

A Bespoke training package for staff to raise Deaf awareness.

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Experience.



It started with a promise
to one patient.

- 52-year-old gentleman,
profoundly Deaf.
- Arrived though ED-Acute
surgical problem.
- Spent 10 days in hospital.
- No BSL interpreter provided.
- Multiple tests/procedures
performed.
- Discharged with follow
up/surgical procedure
required.





Deaf Awareness training aims to help learners to understand the barriers which exist between hearing and deaf people and how positive action will help reduce those barriers and reverse the discrimination which Deaf people may experience.

Course content.



Course feedback

I loved it, the tutor was fabulous, never got boring at all, her knowledge was great, spoke at length answered our questions, fed back to manager and encouraging others to go on it, thanks

I have just got back from the deaf awareness half day course. Just want to say it is the best and most valuable 4 hrs I have ever spent in a classroom. The delivery was absolutely brilliant. I can't say I will be the most prolific signer the trust will have but I will certainly continue to practise it and hopefully be able to welcome patients from the deaf community who choose to sign in their own language. Many thanks

I felt much more confident sat in a relative's room in the middle of the night breaking bad news , but what an amazing outcome. I just wanted to thank you for organising such a brilliant and enlightening session. Both Katie and I were so impressed with the content and course delivery. We get it so badly wrong sometimes that its heart breaking the lasting affects it can have on our patient's self-worth and experience, but we were reassured that at least having a go is better than not trying at all. Thanks so much.

This should be mandatory for everyone.....AMAZING !

WOW! It really made me see things differently, I just never realised the barriers, I will try my very best to communicate better.

I attended the amazing Deaf awareness course that you have provided and want to do another course, can you advise me where I can find one?

The staff in ED attended regularly and find it incredibly useful.

I recently attended the deaf awareness training and wanted to tell you that I found the course very interesting, and it gave me a much better understanding of how to communicate with deaf patients and the Importance of an interpreter in the patient's hospital journey. I will recommend this training course to all of my colleagues.

Other steps taken.....

- The digital story will be made available Trust wide on the patient Experience and inclusion section of the intranet to aid staff training and development and raise awareness.
- The content of ward communication packs will be reviewed by the patient Experience team and disseminated to all ward managers and matrons.
- The patient experience and inclusion team will work with the Deafness resource centre to add BSL interpretation to the digital story.
- The patient experience and inclusion Strategy has been developed for 2022-2025. The strategy sets out the Trust commitment to improve patient experience by meaningfully engaging with our patients and remove any barriers to access. This strategy will be launched Trust wide in June 2022 using face to face contacts with clinical staff and used as an opportunity to reiterate the Accessible Information Standard.
- Communication flashcards to be replenished on all hostess trolleys in clinical areas.
- The availability of communication flashcards and staff awareness of their use will be added to the Tenable audit.
- Members of the Patient Experience and inclusion team will undertake basic sign language training.
- Once visiting is fully reintroduced, we will welcome our external partners such as the Deafness Resource centre to assist with awareness raising.
- Use of I am DEAF communication cards to be re-established.



Other initiatives.....

- Two active Deaf members within Patient Participation Group (BSL interpreters provided).
- Are you Deaf aware Newsletter produced.
- Sign of the day.
- Blue for BSL/Deaf awareness week.
- Ongoing relationship with Brian.



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Patient Experience & Inclusion Newsletter

ARE YOU DEAF AWARE?





**Thank you
Any Questions ?**