility wheelchair accessible (e.g. free of steps, portable ramp available, door width)?		
	Are the pathways and corridors within the facility level and with minimal obstacles?		
	Do pathways and corridors have tactile guidance for people who are blind?		
	Are there people available to provide assistance to persons with disabilities, if required?		
	Are door staff/security staff aware of any policies regarding priority of treatment for persons with disabilities?		
	Is there a functioning and accessible lift between floors (and is the lift large enough to accommodate a wheelchair user)?		
Wards, examination and treatment rooms	Are the doors wide enough for wheelchair access?		
	Is there sufficient space to accommodate wheelchairs and assistants/support people?		
	Are examination tables height adjustable?		
Toilets and hygiene facilities	Are there any wheelchair accessible toilets in the facility?		
	Are handbasins, taps, soap, etc accessible to wheelchair users?		
Communication	Is service signage readable, e.g. in Braille or large print, or using understandable symbols (e.g. for accessible entrances, toilets etc)?		
	Is health information available in accessible formats (e.g. in large print, Braille, simplified formats for people with intellectual disability; sign language interpreters)?		
	Are people with communication difficulties requiring assistance able to access support and/or interpreters?		

Area	Questions	Yes	No
Emergency evacuation	Do emergency plans for evacuating the facility consider persons with disabilities?		
	Are emergency exits clear from obstacles and accessible to persons with mobility and vision impairments?		

Comments

Conclusions

Strengths

Weaknesses

Opportunities