Reasonable Adjustment Digital Flag (RADF)

CQC does not currently make explicit reference to the Reasonable Adjustment Digital Flag (RADF) within the Health and Social Care Act 2008 (Regulated Activities) Regulations themselves, nor in its Key Lines of Enquiry. However, CQC does of course regulate and inspect the underlying duties that the flag is designed to support.

CQC has clear guidance on:

- making reasonable adjustments for disabled people under the **Equality Act 2010**
- meeting the **Accessible Information Standard (AIS)**, including identifying, recording, flagging, sharing and reviewing communication needs
- person-centred care and ensuring people's individual needs are understood and met

In the AIS guidance, CQC specifically asks providers how they:

- identify communication and accessibility needs
- record them
- flag them in records
- share them with other services
- review and update them

These expectations align closely with the operational requirements of the Reasonable Adjustment Digital Flag.

The driver to implement RADF by 30 September 2026 came from an **NHS England Information Standard** issued under section 250 of the Health and Social Care Act 2012. That standard applies to:

- NHS providers
- publicly funded adult social care providers
- voluntary and private organisations delivering publicly funded care

The **30 September 2026** has been extended to 31 October 2027.

It is unlikely that an inspector will ask, whether you have implemented the Reasonable Adjustment Digital Flag, but they may well ask:

- How do you identify people who need reasonable adjustments?
- How are those needs recorded?
- How do staff know about them?
- How is the information shared when people move between services?

- How do you ensure compliance with the Equality Act and Accessible Information Standard?

A provider that has implemented RADF processes will generally have stronger evidence to answer those questions.

For many social care providers, the key issue is not necessarily technical integration with the national system, but being able to demonstrate that they have:

1. a policy covering reasonable adjustments
2. a process for identifying people who need them
3. a method of recording and reviewing adjustments
4. a visible local flag or alert within care records
5. staff training and awareness
6. appropriate information-sharing arrangements with NHS partners

In summary RADF is not currently a specific CQC requirement, but a nationally mandated NHS England standard that may provide evidence of compliance with CQC expectations regarding reasonable adjustments and accessible care.

More information can be found at Digital Care Hub