

**RECOMMENDATIONS FROM THE HEALTHWATCH ACCESS TO HEALTH AND SOCIAL CARE REPORT FOR DEAF AND HARD OF HEARING**

	<b>RECOMMENDATION</b>	<b>RESPONSE</b>
<b>1</b>	<p>The patient should decide if an interpreter is required at hospital and community healthcare appointments and not the staff, as is current practice in some areas. It is the Deaf patient who understands their own communication needs.</p>	<p><b>City of Wolverhampton Council</b> Deaf citizens may request a sign language interpreter for appointments /meetings that are carried out as part of council business. The contract does not allow for interpreters to provide for other organisations to carry out their business.</p> <p><b>Wolverhampton CCG</b> Deaf citizens may request a sign language interpreter for appointments in practices and dentists</p>
<b>2</b>	<p>The CCG and the Local Authority commission sufficient interpreters to meet demand, so that no Deaf person is denied access to an interpreter or has to wait an unreasonable length of time.</p>	<p><b>City of Wolverhampton Council</b> DA Languages holds a contract with the council for the provision of sign language interpretation services. The contract started in February 2018 for a period of two years with an option to extend it for a further two years. All council departments have a purchase order set up and all referrers must quote their department's purchase order number at time of booking. This enables expenditure to be monitored by department. There is no cap on the number of requests; a spot purchase arrangement is in place.</p> <p>Requests can be made at any time, but the more notice given, the better the chance of the request being fulfilled. There is a short supply of sign language interpreters, so they tend to get booked well in advance.</p>

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		<p><b>Wolverhampton CCG</b></p> <p>The CCG are responsible for commissioning interpreting services in Primary Care (GP Practices and Dentists) and have a contract with Absolute Interpreting to provide this service. This contract requires them to supply Interpreters to meet demand. BSL interpreters are in demand so if advanced notice can be given this is beneficial in ensuring that an interpreter is available</p>
3	<p>The CCG and the Local Authority commission interpreting services which employ staff with recognised qualifications and registered with the National Registers of Communication Professionals working with Deaf and Deafblind People (NRCPD <a href="http://www.nrcpd.org.uk">www.nrcpd.org.uk</a>)</p>	<p><b>City of Wolverhampton Council</b></p> <p>It is a requirement of the contract for interpreters to be qualified and registered.</p> <p><b>Wolverhampton CCG</b></p> <p>The Contract with Absolute interpreting requires interpreters to be qualified and registered with NRCPD</p>
4	<p>The CCG and the Local Authority commission a 24-hour standby interpreting facility for emergency services, urgent care, out-of-hours services and crisis intervention teams. This may include provision of access to remote interpreting services, such as Video Relay Service (VRS) and Video Remote Interpreting (VRI), especially as a first point of communication whilst waiting for an interpreter to arrive on site. Remote access would also prove helpful in the case of delayed discharge from hospital. (SignVideo is mentioned in this report: <a href="https://www.signvideo.co.uk">https://www.signvideo.co.uk</a>)</p>	<p><b>City of Wolverhampton Council</b></p> <p>The contract with DA Languages allows for emergency requests but due to a short supply of interpreters, requests at short notice are difficult to fulfil. A wide variety of communication methods including VRS and VRI are included in the contract.</p> <p><b>Wolverhampton CCG</b></p> <p>The CCG's Contract with Absolute interpreting for GP practices covers the times when the practices are open. Other providers (for example Royal Wolverhampton Trust and Black Country Partnership) are responsible for provision of interpreting services in line with the NHS Accessible Information Standard.</p>

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		<p><b>Urgent Care Centre</b> Currently, ALL patients' who require translation services have to wait. Very often the service the patient then receives is questionable. Unfortunately, I have no control over the services as they are bought in nationally. Obviously, I understand the desires of the group but, wondered if you can ask them what the "next best thing" would be. I'm happy to discuss realistic ways we can make unplanned visits to the UCC as good as possible. Next steps – arrange a focus group meeting with UCC and the Deaf and Hard of Hearing patients to discuss ways forward.</p> <p><b>NHS 111</b> <u>How do I access NHS 111 if I am deaf?</u></p> <p>NHS 111 offers a video relay service that allows you to make a video call to a British Sign Language (BSL) interpreter. The BSL interpreter will call an NHS 111 adviser on your behalf, and you will then be able to have a real-time conversation with the NHS 111 adviser via the interpreter. You'll need a webcam, a modern computer and a good broadband connection to use this service. Visit <a href="#">NHS 111 BSL interpreter service</a> for more details and an online user guide.</p> <p><u>Is the 111 service available online?</u></p> <p>You can also get help or advice online using your smartphone, tablet or computer. You can:</p> <ul style="list-style-type: none"> <li>• answer questions about your symptoms</li> <li>• find out where to go for help if you can't see your GP or dentist, or get a call back from a nurse</li> </ul>

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		<ul style="list-style-type: none"> <li>• get advice on self care <a href="#">Get help online now</a></li> </ul> <p><u>Typetalk or textphone</u></p> <p>If you have difficulties communicating or hearing, you can use the NHS 111 service through a textphone by calling 18001 111. Calls are connected to the TextDirect system and the textphone will display messages to tell you what's happening. A typetalk relay assistant will automatically join the call. They'll talk back what you've typed to the NHS 111 adviser and, in return, type back the adviser's conversation so you can read it on your textphone's display or computer.</p>
5	Deaf patients are involved in the commissioning process for interpreting services to ensure that these services are responsive to their needs.	<p><b>City of Wolverhampton Council</b></p> <p>When the current interpretation contract was tendered, Consultation was undertaken with the deaf community during the mini-competition tender process that was followed to award the sign language interpretation contract. The council is committed to involving deaf people in the commissioning process and will ensure this continues to be an integral part of commissioning processes.</p> <p>Commissioning Support Officers have attended Deaf awareness trainings; and work with the equality team to ensure effective engagement with all residents.</p> <p>Jan Morgan senior teaching lead with responsibility for supporting deaf and hard of hearing children and young people and Paul O'Rourke, performance manager of the corporate communications team is planning to talk to people at the deaf café to seek views on how to improve communication</p>

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		<p><b>Wolverhampton CCG</b> The CCG will ensure that the views of all users of the interpreting service are taken into account when the contract is re-procured.</p>
<p><b>6</b></p>	<p>Methods of communication, such as texting, are available to Deaf people as an alternative to spoken English by telephone. Examples of areas to which this would apply include making appointments, obtaining test results and improving communication with 999, 111 and Carelink.</p>	<p><b>City of Wolverhampton Council</b> There is a sensory impairment service which is delivered by the Independent Living Service and based at the Neville Garrett Centre. The team offers specialist advice and support for deaf or hard of hearing, deafblind, blind and partially sighted people. The service can be accessed via City Direct (01902 551199 and <a href="mailto:adult.care@wolverhampton.gcsx.gov.uk">adult.care@wolverhampton.gcsx.gov.uk</a>). Minicom can be used to contact City Direct when calling from a landline (by dialling 18001 before the rest of the telephone number). An app can be downloaded to mobile phones to enable use of the text service. There is an advocacy worker available at the Civic Centre every Wednesday who can provide support to contact City Direct.</p> <p>Next steps:</p> <ul style="list-style-type: none"> <li>- The council will explore the possibility for deaf SMS to be available when contacting City Direct.</li> <li>- The council will develop a WIN record for the sensory service.</li> </ul> <p><b>Wolverhampton CCG</b> The CCG are supporting the use of txt appointment reminders and the ability to book appointments online using Patient Access. This is available at all GP Practices in the CCG</p>
<p><b>7</b></p>	<p>All health and social care services with waiting areas have non-verbal communication methods in place. For example, display screens with visual alerts for calling patients/clients to</p>	<p><b>City of Wolverhampton Council</b> The refurbished Civic Centre customer service / waiting area now has display screens with visual alerts for calling clients.</p>

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	their appointments and subtitles in different languages for information videos. Participants in the research felt that Audiology would be a priority area for providing access to information for those who cannot easily understand spoken English.	<p><b>Wolverhampton CCG</b> The CCG have deployed display screens and auto arrival kiosks at all GP Practices in Wolverhampton.</p>
<b>8</b>	The facilities in place for hearing aid users, such as the loop system, be consistent across all buildings and at different locations within the same building. For example, there may be a loop system at reception, but not within the consulting room.	<p><b>City of Wolverhampton Council</b> As part of the Civic Centre refurbishment a portable loop system have been procured. These loop systems will work in all public facing meeting rooms within the Civic Centre.</p> <p><b>Wolverhampton CCG</b> Practices are required to provide this service and if there are any issues the CCG will investigate</p>
<b>9</b>	A programme of Deaf Awareness training be developed across all primary care and hospital services to ensure that the time is focused on the patients' health issues, rather than "educating" the healthcare professional about Deafness. Deaf Awareness training would apply equally to reception and other support staff who may be the first point of contact with the service for the Deaf person.	<p><b>City of Wolverhampton Council</b> The City council has recognised this and is committed to improving the knowledge base of frontline staff. The City Council has funded staff to do a 20-week basic BSL Interpreting course, delivered by a Deaf tutor from Adult Education. 14 staff have passed this course and the council will be advertising this course again in September 2018, for staff to enrol onto. This course will be for staff whose job entails interacting with D/deaf people.</p> <p>The council organised a range of activities during Deaf Awareness Week in May 2018, one of which was Deaf Awareness session for council staff delivered by Zebra – access BSL &amp; Deaf Awareness Tutor.</p>

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		<p>In July 2018 Zebra - access Community Development Officer and the manager from Action on Hearing Loss delivered training for managers on "Consulting and Engaging D/deaf People".</p> <p>More Deaf Awareness training needs to be looked into, especially for Social Workers, and other staff working with Deaf and non-deaf people in the community.</p> <p>The council has an e-learning module that staff can access on Communicating with D/deaf Customers.</p> <p>Our Customer Services deliver Deaf Awareness Training for their staff. This training was vetted by Deaf Tutors at Adult Education.</p> <p><b>Wolverhampton CCG</b> The CCG are investigating training and training packages that could be deployed to Practice Staff.</p> <p><b>RWT</b> BSL awareness training is taking place across the following areas.</p> <ul style="list-style-type: none"> <li>- General Surgery and Urology</li> <li>- Renal Unit (Cannock Hospital)</li> <li>- Ward A21 Paediatrics</li> <li>- Dental</li> <li>- Out Patients 1</li> <li>- Ward A5</li> <li>- Chronic Kidney Disease (Ward A6)</li> <li>- Integrated Critical Care</li> <li>- Discharge Lounge</li> <li>- Renal C8</li> </ul>

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		<ul style="list-style-type: none"> <li>- Phoenix Health Centre</li> <li>- Patient Experience Team</li> </ul> <p>This has been well received by the staff, they are looking at ways on including this as part of the Trust Induction.</p>
10.	<p>The previous recommendation also applies to training in hard of hearing awareness, so that staff understand the differences in communication needs between hard of hearing people, who may rely on lip reading for example, and profoundly Deaf sign language users.</p>	<p><b>City of Wolverhampton Council</b> See response to question 9</p> <p><b>Wolverhampton CCG</b> See response to question 9</p>
11	<p>Issues of confidentiality and privacy are implicit in Deaf Awareness training, so that inappropriate communication is not facilitated through a hearing relative or friend, particularly a child, without the consent of the patient/client.</p>	<p><b>City of Wolverhampton Council</b> See response to question 9</p> <p><b>Wolverhampton CCG</b> See response to question 9</p>
12	<p>The content and delivery of Deaf Awareness training be developed in collaboration with Deaf people to ensure accuracy of information and relevance to their needs.</p>	<p><b>City of Wolverhampton Council</b> See response to question 9</p> <p><b>Wolverhampton CCG</b> See response to question 9</p>
13	<p>All health and social care professionals are made aware of the need to allow extra time for appointments with Deaf people, to ensure that they fully understand what they are required to do as part of their own care. This is especially true for diagnosis and prescriptions, where patient safety is at risk, and to avoid repeat</p>	<p><b>City of Wolverhampton Council</b> Agreed. Double appointments should be requested by Deaf people at the time of booking.</p> <p><b>Wolverhampton CCG</b> The length of appointments is decided at GP Practices. Practices can book double appointments when required.</p>

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	appointments or seeking help from inappropriate services.	
<b>14</b>	The information on how to make a complaint about NHS and social care services be translated into formats suitable for Deaf people, such as BSL video, and that access to these be readily available on request.	<p><b>City of Wolverhampton Council</b> The Council hold a Deaf forum every Wednesday afternoon at the Civic Centre. People can attend if they want to make a complaint. People can access an Online complaint/compliments form. If people require a Face to Face meeting, they can access the Customer service dedicated email to arrange a time for an interpreter.</p> <p><b>Wolverhampton CCG</b> Users can complain make complaints about the interpreting provision for GP practices to the interpreting Provider or to Wolverhampton CCG via email and telephone. Complaints about the provision at other providers can be made directly to those providers.</p>
<b>15</b>	The resources available for mental health patients be reviewed to include suitable options for Deaf people. For example, to include relaxation methods that are not dependent on hearing, such as music or audio tapes.	
<b>16</b>	Community services have ready access to interpreters for their clients to enable them and their carers to fully engage in activities. Examples of services where this would be helpful were identified by the participants, including: <ul style="list-style-type: none"> <li>o Child-based forums such as "Stay and Play" groups, where the child and/or the parent may be Deaf,</li> <li>o Dementia cafes,</li> </ul>	<p><b>City of Wolverhampton Council</b> The council's sign language interpretation contract requires DA Languages to provide interpreters for deaf citizens during appointments/meetings that are carried out as part of council business and for deaf members of council staff. Requests can be made at any time but the more notice given, the better the chance of the request being fulfilled.</p> <p>The contract does not allow for interpreters to provide for other organisations to carry out their business unless this has been identified as</p>

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	<ul style="list-style-type: none"> <li>o Carer groups,</li> <li>o Carer support at other community groups, where the carer and/or the service user may be Deaf,</li> <li>o Drop-in facilities, where pre-booking of an interpreter is impractical.</li> </ul>	an assessed need for an individual by adult social care and is specified within their care plan.
<b>17</b>	Deaf clients be allocated to social workers and health visitors who, ideally, have BSL skills or, at least, have undertaken Deaf Awareness training. Where there are skills deficits within the workforce, it is recommended that training be provided for a critical mass of social workers and health visitors to prevent delays in client allocation or clients receiving Support Workers whom they cannot communicate with.	<b>City of Wolverhampton Council</b> <i>See response to question 9</i>
<b>18</b>	The previous recommendation also applies to support services for the carers of Deaf people to ensure that their needs are met, for example in accessing respite care knowing that their family member is being cared for.	<b>City of Wolverhampton Council</b> <i>See response to question 9</i>
<b>19</b>	Clear information in a range of accessible formats is made available to Deaf and hard of hearing people on assistive technology, such as doorbells with a flashing light, or alerting to a fire, to improve their ability to live independently in their own homes.	<b>City of Wolverhampton Council</b> A resource room is due to open in December 2018 at Neville Garratt Centre (one day a week for visual impairment and one day a week for hearing impairment). Appointments and drop in sessions will be available for people to try equipment and receive information, advice and guidance, with the aim of ensuring that the needs of the D/deaf and hard of hearing community are considered and that they are engaged.
<b>20</b>	Residential and nursing care provision within Wolverhampton is reviewed to ensure that the needs of Deaf people are met. It can be	<b>City of Wolverhampton Council</b> The provision of care homes specifically for members of the deaf or hard of hearing community is not a model followed nationally. The City

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	socially isolating and deleterious to mental wellbeing to be the only Deaf person within a Care Home setting, especially if the staff have limited Deaf Awareness and communication skills.	<p>Council requires equality in provision for all people it supports from all services it commissions.</p> <p>Care homes should be only accepting people into placements when they are confident that they can meet the persons need. This includes their communication needs. Homes that provide specialist support for people who are deaf or have a hearing impairment include this information in their CQC registration it is then publicly available. A web search showed there are 137 homes with this registration across the West Midlands and Birmingham with 13 homes based within the Wolverhampton postal area.</p>
<b>21</b>	The provision of end of life support for Deaf patients and patients with Deaf family members be reviewed, especially in a hospice setting where financing appears to be prohibitive. One suggestion, made by a participant in the research, was to train Deaf people as befrienders to provide this support .	
<b>22</b>	Commissioners and large providers consider a recruitment campaign to encourage more Deaf people into the workplace to increase understanding of issues affecting Deaf people and to facilitate improved communication and information.	<p><b>City of Wolverhampton Council</b></p> <p>Recruitment by the Council is in accordance with the Recruitment and Selection Policy (Revised March 2017).</p> <p>Policy Statement</p> <p>City of Wolverhampton Council (the Council) recognises that its' employees are essential to achieving its strategic objectives and is committed to ensure that all employees within the Council are competent and confident:</p>

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		<ul style="list-style-type: none"> <li>• The council is committed to ensuring that it recruits from the widest possible field and will appoint on the sole criterion of merit, except where race or sex is a genuine occupational qualification.</li> <li>• Recruitment and Selection has been defined as the process of securing employment of the right person, with the right skills at the right time. The process is governed by extensive legislation, particularly the laws relating to discrimination.</li> <li>• The council reserves the right to review this policy and procedure from time to time in line with statutory procedure and best practice.</li> </ul> <p>Principles</p> <p>City of Wolverhampton Council is committed to the following principles, which underpin this policy:</p> <ul style="list-style-type: none"> <li>• Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010 on any of the characteristics protected by law.</li> <li>• To develop a workforce that is reflects the local labour market and is representative of the citizens of Wolverhampton</li> <li>• Ensure that recruitment and selection is carried out in an open and transparent manner and that employees are appointed for their abilities and the role that they will carry out</li> <li>• Selection decisions will be carried out using pre-agreed objective criteria required to carry out the job.</li> </ul> <p><b>Wolverhampton CCG</b></p> <p>The CCG's overriding aim is to ensure that we have the right staff, in the right place, at the right time supporting the organisation in delivering high</p>

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		<p>quality healthcare services to our local population. The CCG will abide by the following principles:</p> <ul style="list-style-type: none"> <li>- Appoint candidates in a fair, timely and efficient manner.</li> <li>- Maintain a cost effective, accessible service through the use of online recruitment tools.</li> <li>- Appoint people on merit regardless of age, disability, ethnicity, religion, gender or sexual orientation</li> </ul> <p>The policy takes into consider the protected characteristics as set out in the Equality Act 2010 and in guidance are: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation.</p>
23	<p>When services are conducting their own audits and internal reviews, that the requirements of the Accessible Information Standard are checked for compliance. The requirements include:</p> <ul style="list-style-type: none"> <li>o Identifying the communication and information needs of service users,</li> <li>o Recording the communication and information needs they have identified clearly and consistently,</li> <li>o Having a consistent flagging system for communication or information needs,</li> <li>o Sharing the identified information and communication needs of the individual when appropriate,</li> </ul>	<p><b>City of Wolverhampton Council</b></p> <p>City of Wolverhampton Council social workers complete a Care Act assessment of need and record the client assessment information on the adult social care information portal Carefirst. The assessment has a specific section on client's communication needs. Clear guidance is supplied to workers to inform them of what actions are required when considering clients communication needs;</p> <p>'Where the person has substantial difficulty in being actively involved with the planning process, and they have no family and friends who are able to facilitate the person's involvement in the plan, the local authority must provide an independent advocate to represent and support the person to facilitate their involvement</p> <p>Likewise, where a person with specific expertise or training in a particular condition (for example, deaf/blindness) has carried out the assessment,</p>

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	<p>o Meeting the identified communication and information needs.</p> <p>It is the view of Healthwatch Wolverhampton that these checks would be more effective and relevant to the users' needs if a Deaf and/or hard of hearing person were involved in the process.</p>	<p>someone with similar knowledge (and preferably the same person to ensure continuity) should also be involved in production of the plan.</p> <p>Some groups in need of information and advice about care and support may have particular requirements. Local authorities must ensure that their information and advice service has due regard to the needs of these people. These include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• people with sensory impairments, such as visual impairment, deafblind and hearing impaired;</li> <li>• people who do not have English as a first language;</li> <li>• people who are socially isolated;</li> <li>• people whose disabilities limit their physical mobility;</li> <li>• people with learning disabilities;</li> </ul> <p>Social workers caseloads are subject to internal audits and supervision sessions as part of the workers professional development the communication section will be reviewed as part of these audits</p> <p><b>Wolverhampton CCG</b></p> <p>Along with our partners in Wolverhampton and the Black Country we are committed to genuine, meaningful engagement with our population so that we can best understand their needs and how to improve their experience of care.</p> <p>We work collectively with our partners and population to ensure that we target our engagement work proactively. This will mean that we will focus on playing our part in delivering the communications and engagement plans set out in the STP to outline plans for the Black Country as a whole and ensure that the voice of Wolverhampton patients is recognised as changes are made.</p> <p>We will continue to act proactively across the health and social care system, using a range of communication channel options to engage with</p>

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		<p>those we seek to reach. This will include supporting our member practices as they form into groups, working with them to ensure their Patient Participation Groups are involved to drive up patient satisfaction standards and continue to work closely with patients. The impact of this will become more evident as we work together to co-design how we provide and they access care. Co-production will be a golden thread in all areas of practice development, improvement and sustainability.</p>