

Interpreter continuity

Where possible, the Trust will aim to offer continuity for you by using the same interpreter/communicator for follow up appointments or for a series of assessments etc. To support this, it is advisable for staff to make arrangements for interpreter support for your future appointment(s) at the end of the first appointment / assessment. Whilst we will do all we can to provide you with the continuity of the same interpreter, this may not always be possible. We will be as flexible as we can around your interpreter's availability, but on some occasions this could extend how long you need to wait for an appointment.

However, you also need to be aware that some deaf service users/ carers may regularly use a local BSL communicator not trained to BSL Level 4, but with whom they have built up a good rapport and trust. If the service user / carer prefer to use their usual communicator then staff must explain that the national recommendation is to use a BSL Level 4 interpreter for mental health assessments or reviews. However if the service user / carer still prefer to use their usual communicator staff must document in the notes that this issue has been discussed and the reason why a BSL Level 4 interpreter has not been used.

dDeaflinks Staffordshire have an out of hours number to be used in case of emergency only. Staffordshire Assist cannot be contacted out of hours but will take bookings for evenings / weekends as appropriate but please bear in mind that there will be an increased cost for out of hour's services.

It's OK
to ask



Interpretation services & communication support

Contact Details

Patient Experience Team - 01782 275171

**Duty Senior Nurse Team (out of hours) via
Harplands Reception - 01782 441600**

It's OK to ask for communication support:

Trust interpretation and translation services

When you are accessing NHS services, it is really important that what you have to say is clearly understood by NHS professionals providing care and treatment for you.

It is also vitally important that you fully understand what is being said to you about your care and treatment.

This level of two-way communication and understanding is essential in providing **safe, personalised, accessible and recovery focused** services (SPAR).

All Trust staff are encouraged to offer and arrange interpreter services for medical appointments for service users whose first language is not English (this includes British Sign Language (BSL) for deaf service users).

What if I am an inpatient?

The Trust will make provision to have some form of communication support for you during your time as an inpatient. This will include

having access to interpretation services for key parts of your care.

Can my relative or friend provide translation for me instead of a paid interpreter?

It is generally inappropriate to expect staff, carers, relatives or friends to provide this service and there may be risks for the service user if formal, suitably qualified interpretation services are not used.

Who will pay for my translation or interpretation support?

The Trust will pay for translation services where these are required as an essential element of providing Safe, Personalized, Accessible and Recovery-focused healthcare and our Proud to CARE Trust Values.

What information will I need to give?

When requesting interpretation or translation support, please provide details of which language you require and whether there is any specific dialect that is best for you to understand.

Trust interpretation & translation services

Telephone interpretation services

Face-to-face interpretation is the preferred option, certainly for assessments or appointments where a number of people are involved. However, sometimes this can take time to arrange and a simple call via telephone may be beneficial.

Telephone interpretation services have the advantage of being quickly available, are available out of hours and are particularly useful where relatively straightforward information needs to be exchanged.

Telephone Interpreting can help to alleviate any fears that the service user or carer may have by letting them know why they are there and general information about the ward, named nurse, that face-to-face interpreters will be arranged and to check whether there are any gender issues; i.e. in some cultures service users may prefer an interpreter of the same sex.

Translation of written information

We will also take steps to ensure that any written materials relevant to your care and treatment are available as translations that are accessible to you.

This will normally be in your first or preferred language, and may include 'easy read' versions.

Where documents have been digitally translated, we ask you to bear in mind that the translation may include some minor grammatical errors or similar. If you have any concern about the quality or meaning of a translated document, please raise this with a member of staff or the Patient Experience Team as below.

CONTACT DETAILS

Telephone 01782 275171

Email:

patientexperience@northstaffs.nhs.uk