



Disability & Accessibility Policy

Dr Sam Rigby Facial Aesthetics & Laser Clinic

1. Purpose

This policy outlines how Dr Sam Rigby Facial Aesthetics & Laser Clinic ensures that patients with disabilities are treated with dignity, respect and equality, in accordance with the Equality Act 2010 and CQC Fundamental Standards.

2. Scope

This policy applies to all patients, visitors, staff, clinicians and contractors, and to all clinical and non-clinical services provided by the clinic.

3. Definition of Disability

Under the Equality Act 2010, a disability is a physical or mental impairment that has a substantial and long-term adverse effect on a person's ability to carry out normal day-to-day activities.

4. Our Commitment

The clinic is committed to providing non-discriminatory, person-centred care, making reasonable adjustments wherever possible, and ensuring transparency regarding any physical access limitations.

5. Reasonable Adjustments

Reasonable adjustments may include additional appointment time, flexible scheduling, adjusted communication methods, provision of information verbally or in alternative formats, and allowing carers or advocates to attend appointments. All agreed adjustments will be documented in the patient record.

6. Physical Access & Wheelchair Users

The clinic is located on an upper floor and is accessible by stairs only. There is currently no lift access and the premises are not wheelchair accessible. This limitation is communicated clearly at the point of enquiry and booking. Where a patient is unable to safely access stairs, the clinic will not refuse care on the basis of disability but will discuss needs openly and respectfully. Where safe access cannot be reasonably achieved, the patient will be signposted or referred to an alternative local practice that is able to provide accessible facilities.

7. Communication & Consent

Information will be provided in a way the patient can understand. Consent will be obtained in line with the Mental Capacity Act 2005. Where capacity is in doubt, decisions will be made in the patient's best interests and documented appropriately.

8. Staff Responsibilities

All staff must be familiar with this policy, treat patients respectfully and without assumptions, escalate access concerns to the Registered Manager, and document discussions regarding access and referrals.

9. Complaints and Feedback

Patients are encouraged to raise any concerns regarding access or equality. All complaints will be managed in line with the clinic's Complaints Policy and used to improve service provision.

10. Monitoring and Review

This policy will be reviewed annually or sooner if required, updated if premises or access arrangements change, and audited as part of the clinic's governance framework.

Signed: _____

Date: _____