

Deaf awareness in a healthcare setting

Hints & tips

- Ensure your record system can record communication preferences and provide an alert as soon as the D/deaf or Deafblind person's file is opened.

For example: face the person, speak clearly, book BSL interpreter for appointments etc.

- Use plain English when contacting a D/deaf / Deafblind person by letter / email / text message.
- Display all communication options clearly on all communications.
- Provide effective training to all front-line staff e.g. Deaf Awareness Training, British Sign Language Training.
- Review signage from the main door to the reception area to make sure it's both clear and accessible. Install an accessible system to 'call' patients to the consulting rooms e.g. Visual Display.
- Make sure the patient has been made aware that their name has been called, and if needed take them to the consulting room.



You can do this by walking over to them and attracting their attention. Pass on communication needs to the person carrying out the appointment.

- Install a Loop system for hearing aid users, ensure this is switched on when required and regularly maintained.
- Undertake an access audit with recommendations on how to make your service accessible for D/deaf and Deafblind people.