Deaf Awareness

- When you finish, check what the person has understood.
- Don't make assumptions about lipreading skills or literacy ability.
- Ensure face to face with good eye contact and mouth visible.
- Can you rearrange the meeting in order to book an interpreter?
- Make sure there is plenty of light.
- Allow more time for interactions/appointments.
- Consider whether there is any visual information you can give.
- Be aware of distractions in the environment, try to find a quiet area/room.
How to book interpreters

- Be aware of the Service User’s preferred language – this could be BSL, SSE, Lip-reading, written word, or even a foreign signed or spoken language.
- Your place of work should have a preferred provider for all language interpreters – follow company procedure as you would for other interpreting requirements.
- You will need to give the interpreter (or agency) information about the Deaf person and about your planned intervention.
- Allow extra time, above and beyond your usual appointment time. Consider making time to brief and de-brief with your interpreter.

Further reading / useful information:

- www.signhealth.org.uk - for accessible information on Mental Health and Deafness.

Contact details:

Helen Higginson: Helen.Higginson@gmmh.nhs.uk
Ruth Hudson: RuthHudson@cygnethealth.co.uk
Jayne Langdale: Jayne.Langdale@nhs.net
Neil Taylor: Neil.Taylor@elysiumhealthcare.co.uk
Daisy Seller: Daisy.Seller@elysiumhealthcare.co.uk

A copy of our poster can be found on LinkedIn: Daisy Seller