

Further support and information

If you need advice or information about making your service accessible for Deaf/ Hard of hearing people, please contact:

Citizens Advice - Deaf Advice Team

The Circle, 33 Rockingham Lane, Sheffield, S1 4FW.

Phone: 0114 2536710

Minicom: 0114 25367111

Text only number: 0746 454 4214

Visit their website for more information: <https://citizensadvice.org.uk/get-help/local-advice/deaf-advice-team/>

Healthwatch Sheffield

The Circle, 33 Rockingham Lane, Sheffield, S1 4FW.

Phone: 0114 2536688

Text only: 0741 524 9657

Email: info@healthwatchsheffield.co.uk



Sources of further information

Disability Sheffield

Phone: 0114 253 6750

Text only number: 07541 937 169

Website: <http://www.disabilitysheffield.org.uk/>

Action on Hearing Loss

Phone: 0808 808 0123

Text only number: 0780 000 0360

Website: <https://www.actiononhearingloss.org.uk/>

British Deaf Association

Website: <https://bda.org.uk/>

Institute of BSL

Website: <http://ibsl.org.uk/>

NHS Choices - Hearing Loss Information

Website: <https://www.nhs.uk/conditions/hearing-loss/>

Dos & Don'ts for Communicating with Deaf People: Guidance for Health & Social Care Professionals



healthwatch
Sheffield



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Disability Sheffield
Centre for Independent Living

All services

DO recognise your legal duty to meet the communications needs of people with a disability, impairment or sensory loss under the Accessible Information Standard.

DO have text and email options to make appointments.

DO NOT send letters stating “please call...” without alternative text or email options.

DO book British Sign Language interpreters in advance.

DO NOT decide for a Deaf person that they don’t need an interpreter.

DO NOT put pressure on family members, carers or Personal Assistants to interpret.

DO NOT assume Deaf people can read, write or even lip-read.

In the waiting room

DO make sure that you are aware and you let your colleagues know, that a Deaf person is in the waiting room.

DO NOT call their name out unless an interpreter is with them.

DO make eye contact and face the waiting room in case they need to lip-read.

DO greet your Deaf service users and show them where to go, they may not realise someone is waiting in an office for them.

In a Hospital Ward

DO make sure you book an interpreter for the ward round and plan the times with the doctor.

DO NOT attempt to communicate important information or try to gain consent if you are unsure if your patient understands.

DO make sure that the television has subtitles on.

If the person has hearing aids, **DO** make sure the hearing aids are fitted in before you talk to your patient.

Identify

Ask your patient how they want to communicate.

If you have SignLive you can use it to find out about your patient’s communication needs and to communicate with your Deaf patient to arrange appointments.

Ask your patient if they are happy using SignLive for future appointments or if it is important to them to have a face to face interpreter.

Record

Make a note in the patient’s record of their communication support needs, whether they are Deaf and need an interpreter, have a carer or Personal Assistant with them, and if they are happy to use SignLive.

Flag

Make sure you record the patient’s communications support needs prominently at the front of their record, and on the appointment details - using flags if your electronic system allows this.

Share

Make sure you document your patient’s communication needs in any referral letters or paperwork.

Tell colleagues coming onto shift or joining you in the consultation, that the patient is Deaf and needs an interpreter.

Meet

If a patient requests an interpreter, it is your responsibility to book one, not theirs.

Ask your patient if they have a preference about the interpreter - is there someone they’ve worked with before? Would they prefer a male or female interpreter?

Please make sure that when you send out letters to your patient to confirm their appointment, you state clearly whether an interpreter has been booked and where possible, their name.