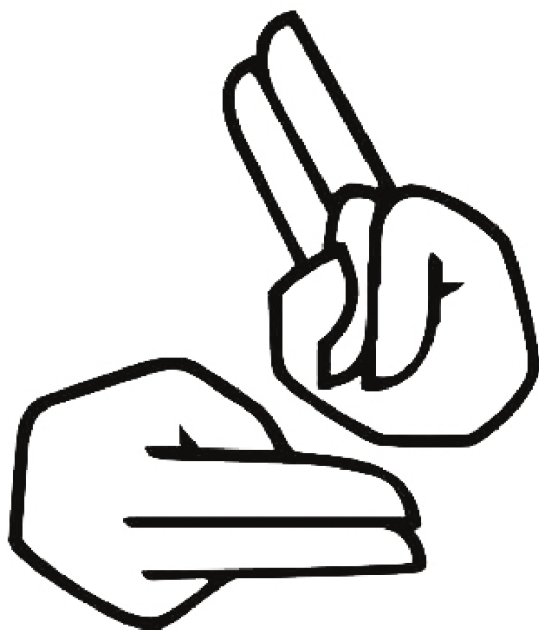


The State Hospital's British Sign Language (BSL) Action Plan 2018-2024



If you are willing to provide feedback as the plan is refined throughout the coming five years and / or are able to offer specialist / experiential advice / input, on a voluntary basis, as required, please contact the Person Centred Improvement Lead.

Tel: 01555 842072

e-mail: sandiedickson@nhs.net

post: Sandie Dickson, Person Centred Improvement Lead, Skye Centre, The State Hospital, 110 Lampits Road, Carstairs, Lanarkshire, ML11 8RP

British Sign Language (BSL) users can contact the Person Centred Improvement Lead via contactScotland-BSL

Introduction

The British Sign Language (BSL) (Scotland) Act 2015 makes a commitment that BSL users will be “able to make informed choices about every aspect of their lives”. The legislation requires public bodies, including regional NHS Boards, to publish BSL Action Plans by October 2018.

The legislation states that local BSL Action Plans should ‘try to achieve consistency’ with the ten long-term goals described within the BSL National Plan, <http://www.gov.scot/Publications/2017/10/3540> however recognises that “local plans will be tailored to local circumstances / opportunities / priorities”.

The BSL National Plan was published in 2017, developed through extensive engagement with Deaf and Deafblind BSL users and those who work for them.

BSL is a language in its own right, with its own grammar, vocabulary and dialects. Many deaf people define BSL as their first or preferred language, including those who receive the language in a tactile form (e.g. Braille) due to sight loss (Scottish Government, 2017).

‘BSL users’ within this Action Plan refers to D/deaf (deaf/hard of hearing) and/or Deafblind people whose first or preferred language is BSL.

Context

The State Hospital (TSH) provides care and treatment for a maximum of 140 male patients who are admitted to the Hospital under the Mental Health (Care and Treatment) (Scotland) Act, 2015. The average length of stay is 6 years and average age is 42 years, however some patients remain in the care of TSH for significantly shorter/longer periods, some of whom are likely to experience residual hearing loss later in life.

The Hospital does not currently have any patients who are deaf however several patients require to use hearing aids to aid communication.

Although TSH shares the same values, aims and challenges as the rest of NHSScotland, the Hospital is unique as it has the dual responsibility of caring for detained patients with complex needs, as well as protecting them, the public and staff from harm.

Guidance produced by Scottish Government and the Scottish Council on Deafness highlights the need for regional NHS Boards to consider where service delivery interacts with Special NHS Boards / other external service providers.

As TSH is the only Scottish high secure forensic mental health setting, patients from regional NHSScotland Boards are accommodated within the Hospital. In addition to accessing acute NHS services, TSH uses the services of the majority of Special NHS Boards, including NHS 24, Scottish Ambulance Service, as part of the wider aspect of providing care and treatment. TSH collaborates with Forensic Network partners, primarily mental health services within NHS Greater Glasgow and Clyde, NHS Lothian and NHS Tayside through the Care Programme Approach process to transfer patients to step-down services in these areas.

The local BSL Action Plan should also consider the role of partner organisations which provide services to TSH patients locally as part of an integrated approach to care and treatment, including Pharmacy, GP, Advocacy, Dentistry and a range of AHP services (Physiotherapy, Speech and Language, Arts Therapies).

This complex interface creates significant challenges in responding to the guidance relating to partnership working with a wide range and large number of partner care organisations.

The State Hospital’s Board (the Board) is committed to ensuring that every TSH patient is enabled to equally access and meaningfully engage in all elements of care and treatment. The Board therefore acknowledge the need to support the use of BSL (including tactile form) and understand the challenges of ensuring that systems, processes and skills remain current, despite the infrequency of engaging with patient / visitors / Named Persons who present as BSL users.

As TSH is the only high secure hospital in Scotland, arrangements are made, on occasion, to transfer patients who require specialist input to high secure services in England. Consideration would be given to this approach for patients who are BSL users, whose needs could be more effectively met by being cared for by Rampton Hospital, the national high secure deaf service for England and Wales.

In recognition of the small number of patients within its care, TSH has adopted a balanced and proportionate response to the legislation, based on actions which are relevant to patients at this stage of the recovery journey.

Due to the nature of the patient group, there are risks which require to be considered, in relation to safety and security, in terms of supporting TSH patients to access the internet. This presents significant challenges for TSH patients who are BSL users in respect of access to the new Scottish Government funded electronic BSL support system: ContactSCOTLAND-BSL.

TSH BSL Action Plan is modelled on Section 6 of the National Plan: Health, Mental Health and Wellbeing: “BSL users will have access to the information and services they need to live active, healthy lives and to make informed choices at every stage of their lives”:

Purpose	Action	Responsibility	Timeframe
Staff / Volunteer training / awareness.	Develop new Supporting Patient Communication Policy which highlights the needs of BSL users.	Person Centred Improvement Lead	November 2018
	Develop BSL resource folder within TSH intranet.	Person Centred Improvement Lead	February 2019
	Identify opportunities to introduce new learning resource re BSL and Deaf culture being developed by NHS Health Scotland (end of 2018) for relevant staff.	Training and Professional Development Manager	April 2019
	Undertake scoping exercise to determine BSL skill level and spread across the Hospital. Identify opportunities to retain skills e.g. secondments, skill sharing across the Forensic Network, working with BSL users to develop resources / policies.	Training and Professional Development Manager / Professional Nurse Advisor / Person Centred Improvement Lead	December 2019
Continuity of care.	Develop system to ensure electronic patient records (RiO / Vision etc clearly show when the first or preferred language of a patient / carer / Named Person is BSL and a BSL / English Interpreter is needed.	Associate Medical Director / Head of e-Health / Medical Records Manager	June 2019
	Develop Care Pathway for BSL users across the Forensic Network / Scottish Prison Service / NHS territorial boards.	Director of Nursing and AHP / Person Centred Improvement Lead / Clinical Effectiveness Team Leader / Forensic Network Manager	April 2022
Equal access.	Explore feasibility of supporting patient access to ContactSCOTLAND-BSL electronic support system.	Security Director / Head of e-Health	November 2019

	Review Service Led Agreements (SLA) to determine specific plans are in place to ensure BSL support is clearly described within service delivery plans. Include SACRO in relation to visitor needs.	Director of Nursing and AHP	January 2019
	Develop process to ensure BSL users can engage equitably with psychological therapies.	Head of Psychology / Person Centred Improvement Lead	January 2020
	Review format / content of TSH website to support equitable access for BSL users.	Head of Communications / Person Centred Improvement Lead	January 2020
	Develop local processes to ensure BSL users can contribute meaningfully to the Tribunal process.	Medical Director / Mental Health Tribunal Scotland	September 2019
	Develop process to ensure BSL users can engage equitably with Skye Centre activities, including access to the shop, bank and library. Specifically identify activities / learning opportunities, working closely with external partners, to equip BSL users with the skills to support them to engage in vocational rehabilitation which enables them to contribute as valued members of society, able to engage in their chosen occupation.	Skye Centre Manager / Lead AHP / Person Centred Improvement Lead	January 2020
	Contribute to development of national Interpretation and Translation Policy (NHS Health Scotland).	Person Centred Improvement Lead	Ongoing via Equality Leads Group
	Develop process to ensure BSL users can attend and meaningfully contribute to the work of the Patient Partnership Group, as active citizens with a voice.	Person Centred Improvement Lead	August 2019
	Produce BSL version of Patient Welcome Pack.	Person Centred Improvement lead	January 2020
	Produce BSL versions of statutory patient information.	Medical Records Manager / Person Centred Improvement Lead	January 2020
	Explore options to recruit the services of volunteers who are able to provide expertise in BSL.	Person Centred Improvement Lead	June 2019
	Develop guidance to ensure BSL users (patients, carers and Named Persons) can engage equitably in the CPA process, supported to make informed choices throughout their TSH journey.	Medical Director / Social Work Manager / Clinical Secretary Co-ordinator / Person Centred Improvement Lead	March 2019

Governance

Monitoring Group

Progress to TSH BSL Action Plan will be monitored by the Person Centred Improvement Steering Group quarterly.

Reporting Structure

Annual update reports will be shared with the Clinical Governance Group and the Board and published on TSH website and intranet.

Dissemination

Update reports will be disseminated via the Staff Bulletin, Hub and Skye Centre Leadership Teams, Patient Partnership Group, Volunteer Service Group, Carers' Support Group.

Summary

Health literacy is a national priority, calling for a proactive approach to supporting patients to assume a collaborative role in care and treatment supporting their recovery. This requires a tailored approach to ensure barriers to effective communication are overcome.

TSH needs to anticipate the needs of BSL users by ensuring that robust processes are in place, which can be implemented, without delay, for communication to be effective from the outset.

Having developed and implemented the Pre-Admission Specific Needs Form, TSH is able to demonstrate a robust approach to anticipating the communication needs of every patient who is admitted to the Hospital, (given prior notice of the admission). This sharing of data supports Clinical Teams to discuss the needs of BSL users and make the necessary arrangements for continuity of existing arrangements for patients and carers whose preferred method of communication is BSL.

Given the infrequency of input required by patients / visitors / Named Persons using BSL, the Hospital understands the challenges around ensuring that practice to support BSL users to meaningfully engage remain current. However, a wide range of support mechanisms are in place across the NHS and Third Sector organisations, through which TSH will continue to develop helpful relationships to ensure support is available to develop local skills on an ongoing basis.

TSH consider this Action Plan to be a dynamic document which will be updated regularly and the Board is committed to contributing to the national progress report in 2020.

TSH Supporting Patient Communication Policy includes a section dedicated to Sensory Impairment, which provides guidance about meeting the needs of BSL users, including working with a BSL / English interpreter.

A number of external partners have been asked to contribute to the development of this plan including the Scottish Government Assisted Communications Team, Alliance Scotland, deafScotland and Scottish Health Council. The views of others will be sought to support achievement of the work streams identified in the above action plan.