

# All Wales Standards for Accessible Communication and Information for People with Sensory Loss



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## About the standards



These standards are for people with sensory loss.



This means people who are:

- Deaf, deafened or hard of hearing
- Blind or partially sighted
- Deafblind



The standards say what you can expect from us.

You have a right to equal access to health services.



To make this happen, we must:

- change how we do things
- think what you may need, We must not just wait for you to tell us there is a problem



We need to find out what changes people with sensory loss need.



We need to:

- ask what people need
- check our written information
- check all the places in our buildings where the public and patients go



We must make sure the changes happen. This means:

- having a strong, clear plan
- putting someone senior in charge
- telling the Health Board if the plan is working
- telling the Board if healthcare is getting better for people with sensory loss
- checking the standards regularly



These standards are best practice. We are committed to meeting these standards.

There are standards for:



- **Primary care**

This is healthcare for anyone in your community. It means services like your GP, dentist and optician.



- **Secondary care**

This is health care you get referred to. It means services like hospitals or specialist services. You may be referred by your GP or other primary healthcare.



- **Emergency or unplanned care**

This is healthcare when you cannot wait for an appointment.

## Concerns and feedback



We want to know what patients think.  
We need to tell patients how to contact us with concerns or feedback.



We should give different ways to contact us. We should make this information accessible.



We need to collect information about what people think. We need to collect patient stories and experiences. This will show us:

- any gaps or problems
- any good practice we can tell others about

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## More information

There is a list of organisations at the back of the standards. They can give you more information.



## Standards for primary care



1. We will ask you if you need help to communicate with us.

We will put what you tell us on your health record.

We will be patient and sensitive.



2. You should not have to keep telling people what help you need. Health staff should check what your health record says.



3. Good signs are important.

We will make them clear and easy to understand.



4. We will design our buildings to make communication easier.

We will think about lighting and background noise.



5. We will pass on what you told us if we refer you to a hospital or another service.

6. We should give you a choice of ways to make an appointment, like:

- Email
- text messaging
- textphones
- websites.



7. Staff should be trained about different ways to communicate. They should be trained in any systems we use.



8. All public rooms should have a hearing loop system.

Staff need to know how to use the loop. They need to know how to check if it is working.

There should be a sign saying there is a hearing loop.





9. All staff need training. They need to remember to:

- treat each person as an individual
- speak clearly
- communicate well



Patients need to understand what doctors and nurses tell them.



10. Patients need to know when it is their turn. We will make sure this happens.



11. All patients should be given the help they need to communicate. We will respect everyone's right to make their own decisions. We will make sure everything we do helps you to be independent

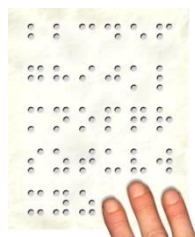




12. Parents/carers should be given any help they need to communicate too.



13. We will remember that not everyone uses English.



14. We will ask patients the best way to send them any written information. For example, they may want Braille or large print.



15. We need to tell patients the ways we can help them to communicate with us.



16. Patients need to understand what health staff tell them. This is part of the health staff's job.



17. Specialist services should meet patients' communication needs. This should not mean waiting a lot longer for a service.



18. There is a list at the back of the standards. These are people who can give us advice on communicating with patients with sensory loss.



## Secondary care

1. All staff need training. They need to remember to:

- treat each person as an individual
- speak clearly
- communicate well



2. We will only use training that works, for example patient stories.

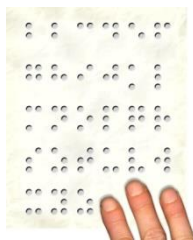


3. Staff should learn about texting and signing and using a hearing loop.

Then if someone needs it, the staff will know what to do.



4. We will ask patients the best way to send them any written information. For example, they may want Braille or large print.





5. We should give you a choice of ways to make an appointment.



6. We need to tell patients the ways we can help them to communicate with us.



7. Before you get to us:

- we should know how you communicate
- we should have sorted out any support you need



8. You should not have to keep telling people what help you need. Staff should check what your health record says.



9. Good signs are important.

We will make them clear and easy to understand.



10. We will design our buildings to make communication easier. We will think about lighting and background noise.



11. All public rooms should have a hearing loop system. Staff need to know how to use the loop. They need to know how to check if it is working. There should be a sign saying there is a hearing loop.



12. All patients should be given the help they need to communicate.



13. Parents/carers should be given any help they need to communicate too.



14. We will remember that not everyone uses English.



15. Patients need to know when it is their turn. We will make sure this happens.



16. If someone is in hospital, the nurses have a care plan for them. The doctors have their medical notes. So any communication needs must be written on both.



17. We need to make sure we ask each patient if they need help to communicate. We will respect everyone's right to make their own decisions. We will make sure everything we do helps you to be independent.



18. Patients need to understand what health staff tell them. This is part of the health staff's job.

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# Emergency and unplanned care

1. All staff need training. They need to remember to:

- treat each person as an individual
- speak clearly
- communicate well



Patients need to understand what they are being told. Training is very important for doctors and nurses.

2. Staff should be trained about different ways to communicate. They should be trained in any systems we use.



3. We need to tell patients ways we can help them to communicate with us.





4. Information about how you communicate should be passed to any health service we send you to.



5. You should not have to keep telling people what help you need to communicate.

We will check what your health record says.

If you call 999, the call handler will put information about your communication needs on the patient record.



6. We will ask patients the best way to send them any written information.

For example, they may want

- Braille
- large print
- plain English



## Guidance and Further Information



### **Action on Hearing Loss Cymru:**

www.actiononhearingloss.org.uk

email [wales@hearingloss.org.uk](mailto:wales@hearingloss.org.uk)

phone 02920 333034

Textphone 02920 333036



### **Deafblind Cymru:**

www.deafblind.org.uk

email [info@deafblind.org.uk](mailto:info@deafblind.org.uk)

phone 0800 132 320

Textphone 0800 132 320

Fax:01733 358356



### **The Guide Dogs for the Blind Association:**

www.guidedogs.org.uk

email [guidedogs@guidedogs.org.uk](mailto:guidedogs@guidedogs.org.uk)

phone 0118 983 5555



### **Hearing dogs for Deaf People:**

www.hearingdogs.org.uk

email [info@hearingdogs.org.uk](mailto:info@hearingdogs.org.uk)

phone 01844 348100 (voice and  
minicom)

Fax 01844 348101



### **RNIB:**

www.rnib.org.uk

email [helpline@rnib.org.uk](mailto:helpline@rnib.org.uk)

phone 0303123 9999



### **Sense Cymru:**

www.sense.org.uk

email [info@sense.org.uk](mailto:info@sense.org.uk)

phone 0845 127 0066 or 020 7520 0972

Textphone 0845 127 0066 or 020 7520  
0972



### **Sight Cymru:**

www.sightsupport.org.uk

email [postman@sightcymru.org.uk](mailto:postman@sightcymru.org.uk)

phone 01495 763550

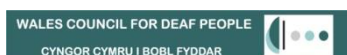
## Vision in Wales

**Vision in Wales**, (Wales Council for the Blind):

[www.wcb-ccd.org.uk](http://www.wcb-ccd.org.uk)

email [staff@wcb-ccd.org.uk](mailto:staff@wcb-ccd.org.uk)

phone: 02920473954



## **Wales Council for Deaf People:**

[www.wcdeaf.org.uk](http://www.wcdeaf.org.uk)

email [mail@wcdeaf.org.uk](mailto:mail@wcdeaf.org.uk)

phone 01443 485687 (voice), 01443 485686 (text)

Fax 01443 408555 (fax)



## **North Wales Deaf Association:**

[www.deafassociation.co.uk](http://www.deafassociation.co.uk)

phone 01492 563470 (voice), 01492 563475 (minicom), 01492 593781 (fax)  
07719 410355 (mobile)

email [info@deafassociation.co.uk](mailto:info@deafassociation.co.uk)

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