

## British Sign Language (BSL) Charter Action Plan 2016-2019

### Progress Update- November 2017

#### Performance Management Key

Colour Code	Description
Bright Green	Action Complete
Amber	Action commenced and on target for completion in agreed timescale
Orange	Action commenced but will not be complete in agreed timescale
Red	Action not commenced / significant breach of deadline

Bright Green	14	Amber	7	Orange	2	Red	0
--------------	----	-------	---	--------	---	-----	---

v12

## Objective 1:- Ensure access for Deaf people to information and services

	Action	Progress	% Complete	Senior Sponsor	Responsible Lead	Timescales
1.1	<ul style="list-style-type: none"> <li>Ensure the provision of high quality, appropriately trained interpreters at individual, group and event level.</li> </ul>	<p>Action complete. The Trust has a partnership with Nottinghamshire Sign Language Interpreting Service (NSLIS), managed by Nottinghamshire Deaf Society. Interpreters and lipspeakers provided by NSLIS are experienced and appropriately qualified.</p> <p>In addition the National High Secure Deaf service maintains a network of qualified and experienced interpreters both on an employed and sessional basis whom are available across the range of services in the division.</p>	100% BG	John Williams	Jayne Norwood/ Contract Performance Managers	June 2017
1.2	<ul style="list-style-type: none"> <li>Ensure that appropriately trained and supported staff are in place to meet the physical and mental health needs of the Deaf Community.</li> </ul>	<p>Action complete. However work is ongoing. Staff who work with the Deaf Community are encouraged and supported to attend training in both BSL and understanding the particular needs of Deaf people and those who are hard of hearing.</p> <p>The National High Secure Deaf service at Rampton Hospital functions as the hub for the roll-out of deaf awareness training and BSL training levels 1-4 within the Forensic Division.</p>	100% BG	Julian Eve	Adele Bryan/ Glen Owen	March 2017
1.3	<ul style="list-style-type: none"> <li>In line with the Accessible Information Standard review existing service information available to ensure that it is both appropriate and accessible to members of the Deaf Community and where needed create new mediums e.g. web videos.</li> </ul>	<p>Action complete. A Trustwide working group was set up to lead on this work and the following processes are now in place</p> <ul style="list-style-type: none"> <li>An Inclusive Communication Needs form is now available on both RiO and SystemOne patient information systems;</li> <li>An E-learning package has been developed to raise awareness of staff and help develop skills and knowledge in this area;</li> <li>A ward resource pack has been</li> </ul>	100% BG	Julie Hankin	Della Money Eve Baird	March 2017

		<p>developed and circulated to all services.</p> <ul style="list-style-type: none"> <li>• A DVD has been produced and is being used in staff training. It was launched at Leadership Council in February 2017.</li> </ul> <p>Within the Forensic Division a range of accessible resources have been developed including a recovery resource, which has been developed in collaboration with service users. This has been adopted nationally.</p>				
1.4	<ul style="list-style-type: none"> <li>• Explore appropriate methods of communication to enable staff to better support the needs of Deaf patients admitted to acute services.</li> </ul>	<p>As identified in 1.3, training and resources have been developed to support staff. Work is underway within the Local Partnerships Division to highlight and address any gaps. Mental Health Services for Older People has been working to embed the use of hearing loss equipment within services. Ward areas have been visited to ensure that staff are aware how to use the equipment. An audit will be undertaken during 2018 to ascertain use of the equipment across community and inpatient services.</p> <p>Members of the Community Deaf Service Team within Adult Mental Health are invited to participate in ward rounds and can be contacted by Acute Mental Health inpatient services for support and advice regarding methods of communication with Deaf service users.</p> <p>Within the Forensics Division support arrangements are in place, which are accessible via the National High Secure Deaf Service.</p>	80% A	Associate Directors of Nursing	Joan Mercer/ Adele Bryan	June 2018
1.5	<ul style="list-style-type: none"> <li>• Improve accessibility of Trust website to enable Deaf people to access it easier.</li> </ul>	<p>The Trust website has been updated to improve accessibility, ensuring that navigation is simple and easy to use, with easy to find contrast buttons, which improve the browsing experience.</p> <p>Two short films have been produced which focus on two of the three most important</p>	90% A	Julie Grant/ Angela Clifford	Julie Grant/ Angela Clifford	November 2017

		<p>areas as identified by Deaf patients and carers and are currently being uploaded onto the Trust website. The third film is currently in production and focuses on crisis services.</p> <p>Ongoing work to review and update continues as part of the Communication Team's work plan.</p>				
1.6	<ul style="list-style-type: none"> <li>Develop and deliver training on progressive hearing loss to provide Mental Health Services for Older People with the necessary skills and understanding.</li> </ul>	<p>Action complete. Training for staff in Mental Health Services for Older People (MHSOP) has been designed and delivered in partnership with The Nottingham University Hospitals (NUH) Audiology Department. This training has been shared with a number of others services and information re its availability has been cascaded through the Local Partnerships Division.</p> <p>MHSOP are working on specific actions within the Toolkit and liaising closely with colleagues in the NUH Dementia Specialist Audiology Service who are also undertaking certain aspects of the Toolkit.</p> <p>Inpatient Wards and Community Teams have been provided with Sondico Listening devices and equipment to use with service users who have progressive hearing loss. The teams/wards have also been provided with clear boxes for patients to keep hearing aids in whilst on the ward to prevent them from being lost. Currently this is being embedded into practice.</p>	100% BG	Sharon Thompson	Julie Aicha	April 2017
1.7	<ul style="list-style-type: none"> <li>Ensure the Progressive Hearing Loss Toolkit is distributed to all relevant Trust services and embedded as appropriate.</li> </ul>	<p>The Toolkit has been distributed to all staff in the Local Partnerships Division via email and is being embedded in practice and utilised by staff.</p> <p>The use of the Toolkit is being reviewed within the Forensic Services Division to determine whether there are specific areas which require this resource.</p>	60% O	Sharon Thompson/ Joan Mercer	Julie Aicha/ Lesley Searby	September 2017

1.8	<ul style="list-style-type: none"> <li>Identify, evaluate and implement external good practice and guidance across the organisation and share service/clinical learning and effectiveness with others.</li> </ul>	<p>See 1.3, 1.4 and 1.6, however work is ongoing.</p> <p>In addition the National High Secure Deaf Service contributes to awareness raising through participation in the Trust induction programme and the provision of bespoke training to staff in a range of settings.</p>	90% O	Julie Hankin	Associate Directors of Allied Health Professionals	June 2017
1.9	<ul style="list-style-type: none"> <li>Encourage and support Deaf people to access involvement activities and utilise the Involvement centres/services through events such as Deaf Awareness Week.</li> </ul>	<p>Action complete. A member of the Involvement, Experience and Volunteering Team attends BSL partnership listening events wherever possible to promote volunteering opportunities</p> <p>A new BSL signed video is due to be published on the Trust website which explains Involvement.</p> <p>Within the Forensic Services Division there is good evidence of engagement through the Deaf Service and Deaf Service Users in hospital wide forums.</p>	100% BG	Paul Sanguinazzi	Amy Gaskin-Williams/ Helen Watkinson	September 2017
1.10	<ul style="list-style-type: none"> <li>Ensure Volunteer and Involvement Volunteer opportunities are effectively advertised to Deaf people via the Trust website, and that deaf applicants are supported to take up opportunities.</li> </ul>	<p>A new BSL signed video is due to be published on the Trust website which explains Involvement.</p> <p>A member of the Involvement and Volunteering team is proficient in BSL to Level 3 and would, in the event of an application from a Deaf volunteer, make themselves available to assist in the volunteer induction and placement in services.</p> <p>Deaf carers are included in Carer Awareness film on the Trust website, which is used for marketing and training.</p>	85% A	Paul Sanguinazzi	Amy Gaskin-Williams/ Joanna Rapson	December 2017

## Objective 2:- Promote learning and high quality teaching of British Sign Language

	Action	Progress	% Complete	Senior Sponsor	Responsible Lead	Timescales
2.1	<ul style="list-style-type: none"> <li>Develop and maintain a signed web-resource library to be shared with Nottinghamshire's Deaf communities via the</li> </ul>	<p>Action complete. An electronic resource library has been created and consulted on and is ready for publication on each partner</p>	100% BG	Catherine Conchar	Catherine Conchar	March 2016

	Nottingham Deaf Wellbeing Group and the BSL Partnership Group.	organisation's website.				
2.2	<ul style="list-style-type: none"> <li>Continue to deliver BSL introductory courses via the Recovery College and Involvement Centres help raise awareness, improve engagement and reduce stigma</li> </ul>	<p>Action complete, however work continues. The National High Secure Deaf service in addition to providing bespoke training and contributing to the Trust induction have delivered training via the Recovery College and also via carers forums.</p> <p>Progress is on hold at the moment whilst the Recovery College provision is being reviewed</p>	100% BG	Julian Eve	Jason Lowe	March 2017
2.3	<ul style="list-style-type: none"> <li>Raise awareness and understanding of Deaf culture and wellbeing at all levels of the Trust and highlight its value in the Recovery Journey.</li> </ul>	Action complete. See 1.2. 1.4 and 2.2	100% BG	Clare Teeney/ Karen Waters	Jason Lowe/ Glen Owen	March 2017
2.4	<ul style="list-style-type: none"> <li>Promote the learning of BSL (all levels) utilising available funding streams as appropriate.</li> </ul>	<p>Action complete. However work continues. Staff who work with the Deaf Community are encouraged and supported to attend training in both BSL and understanding the particular needs of Deaf people and those who are hard of hearing.</p> <p>The National High Secure Deaf service at Rampton Hospital functions as the hub for the roll-out of deaf awareness training and BSL training levels 1-4 within the Forensic Division.</p> <p>Staff working within the National Deaf Service and across the wider Trust are encouraged and supported to access BSL training between levels 1-4. Within the Forensic Services Division training levels are monitored via the Directorate Governance Group which highlights a consistently high percentage of trained staff with evidence of progress through the levels.</p>	100% BG	Julian Eve	Julian Eve/ Adele Bryan	March 2017

### Objective 3:- Support Deaf children and families

	Action	Progress	% Complete	Senior Sponsor	Responsible Lead	Timescales
3.1	<ul style="list-style-type: none"> <li>Work with parents, carers and young people to ensure that CAMHS (Child and Adolescent Mental Health Services) provision meets the distinct needs of Deaf children, young people and their families.</li> </ul>	<p>Within Community CAMHS all leaflets use symbols to aid accessibility. Referrals are forwarded where appropriate to the National Deaf CAMHS. It is common practice within the service to use BSL interpreters to assist in appointments (also if deafness affects parents/carers).</p> <p>Within Inpatient CAMHS patient information has been updated and the required information regarding BSL added and available. It is common practice within the service to use BSL interpreters to assist in appointments (also if deafness affects parents/carers).</p> <p>It should however be noted that generally deaf patients would go to the specialist Deaf CAMHS as a general adolescent unit would be unable to cater for their needs.</p> <p>Although this action is complete it will remain on the action plan as a prompt to ensure the information is updated on mobilisation of the service to the new 'Hopewood' site.</p>	100% BG	Dave Manley	Rachel Towler	March 2017  Review March 2018
3.2	<ul style="list-style-type: none"> <li>Promote Sure Start Children Centres to Deaf children and their families, ensuring that qualified and knowledgeable staff are in place to meet the distinct needs of this client group.</li> </ul>	<p>Action complete. All Children's Centre Staff are trained in "Signs and Symbols"- a basic Makaton course to enable them to communicate with children at a basic level. Every Children's Centre also has a bank of symbols they can use in everyday situations and software to create their own resources. Visual Language supporting environments are strong across the NCFP.</p> <p>As with any communication barrier, appropriate interpreters will be used as required and a flexible service offer delivered to allow identified needs to be met.</p>	100% BG	Peter Hunt	Jane Young (Helen Firth/ Karen Foulkes)	March 2017

		<p>The Speech and Language Therapy (SLT) Team within the Nottinghamshire Children and Families Partnership (NCFP), a consortium led by the Trust, offer a course to all Early Years Practitioners in Nottinghamshire (Children's Centres, Schools, Private Day Nurseries etc.). This is called 'Communication for All' and promotes the use of Nottinghamshire's agreed hierarchy of signs and symbols to be used with all children in the early years. This supports the language development of all children and because signs and symbols are used and valued by all, children with communication needs who need to sign feel able and encouraged to use them as do their parents/carers.</p> <p>The Local Partnerships Division provide training to the Specialist Public Health Practitioners and all early years practitioners in identification and Early support for children 's speech, language and communication needs. This includes reference to hearing impairments.</p>				
--	--	--	--	--	--	--



3.3	<ul style="list-style-type: none"> <li>Work with hearing impaired children (County)/children and young people (City) to help maximise their potential for speech and language communications, in partnership with other services e.g. the Ear Foundation and the Nottingham Auditory Implant Programme.</li> </ul>	<p>Action complete. The Hearing Impairment Team actively work with children and young people with hearing impairments. Additionally Partnership working with other services includes:-</p> <ul style="list-style-type: none"> <li>Joint training with the Ear Foundation in Jan/Feb 2017 which involved two days of training for Local Partnerships SLT's by SLT's at the Ear Foundation</li> <li>Clinical support from the Ear Foundation and the SLT at the Royal School for the Deaf in Derby</li> <li>Attendance at HI CENs (Clinical Excellence Network) groups focused on hearing impairment</li> <li>Joint visits with Teachers of the Deaf (TOD) from County and City Education teams</li> <li>Joint visits with Teachers of the Deaf and SLTs from the Nottingham Auditory Implant Programme (NAIP)</li> <li>Attendance at the Early Years Professional Development Meetings (run by NAIP and attended by other local and regional SLTs and TODs)</li> <li>Regular attendance at the Children's Hearing Services Working Group meetings (attended by representatives of all relevant local professionals who work with deaf children)</li> <li>Liaison meetings with Audiology at Kings Mill and at The Ropewalk</li> <li>When needed home visits with BSL interpreters</li> <li>Close work with Firbeck Academy and Nottingham University Samworth Academy who both have specialist focus provision for deaf children and teenagers.</li> </ul>	<p>100% BG</p>	<p>Catherine Pope</p>	<p>Julie Belshaw</p>	<p>March 2017</p>
-----	--	---	--------------------	-----------------------	----------------------	-------------------

#### Objective 4:- Ensure staff working with Deaf people can communicate effectively in British Sign Language

	Action	Progress	% Complete	Senior Sponsor	Responsible Lead	Timescales
4.1	<ul style="list-style-type: none"> <li>Ensure that all staff working with Deaf people have an appropriate level of BSL proficiency commensurate with their job role</li> </ul>	Action complete, however work continues See 1.2, 1.10, 2.4 and 3.1	100% BG	Julian Eve	Glen Owen/ Adele Bryan	March 2017
4.2	<ul style="list-style-type: none"> <li>Reinforce the requirement for services to source a fully qualified BSL interpreter for assessment and formal treatment, where this is not available via an appropriately qualified/experienced clinician.</li> </ul>	Action complete. See 1.1, 1.2, 2.4 and 3.2	100% BG	Julie Hankin	Associate Directors of Nursing/ Glen Owen/ Adele Bryan	March 2017

#### Objective 5:- Consult with our local Deaf Community on a regular basis

	Action	Progress	% Complete	Senior Sponsor	Responsible Lead	Timescales
5.1	<ul style="list-style-type: none"> <li>Participate in Inter-agency Deaf Community Listening Events in relation to access to information and services</li> </ul>	<p>Action ongoing. The Trust has participated in 4 Inter-agency Deaf Community events in the last 24 months. In September 2017 Trust staff presented, via the medium of role play, an awareness session on what is and what is not a mental health emergency. The overall theme of this year's event was 'What is an Emergency?'- with a focus on Mental Health, Police and Fire.</p> <p>Representatives from the Involvement, Experience and Volunteering Team and the wider Trust consistently support the events, and intend to continue to do so. Staff support an information/advice stand to raise awareness of services and promote employment and volunteering opportunities.</p>	90% A	Paul Sanguinazzi	Amy Gaskin-Williams	Ongoing  Review March 2018
5.2	<ul style="list-style-type: none"> <li>Ensure that Deaf people are able to contribute to Trustwide and service specific consultation/engagement events which relate to service change/transformation.</li> </ul>	Deaf service users and carers are involved in consultations around services changes related to the provision of Deaf Services. they are also encouraged via the Equality, diversity and Inclusion Community of Interest. The Community Listening Events and other forums to engage in consultations	85% A	Angela Potter	Service Transformation Leads/ General Managers	September 2018

		<p>on other service changes/transformations.</p> <p>Within the Forensic Services Division there is good engagement of Deaf service users in hospital wide forums and a Deaf patient chairs the main Patients' Council at Rampton Hospital. The Associate Director of Equality and Diversity and the Associate Director of Nursing for Forensic Services attended the October 2017 Patients' Council to support this valuable engagement work.</p> <p>Service Users in Deaf Services are encouraged and supported to complete Service User and Carer Experience (SUCE) Feedback by the Involvement Team.</p>				
5.3	<ul style="list-style-type: none"> <li>Continue to engage with service users and carers via Trust meetings and events e.g. AGM, the Equality, Diversity and Inclusion Community of Interest (COI) etc.</li> </ul>	<p>Action ongoing. A number of stakeholders from the Deaf Community attended and engaged in the Trust AGM in July 2017. Representatives from Nottinghamshire's Deaf Communities are core members of the Equality, Diversity and Inclusion COI. Trust events are well advertised and Deaf service users and carers are encouraged to attend. Interpreters are made available as required/ requested.</p> <p>Two new BSL signed short films have been produced which focus on two of the three most important areas as identified by Deaf patients and carers. One of these explains Involvement and how to leave feedback, while the second one introduces the Trust and its services. A third film is planned for later in the year on Crisis Services. The videos have been made in partnership with the Nottinghamshire Deaf Society and the Nottinghamshire Deaf Wellbeing Action Group and are in the process of being uploaded to the Trust website.</p>	85% A	Paul Sanguinazzi / Julie Grant	Paul Sanguinazzi / Julie Grant	Ongoing Review March 2018
5.4	<ul style="list-style-type: none"> <li>Improve engagement opportunities for Deaf groups and individuals via Involvement activities.</li> </ul>	<p>Action ongoing. See 1.10. 5.1 and 5.3. Within Forensic Services patients accessing the National Deaf Service are supported to contribute as core and active participants</p>	80% A	Paul Sanguinazzi	Amy Gaskin-Williams	Ongoing Review March 2018

		within the involvement forums of the hospital. This is supported by highly qualified interpreters.				
--	--	--	--	--	--	--