

COMMUNICATING WITH PEOPLE WHO ARE DEAF OR HAVE HEARING LOSS

Not everyone's communication needs are the same.

If you don't know, ask them how best you can communicate with them.

The Accessible Information Standard puts a legal requirement on all NHS health and social care providers to identify communication needs and provide information in people's preferred format.

Communication Tips



Aid lip reading if possible, wear an approved clear face mask



Reduce background noise if possible, move to a quieter area



Get their attention before speaking and face them



Speak directly to them not their interpreter or anyone they have with them



Don't shout use normal lip movements and facial expressions



Use clear, plain language and be straight to the point



Re-phrase if they ask you to repeat or don't understand



Check understanding by asking them to repeat information back



Write things down if needed. You can also use speech-to-text apps

Contacting people over the phone

Use Relay UK for people with hearing loss. Visit www.relayuk.bt.com

Use video relay services such as InterpreterNow for BSL users. Visit www.interpreternow.co.uk

Where possible, use alternative communication methods such as SMS, E-mail or video conferencing with captions.

BSL interpreters

British Sign Language (BSL) is structured very differently to written English.

Therefore, interpretation is vital for BSL users. BSL Health Access can provide an interpreter remotely.

Visit www.bslhealthaccess.co.uk

RNID is the trading name of The Royal National Institute for Deaf People. A registered charity in England and Wales (207720) and Scotland (SC038926).

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