

Freedom of Information Request	FOI 21-180	12 <sup>th</sup> May 2021
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**I would like to see a copy of your:**

**Generalised standard policy for accessible services for deaf people. These would link in with the All Wales Standards for accessible Communication and Information for people with sensory loss.**

Aneurin Bevan University Health Board does not have a standard policy for accessible services for deaf people. We adhere to the All Wales Standards for accessible Communication and Information for people with sensory loss and the national Health and Care Standards, which has a particular standard in relation to 'communicating effectively' .

**If you do not have a policy could you let me know how the health board ensures that their services are fully accessible? This would be more than just providing an interpreter.**

The Health Board has a range of measures in place to ensure accessibility of services. These include mandatory NHS Wales on line training in equality and diversity called 'Treat Me Fairly', which includes sensory loss. In addition all staff have access to a dedicated intranet page with useful information to support access to services such as:

- Good practice guide to working with interpreters
- Text Relay service
- Information from Action on Hearing Loss (RNID)
- Communication boards to assist communication with those who have hearing loss

The Health Board has a policy for Interpretation and Translation Services\* that recognises communication is a fundamental part of providing high quality patient care. Patients communication needs are identified upon admission or contact with services and these are recorded in their notes; a plan or the actions required to meet those needs can then be put in place. Effective communication and other relevant standards are part of the NHS Wales national 'Health and Care Standards' and as such are regularly audited and appropriate action taken to continuously improve service delivery.

\*The Interpreter and Translation Policy is currently under its formal review process, an updated version will be available shortly.