**British Sign Language Interpreters/Communication Support**

Hearing Loss Cornwall (HLC) provides British Sign Language (BSL) interpreters and communication support for d/Deaf people, for the NHS Trusts in Cornwall.

Patients who are profoundly deaf may require a BSL interpreter. These patients often prefer to use an interpreter who is familiar to them and they’ll contact their interpreter to arrange assistance for when they need to visit one of our hospitals.

It’s the interpreter’s responsibility to notify HLC when a patient contacts them to act as their interpreter. HLC will then email rch-tr.interpreters@nhs.net with the interpreter’s booking details for the patient.

The General Office manages this email Monday to Friday and will forward the request to be authorised by the appropriate manager at the Trust. Once the booking has been authorised, HLC will send a booking form to the interpreter to confirm their assignment.

This process helps us to identify and manage our resources. We have a duty under the Disability Discrimination Act (DDA) 1995 to provide quality and safe care which must be balanced with our ability to manage our resources effectively.

There may be occasions when a patient needs to attend one of our hospitals at very short notice, such as an emergency situation. When this happens, we will complete the booking process after they have attended.

**\*\*\*→Patient’s relatives to provide clinical information. If a patient would like a friend or relative to INTERPRET, on their behalf, then it must be documented in their medical records. The patient must still be offered the choice of a professional BSL INTERPRETER/SPEECH-TO-TEXT COMMUNICATER.**

**→Children –** Interpreting in a health care setting is a serious responsibility and shouldn’t rest on a child’s shoulders. Children should only be asked to provide basic information in an emergency.

**To request a BSL interpreter or SPEECH-TO-TEXT communication support**

Contact Hearing Loss Cornwall via **hearingloss.cornwall@nhs.net**

To request a BSL interpreter in an emergency

Contact Hearing Loss Cornwall on **01209 823103** and the Kernow Message Handling Service will contact an interpreter.