

British Sign Language (BSL) Charter Action Plan 2016-2021

Progress Update- March 2019

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	9	Orange	0	Red	0
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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"> Ensure the provision of high quality, appropriately trained interpreters at individual, group and event level. 	<p>Action complete. The Trust has a partnership with Nottinghamshire Sign Language Interpreting Service (NSLIS), managed by Nottinghamshire Deaf Society. Interpreters and lip speakers 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> <p>The new Community Psychiatric Nurse (CPN) in the Adult Mental Health Deaf Services Team has a qualified interpreter accompanying her on all applicable visits to patients within their localities. She is learning BSL at level 1 however this provision is in place as it is known that to reach the required level of proficiency without an interpreter will take a minimum of 3 years.</p>	100% BG	John Williams	Jayne Norwood/ Contract Performance Managers	June 2017
1.2	<ul style="list-style-type: none"> Ensure that appropriately trained and supported staff are in place to meet the physical and mental health needs of the Deaf Community. 	<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> <p>The Community Support Worker in the Adult Mental Health Deaf Services Team is</p>	100% BG	Julian Eve	Michelle Malone/ Glen Owen	March 2017

		<p>trained to BSL Level 6 and is currently undertaking Level 2 in communication skills with Dead-Blind people.</p> <p>As stated in 1.1 the CPN in the Adult Mental Health Deaf Services Team is learning BSL at Level 1 and will progress to Level 2 at a suitable time thereafter.</p>				
1.3	<ul style="list-style-type: none"> 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. 	<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"> An Inclusive Communication Needs form is now available on both RiO and SystemOne patient information systems; An E-learning package has been developed to raise awareness of staff and help develop skills and knowledge in this area; A ward resource pack has been developed and circulated to all services. A DVD has been produced and is being used in staff training. It was launched at Leadership Council in February 2017. <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> <p>The Adult Mental Health Deaf Services Team has developed an easy read version of their team leaflet in plain English and is exploring having a BSL option. Information about health and well-being topics are sourced, wherever possible, in BSL and plain English formats. An individual's communication preferences are identified prior to the first meeting and are recorded on RiO via the inclusive communication forms. It is also a key part of the "All About Me" recovery tool.</p>	100% BG	Julie Hankin	Della Money Eve Baird	March 2017

1.4	<ul style="list-style-type: none"> Explore appropriate methods of communication to enable staff to better support the needs of Deaf patients admitted to acute services. 	<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.</p> <p>Mental Health Services for Older People (MHSOP) has embedded the use of hearing loss equipment within services. Ward areas continue to be visited to educate on the importance and utilisation of hearing loss equipment. The audit planned for October 2018 to ascertain the use of the equipment across MHSOP community and inpatient services, has been postponed until April 2019. This will enable the project lead to further embed equipment in practice.</p> <p>MHSOP are currently exploring the accessibility of the Rapid Response Liaison in Psychiatry Team and the Community Teams to D/deaf people. This not only includes an understanding of BSL but D/deaf culture. It is anticipated that a number of action will follow from discussions scheduled in March 2019.</p> <p>Training and support for staff in utilising equipment within Adult Mental Health (AMH) services is ongoing. Members of the Community Deaf Service Team within AMH are invited to participate in ward rounds. The Team is regularly contacted by county-wide AMH services for support and advice regarding methods of communication with D/deaf service users.</p> <p>In order to help staff better support the needs of D/deaf patients while on the ward, the AMH Deaf Services Team is developing a resource leaflet; this introduces the team members, provides examples of some basic communication methods and gives information on when and how they can be approached to support inpatient services.</p> <p>Within Adult Mental Health (AMH) Deaf</p>	<p>90%</p> <p>A</p>	<p>Associate Directors of Nursing</p>	<p>Joan Mercer/ Michelle Malone</p>	<p>September 2019</p>
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		<p>Services Team the role of the Deaf Services Support Worker has recently been expanded, due to additional funding identified by the Trust. Alongside supporting ward staff the role now includes focusing on social engagement and wellbeing/recovery for clients who have both mental health needs and hearing loss. This is offered in group settings and utilises peer networks</p> <p>Clinical training to support community services staff is now available via e-learning (ESR). IT training is currently being refreshed and will be rolled out when the (SystemOne and Rio) electronic patient recording system's IT templates have been updated which is scheduled for completion in March 2019.</p> <p>Within Forensic Services support arrangements are in place, which are accessible via the National High Secure Deaf Service.</p>				
1.5	<ul style="list-style-type: none"> Improve accessibility of the Trust website to enable Deaf people to access it easier. 	<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. In addition there is a 'BSL' tab at the top of the Trust home page which links directly to BSL information and resources.</p> <p>Two short BSL films have been produced and uploaded onto the Trust website which focus on two of the three most important areas identified by Deaf patients and carers. These are available on the Trust website. The third area is information on crisis services, however this has been put on hold due to resource issues.</p> <p>Ongoing work to review and update continues as part of the Communication Team's work plan.</p>	95% A	Julie Grant/ Sam Roberts	Julie Grant/ Sam Roberts	November 2019

1.6	<ul style="list-style-type: none"> Develop and deliver training on progressive hearing loss to provide Mental Health Services for Older People with the necessary skills and understanding. 	<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 have delivered on specific actions within the Toolkit and will continue to liaise closely with colleagues from Nottingham University Hospital's Dementia Specialist Audiology Service.</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 are also using clear boxes for patients to keep hearing aids in whilst on the ward to prevent them from being lost.</p>	100% BG	John Burton	Julie Aicha	April 2017
1.7	<ul style="list-style-type: none"> Ensure the Progressive Hearing Loss Toolkit is distributed to all relevant Trust services and embedded as appropriate. 	<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 as evidenced in patient written notes.</p> <p>MHSOP services are utilising areas of the toolkit as appropriate. This includes the use of hearing loss equipment, boxes for hearing aids on wards and raising awareness of issues re hearing loss for older people.</p> <p>The toolkit has been shared with Trust mental health services and physical healthcare community teams to raise awareness of hearing loss issues in clinical practice.</p> <p>In May 2018 Deaf Awareness Week was marked by an information event at Duncan Macmillan House Involvement Centre about different technologies and support available</p>	90% A	John Burton/ Joan Mercer/ L Bussell	Julie Aicha/ Lesley Searby/ D Mason	March 2020

		<p>to help people with any degree of hearing loss.</p> <p>Forensic Services have deferred using the Progressive Hearing Loss Toolkit within the Division and will implement as part of the proposed CQUIN targets for the forthcoming financial year.</p>				
1.8	<ul style="list-style-type: none"> Identify, evaluate and implement external good practice and guidance across the organisation and share service/clinical learning and effectiveness with others. 	<p>See 1.3, 1.4 and 1.6, however work is ongoing. 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> <p>The Adult Mental Health Deaf Services Team provide information sessions for the Behavioural Family Therapy (BFT) Teams as part of their skills refreshment. Long term proposals are to develop BFT training for deaf volunteers to enable them to provide culturally appropriate family therapies.</p>	<p>90%</p> <p>A</p>	Julie Hankin	Associate Director of Allied Health Professionals	June 2020
1.9	<ul style="list-style-type: none"> Encourage and support Deaf people to access involvement activities and utilise the Involvement centres/services through events such as Deaf Awareness Week. 	<p>Action complete. Members of the Involvement, Experience and Volunteering Team attend BSL partnership listening events wherever possible to promote volunteering opportunities. BSL signed videos have been published on the Trust website; these introduce the Trust, explain Involvement and offer advice on how to give feedback.</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> <p>Information sessions on hearing loss and deafness were provided for staff, patients, carers and volunteers at the Duncan Macmillan House Involvement Centre during Deaf Awareness Week (DAW) 2018. Preparations are in place for DAW 2019 to ensure greater participation.</p>	<p>100%</p> <p>BG</p>	Paul Sanguinazzi	Amy Gaskin-Williams/ Helen Watkinson	September 2017

1.10	<ul style="list-style-type: none"> • 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. 	<p>BSL signed videos have been published on the Trust website; these introduce the Trust, explain Involvement and offer advice on how to give feedback.</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. 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. When needed a volunteer would be recruited and trained to support BSL service users to have their voice heard e.g. patient and carer feedback. 'Talking Mats', an accessible pictured based method of capturing feedback, is available as required- and is available on a digital format.</p> <p>Deaf carers participated in the Carer Awareness film on the Trust website, which is used for marketing and training purposes.</p> <p>Involvement volunteering opportunities are regularly advertised at the Adult Mental Health Deaf Services Peer Support Group to encourage individuals to get involved.</p>	95% A	Paul Sanguinazzi	Amy Gaskin-Williams/ Joanna Rapson	December 2019
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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"> • Develop and maintain a signed web-resource library to be shared with Nottinghamshire's Deaf communities via the Nottingham Deaf Wellbeing Group and the BSL Partnership Group. 	Action complete. An electronic resource library has been created and consulted on and is ready for publication on each partner organisation's website.	100% BG	Catherine Conchar	Catherine Conchar	March 2016

2.2	<ul style="list-style-type: none"> Continue to deliver BSL introductory courses via the Recovery College and Involvement Centres help raise awareness, improve engagement and reduce stigma 	<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>100% BG</p>	Julian Eve	Jason Lowe	March 2017
2.3	<ul style="list-style-type: none"> Raise awareness and understanding of Deaf culture and wellbeing at all levels of the Trust and highlight its value in the Recovery Journey. 	<p>Action complete. See 1.2. 1.4 and 2.2</p>	<p>100% BG</p>	Clare Teeney/ Karen Waters	Jason Lowe/ Glen Owen	March 2017
2.4	<ul style="list-style-type: none"> Promote the learning of BSL (all levels) utilising available funding streams as appropriate. 	<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. 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> <p>Within the Adult Mental Health Deaf Services the Community Support Worker is qualified to BSL Level 6 and the newly appointed Community Psychiatric Nurse has commenced Level 1 training with a view to progressing to Level 2 as soon as possible thereafter.</p> <p>A member of the Involvement and Volunteering team is proficient in BSL to Level 3 and provides support to Deaf volunteers as required.</p>	<p>100% BG</p>	Julian Eve	Julian Eve/ Ann Wright	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"> 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. 	<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 noteworthy that generally patients who have hearing difficulties would go to the specialist Deaf CAMHS, as a general adolescent unit would be unable to cater for their communication needs. It is common practice within CAMHS services to use BSL interpreters to assist in appointments for patients and interpreters are also utilised where parents/carers have hearing impairments.</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/ Joan Mercer	Rachel Towler	March 2017 Review March 2019
3.2	<ul style="list-style-type: none"> 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. 	<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 Nottinghamshire Children and Families Partnership (NCFP).</p> <p>As with any communication barrier, appropriate interpreters are used as</p>	100% BG	Peter Hunt	Jane Young (Helen Firth/ Karen Foulkes)	March 2017

		<p>required and a flexible service offer delivered to allow identified needs to be met.</p> <p>The Speech and Language Therapy (SLT) Team within the 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"> 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. 	<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"> 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. Clinical support from the Ear Foundation and the SLT at the Royal School for the Deaf in Derby Attendance at HI CENs (Clinical Excellence Network) groups focused on hearing impairment 	100% BG	Catherine Pope	Julie Belshaw	March 2017

		<ul style="list-style-type: none"> • Joint visits with Teachers of the Deaf (TOD) from County and City Education teams • Joint visits with Teachers of the Deaf and SLTs from the Nottingham Auditory Implant Programme (NAIP) • Attendance at the Early Years Professional Development Meetings (run by NAIP and attended by other local and regional SLTs and TODs) • Regular attendance at the Children's Hearing Services Working Group meetings (attended by representatives of all relevant local professionals who work with deaf children) • Liaison meetings with Audiology at Kings Mill and at The Ropewalk • When needed home visits with BSL interpreters • Close work with Firbeck Academy and Nottingham University Samworth Academy who both have specialist focus provision for deaf children and teenagers. 			
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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"> • Ensure that all staff working with Deaf people have an appropriate level of BSL proficiency commensurate with their job role 	Action complete, however work continues See 1.1, 1.2, 1.10, 2.4 and 3.1	100% BG	Julian Eve	Glen Owen/ Ann Wright	March 2017
4.2	<ul style="list-style-type: none"> • 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. 	Action complete. See 1.1, 1.2, 2.4 and 3.2	100% BG	Julie Hankin	Associate Directors of Nursing/ Glen Owen/ Ann Wright	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"> Participate in Inter-agency Deaf Community Listening Events in relation to access to information and services 	<p>Action ongoing. The Trust has participated in 4 Inter-agency Deaf Community events in 2017-18. 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>	95% A	Paul Sanguinazzi	Amy Gaskin-Williams	Ongoing Review March 2020
5.2	<ul style="list-style-type: none"> Ensure that Deaf people are able to contribute to Trustwide and service specific consultation/engagement events which relate to service change/transformation. 	<p>Action ongoing. Deaf service users and carers are involved in consultations around services changes related to the provision of Deaf Services. Members of the Deaf community had been until 2018 encouraged to engage in service change etc. via the Equality, Diversity and Inclusion Community of Interest (COI), however that Group has now ended. Since the Group ended the Trust's considered approach is to engage directly with Nottinghamshire's Deaf Communities through the Community Listening Events, the Deaf Wellbeing Action Group and other forums to ensure this seldom heard community are actively engaged in consultations on 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</p>	90% A	Angela Potter	Service Transformation Leads/ General Managers	September 2019

		<p>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 within Adult Mental Health Deaf Services are encouraged and supported to complete Service User and Carer Experience (SUCE) feedback with support from the Involvement Team.</p> <p>Staff from Adult Mental Health Deaf Services Team attended the Nottinghamshire Deaf Wellbeing Action Group in November 2018 as part of consultation and engagement. The Team has requested an invite to attend a further meeting of the Group in 2019 to discuss ideas for service design and development. They will also be seeking feedback on service user needs and how to best provide culturally appropriate services that meet these needs.</p>				
5.3	<ul style="list-style-type: none"> Continue to engage with service users and carers via Trust meetings and events e.g. AGM/AMM. 	<p>Action ongoing. A number of stakeholders from the Deaf Community attended and engaged in the Trust AGMs/AMMs in 2017 and 2018. Representatives from Nottinghamshire's Deaf Communities, until the group ended in 2018, were core members of the Equality, Diversity and Inclusion COI.</p> <p>Trust events are well advertised and Deaf service users and carers are actively encouraged to attend. Interpreters are made available as required/ requested.</p> <p>Two short BSL films have been produced and uploaded onto the Trust website which focus on two of the three most important areas identified by Deaf patients and carers. One of these explains Involvement and how to leave feedback, while the second introduces the Trust and its services. The third area is information on crisis services, however this has been put on hold due to</p>	95% A	Paul Sanguinazzi / Julie Grant	Paul Sanguinazzi / Julie Grant	Ongoing Review March 2020

		<p>resource issues. The videos were made in partnership with the Nottinghamshire Deaf Society and the Nottinghamshire Deaf Wellbeing Action Group.</p> <p>In addition the Trust website signposts Deaf patients and carers to signed videos on the Care Opinion website; a site which focuses on patient and carer experience. This include short clips on how to use the site and leave feedback as well as 9 clips highlighting people's stories on how they, through their engagement, involvement and feedback, are helping to improve services.</p>				
5.4	<ul style="list-style-type: none"> Improve engagement opportunities for Deaf groups and individuals via Involvement activities. 	<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 within the involvement forums of the hospital. This is supported by highly qualified interpreters.</p> <p>Involvement volunteering opportunities are regularly advertised at the Adult Mental Health Deaf Services Peer Support Group to encourage individuals to get involved. Additional work is being undertaken to encourage D/deaf people to train as volunteers to capture peer feedback.</p>	<p>90%</p> <p>A</p>	Paul Sanguinazzi	Amy Gaskin-Williams	<p>Ongoing</p> <p>Review March 2020</p>