

Dear

Thank you for your Freedom of Information request concerning services for deaf people.

The Trust can provide the following information:

I would like to request the following information Under the Freedom of Information Act 2000.

- a) What communication support does the NHS Foundation Trust, and the agencies and public bodies supported by the trust, provide for deaf and hard of hearing people to access their services?
- b) Do the NHS Foundation Trust, and the agencies and public bodies supported by the trust, provide NRCPD registered communication professionals for profoundly deaf people to access their services?
- c) How many people have requested the use of a sign language interpreter to access services offered by the NHS Foundation Trust, and the agencies and public bodies supported by the trust, in the past year?

Please see attachment

If you have any queries about this response please contact the information governance manager at foi@homerton.nhs.uk , in the first instance. If, following that, you still have any concerns, you may contact the Information Commissioner either by letter, FOI/EIR Complaints resolution, Wycliffe House, Water Lane, Wilmslow, Cheshire SM9 5AF, or by email www.informationcommissioner.gov.uk to take them further.

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Yours sincerely

James Cook
Information Governance Administrator

Matthew Hall
Information Governance Manager (Deputy Caldicott Guardian)

What communication support does the NHS Foundation Trust, and the agencies and public bodies supported by the trust, provide for deaf and hard of hearing people to access their services?

The following is a summary of the bi-lingual health advocacy service provided by the Trust

Homerton University Hospital NHS Foundation Trust (HUHFT) has an in-house bi-lingual health advocacy service divided into two teams working across the acute setting and community health services. The advocacy model of support assist users of health services who are in an unequal power relationship in their dealings with service providers, and health service staff. This is particularly so for people who come from a different ethnic and cultural background and who cannot communicate fluently in English, or those who have a physical, and, or sensory disability. The fundamental emphasis and focus of advocacy is that it sees things from the user's perspective and aims to support the user through their NHS journey and improve the user's health and well-being.

Bi-lingual health advocacy is primarily an advocacy service but there are occasions when it is appropriate for an advocate to act solely as an interpreter. For example, when just passing information or when the service provider and or service user require only interpreting.

Bi-lingual health advocacy aims to supply any language requested Including BSL and meet the needs of services and users as much as is reasonably possible. Where the in-house teams cannot provide the language either because they do not have this language in-house or the staff who speak that language are not available then interpreters will be booked from external suppliers.

HUHFT also has service level agreements (SLAs) with three local voluntary community organisations that provide both bi-lingual advocacy in Turkish and Kurdish, Cantonese and Mandarin as well as advocacy for the physically and sensory disabled on its behalf.

Do the NHS Foundation Trust, and the agencies and public bodies supported by the trust, provide NRCPD registered communication professionals for profoundly deaf people to access their services?

The interpreting agencies used to provide BSL interpreters are asked to provide only interpreters who have a NRCPD registration.

How many people have requested the use of a sign language interpreter to access services offered by the NHS Foundation Trust, and the agencies and public bodies supported by the trust, in the past year?

From 1st October 2012 to 31st October 2013 there were 567 requests for a BSL interpreter.