

TRANSLATION AND ACCESSIBILITY POLICY

To ensure services provided by NHS North Lancashire are accessible, the information is available upon request in a variety of formats including large print, Braille, on audio cassette or computer disk. We can also provide help for British Sign Language users and provide information in languages other than English. Our website is enabled with Browsealoud technology, which allows easier access for users with special requirements.

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Translation and Interpretation Policy

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CHANGE CONTROL SHEET

Change Control Sheet

This is a Controlled Document. The definitive version is on the intranet. Printed versions should be verified as valid with the intranet version.

Distribution list/ Location of Document: -

Trust Headquarters

Directorate Managers/ Heads of service (for circulation to departments)

Trust Intranet

Amendment History:

Revision No.	Date of Issue	Author	Page/Section Changed	Description of Change

Standard for Better Health Map.

Domain	Governance
Core / Development Standard Reference	
Performance Indicators	

Chief Executive	Director
Signature:	Signature:
Date:	Date:

1.0 PURPOSE

1.0 NHS North Lancashire is committed to ensuring that non-English speakers, people for whom English is a second language and Deaf or people with a hearing impairment receive the support and information they need to access services, communicate with healthcare staff and make informed decisions about their care and treatment.

1.1 This policy aims to ensure that:

- Staff and other users are fully aware of the interpreting and translation services available to them
- Staff and other users know how to make most effective use of the services when required

2.0 SCOPE

This policy applies to all areas of the work of the organisation and intends to ensure that measures are in place to support communication with non-English speakers, people for whom English is a second language, and Deaf or people with a hearing impairment. It describes the arrangements for both telephone based and face-to-face interpreting and for the translation of written material.

Independent contractors can access interpretation and translation services through the providers set out in this policy.

3.0 GUIDANCE

3.1 Definition of Terms

3.2 Interpreting is defined as the oral transmission of meaning from one language to another, which is easily understood by the listener. This includes the conversion of spoken language into British Sign Language (a recognised language in its own right) and other sign languages.

3.3 Interpreting can be provided face-to-face or by telephone.

3.4 Translation is defined as the written transmission of meaning from one language to another, which is easily understood by the reader. This includes the conversion of written information into Braille.

3.5 Interpreting Services

3.6 The ability to communicate with healthcare staff is fundamental to clinical care. The need for language support should be highlighted from referral and throughout the

patient's journey of care. Should the need for language support not have been identified, it is the responsibility of the person delivering the care of the patient/client to:

- Recognise that a language need exists
- Assess and make provision for that need in liaison with the patient/client
- Record the requirement for an interpreter in the patient/client record and on the relevant computer system

3.7 Language Identification

3.8 Language identification cards can provide staff with a visual aid to identify languages spoken by patients or clients. See Appendix A for an example.

3.9 Provision of Interpreting Services

4.0 Whilst some carers, relatives and friends may be able to interpret, staff must be aware that interpretation undertaken by people involved with the patient/client may be distorted and may not be an appropriate way of communicating confidential information. Therefore, carers, relatives and friends should not normally be asked to interpret.

4.1 When a child cannot understand or speak English, parents, guardians and/or carers must not be asked to interpret for the child and an approved external interpreter must be used.

4.2 Where there are concerns about child protection or vulnerable adult issues, an approved external interpreter must be used. Staff must follow the Guidelines for health professionals on the use of chaperones during intimate examinations, procedures or care with children and young people (Policy 36/04b) and Policy for consent to examination or treatment (Policy14/03 Version 2).

4.3 External Providers

4.4 All patients who are non-English speakers, whose first language is not English or are sign language users, should be offered access to an independent approved interpreter. The provider identified by the organisation for telephonic interpretation, written translation and face-to-face interpretation is the Prestige Network. The provider identified by the organisation for sign language interpretation is Co-Sign.

4.5 Procedure for Booking an Interpreter/Translation

4.6 Roles and Responsibilities

The provision of translation/interpretation services will be co-ordinated through the following leads:

- Corporate - Corporate Services Manager
- Provider - Head of Service
- Independent Contractors - Identified Primary Care Officer

4.7 The identified lead will:

- Provide information on using interpreters and translators
- Provide ID numbers to access translation and interpreting services
- Ensure notification of service use to Corporate Services for central monitoring purposes

4.8 Expenditure and interpreting/translation requirements are monitored corporately to ensure the development of insight of local language needs.

4.9 Interpreting Services

5.0 Telephonic Interpretation

5.1 Staff may book telephonic interpretation directly when required, using the approved provider. Although telephone interpreting is available 24 hours, wherever possible advance bookings should be given, particularly for unusual/infrequently used languages.

5.2 The Prestige Network can be contacted at:

Head Office
8 Thatcham Business Village
Thatcham
Berkshire
RG19 4LW

Tel: 0870 770 5260
Fax: 01635 877357
Email:cb@prestige

http://www.prestigenetwork.com/translation/online_services/quote-interpreter.htm

5.3 Co-Sign Ltd can be contacted at:

5 Chapel Street
Belmont
Bolton
BL7 8AU

Tel: 01204 81392
Fax: 01204 811392

5.4 Face-to-Face Interpretation

5.5 Face-to-face interpretation must be booked using the form in Appendix B. Following completion, the booking form must be sent to the Prestige Network by fax or e-mail.

5.6 Translation Services

5.7 The provision of translated material does not replace an interpreter, but can act as back up to reinforce information being provided verbally.

6.0 REFERENCES AND BIBLIOGRAPHY

Disability Discrimination Act 1995 amended 2005 [Disability Discrimination Act 2005](#).

London: Stationery Office. Available at www.opsi.gov.uk/acts

Race Relations Act 1976 (as amended by the Race Relations (Amendment) Act 2000) [Race Relations \(Amendment\) Act 2000](#). London: Stationery Office.

Available at www.opsi.gov.uk/acts

[Human Rights Act 1998](#). London: Stationery Office. Available at www.opsi.gov.uk/acts

7.0 GLOSSARY

Deaf: 'Deaf' is used with a Capital D when it refers to Deaf people who use sign language as their first or preferred language. Deaf people identify themselves as part of a cultural and linguistic community. Their culture is linked to sign language, lifestyle, history and a sense of belonging. The Deaf community includes Deaf people with visual impairment as well as Deaf people with additional disabilities, minimal language skills and Deaf people who use foreign language signs.

The term 'deaf people' (with lower case d) is used as a general term to refer to people with all degrees of deafness, including deafened, hard of hearing and Deaf people. Deaf people have different language and communication preferences.

Not all Deaf people with visual impairment communicate in the same way. It is important to note that their preferred method of communication may vary through time.

Deaf with visual impairment: Deaf people who have visual impairment and who use BSL as their first or preferred language. See also: Deafblind.

Deafblind: Deafblind people have both a sight and hearing loss. The majority have varying degrees of residual hearing and sight. It is uncommon for people to be totally deaf and blind. Deafblind people have various means of communication (See also 'Deaf people with visual impairment').

Deafened: People who have lost their hearing after acquiring spoken English. It is usually used to refer to a severe, profound or total loss.

Block alphabet: Used to communicate with deafblind people. The hearing person uses the tip of their forefinger to spell out each word in block capital letters on the receiver's palm. This method can be used when members of the public, shop assistants and others want to communicate with a deafblind person, as they are unlikely to be familiar with the manual alphabet.

Cochlear implant: A special type of hearing aid which is a surgically implanted electronic device that works by stimulating the auditory nerve electrically. It does not restore 'normal' hearing and is therefore only suitable for people who are so deaf that they cannot hear through powerful conventional hearing aids.

Deafblind manual alphabet: Used to communicate with deafblind people. Each word is spelt onto the deafblind person's hand. This is based on the manual alphabet and is easy to learn.

Dual sensory loss: Loss of hearing and sight (see also 'Deafblind').

Fingerspelling: The letters of the alphabet can be spelt out on the fingers. It can be used to spell out English words and names. It is also a feature of British Sign Language. See 'Deafblind manual alphabet'.

Hard of hearing: Can mean anything from a mild to severe hearing loss. It is often used when referring to older people.

Hearing aid: A hearing aid is used to amplify sounds so that they are loud enough. A hearing aid does not restore hearing, it simply acts as an aid to hearing. Hearing aids are most useful in quiet surroundings, as background noise such as music and other people talking will tend to interfere with what the person is trying to hear.

International Sign: International Sign is used when (Deaf) people with two or more languages come into contact and do not already have a shared language. People use signs, grammar and features that are linked to their own sign languages and cultures.

Lipreading: The use of vision instead of hearing to understand speech by 'reading' the lip shapes, facial expression and body language used by a speaker.

Partially deaf: A general term used to describe someone with some degree of hearing loss, usually moderate or severe.

Profound deafness: Little or no useful hearing.

Relay interpreting: 'Relay interpreters' pass on BSL to another person (usually Deaf people with visual impairment), or make adjustments to BSL for other people with specific language or communication requirements, or 'translate' their use of BSL to a more standard form of BSL.

Sign Supported English: Sign Supported English (SSE) often uses many BSL signs, but with the grammatical structure of English. SSE may be used either by deaf people who have learned English as a first language and then learned to sign, or by deaf people who have learned English supported with signs at school. Some Deaf people will ask for SSE interpreters. Usually BSL/English interpreters are able to use SSE.

8.0 APPENDICES

Appendix A - Language Identification Card

Appendix B - Face-to-Face Interpretation Booking Form

Appendix D – Appointment Card

Appendix E – Interpreters’ Code of Professional Conduct

Appendix F – Face to Face Interpreting Guidance with Interpreters

Appendix A



Language Identification Card

Unë flas Shqip	Albanian
አማርኛ፡ እጅላለሁ።	Amharic
أنا أتكلم اللغة العربية	Arabic
Ես Հայերէն կը խօսիմ	Armenian
Мән азәрбајан дилиндә данышырам	Azeri
আমি বাংলা ভাষায় কথা বলি	Bengali
Govorim bosanski/hrvatski	Bosnian/Croatian
Аз говоря български	Bulgarian
ကျွန်ုပ် မြန်မာလိုတတ်ပါသည်။	Burmese
我說粵語	Cantonese
Mluvim česky	Czech
I speak English	English
Ma räägin Eesti keelt	Estonian
من فارسی حرف میزنم	Farsi
Je parle français	French
მე ვლაპარაკობ ქართულად	Georgian
Ich spreche Deutsch	German
હું ગુજરાતી બોલું છું.	Gujerati
NA YIA HAUSA	Hausa
אני דובר עברית	Hebrew
मैं हिन्दी बोलता हूँ	Hindi
Beszélek Magyarul	Hungarian
Anam asu igbo	Ibo
Saya bicara bahasa Indonesia	Indonesian
Мен казахша билемин	Kazakh
Nvuga ikinyarwanda	Kinyarwanda
나는 한국말을 합니다	Korean
من به کوردی قسه ئەکەم	Kurdish
Es runāju latviski	Latvian
Na lobaka Lingala	Lingala
Aš kalbu lituviškai	Lithuanian

Jas zboruvam makedonski	Macedonian
Saya bicara bahasa Malay	Malay
我说汉语	Mandarin
मी मराठी बोलतो	Marathi
Би Монгол хэлээр ярьдаг	Mongolian
म नेपाली बोल्छु	Nepali
Mówię po polsku	Polish
Falo Portugues	Portuguese
ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ ਹਾਂ	Punjabi
زه پښتو خبرې کولای شم	Pushto
Vorbesc limba română	Romanian
Я говорю по-русски	Russian
Ja говорим српски.	Serbian
Ndino taura Shona	Shona
මම සිංහල භාෂාව කතාකරමි	Sinhalese
Rozprávam po slovensky	Slovak
Waxan ku hadlaa af Soomaali	Somali
Hablo español	Spanish
Ninasema Kiswahili	Swahili
Marunong ako magsalita ng Tagalog	Tagalog
நான் பேசும் மொழி தமிழ்	Tamil
ฉันพูดไทย	Thai
నేను తెలుగు మాట్లాడతాను	Telugu
ነ-ግርኛ እነረብ እየ።	Tigrignia
Türkçe konuşuyorum	Turkish
Meka Twi	Twi
Я розмовляю по-українськи	Ukranian
میں اردو بول سکتا ہوں	Urdu
Мен ўзбекча гапираман	Uzbek
Chúng tôi nói tiếng Việt	Vietnamese
me le so yoruba	Yoruba

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APPENDIX B



Prestige Network

Tel: 0870 770 5260
Fax: 0870 770 5261

Website: www.prestigenetwork.com
Email: interpreting@prestigenetwork.com



North Lancashire

Face-to-Face Interpreting Order Form for:

Please fax back

1. Language needed:

2. Date:

3. Time:

4. Duration (approx. hours):

5. Location (address):

6. Requester/
Contact Telephone No.:

7. Prestige Reference No.:

8. Strategic Business Unit/Directorate

Corporate Provider Arm Independent Contractors

9. Ward/Patient Details:

10. Order Number:

11. Invoice To:

North Lancashire Teaching PCT
Moor Lane
Lancaster
LA1 1QD

12. Type of the session /Any
information enabling us to prepare
the interpreter for the session

By placing this booking I confirm that I have read, understood and agree to comply with Prestige Network's Terms and Conditions. <http://www.prestigenetwork.com/client/resources/Terms-Conditions-Prestige.pdf>

In the event of cancellation by the client, please note that once the booking has been received by Prestige Network, the full duration booked is payable. Our standard terms and conditions of sale apply. Please ask for a copy if required.

Thank you for your booking.

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Appendix D



Your Appointment

موعداك Mawiedak	Arabic	مهوعیدەکەى تو Maw-eid-aki toe	Kurdish Sorani
您的預約 Ni de yu yue	Cantonese	您的預約 Ni de yu yue	Mandarin
Vaše schůzka	Czech	Pana(i) wizyta	Polish
Votre rendez-vous	French	Sua consulta	Portuguese
Ihrer Berufung	German	Ваш прием Vash priyom	Russian
To ραντεβού σας To rantevou sas	Greek	Vaša schôdzka	Slovak
તમારી એપોઇન્ટમેન્ટ Tamani Appointment	Gujarati	Su cita	Spanish
आप का मिलने का टाइम Aapka Milne ka time	Hindi	உங்கள் சந்திப்பு நேரம் Ungall Santhippu Neram	Tamil
Tuo appuntamento	Italian	Randevunuz	Turkish

Appendix E**Interpreters' Code Of Professional Conduct**

This Code of Conduct sets the standards of professionalism and confidentiality to all Interpreters employed by Prestige Network.

Interpreters shall:

1. Act with honesty and at all times in a manner that will not compromise their integrity and the profession's reputation
2. Undertake only those assignments they are competent to perform
3. Have an appropriate command of the spoken languages between which they interpret, including specialist terminology, current idioms, dialects and cultural background
4. Observe confidentiality and not seek to take any advantage of the information disclosed during assignment
5. Interpret impartially, faithfully, truly, accurately and in a professional manner
6. Convey meaning of what is said without adding, omitting or otherwise altering the meaning
7. Intervene only to seek clarification, to point out that a party may not have understood something, to prevent misunderstanding and incorrect cultural inference, to ask for accommodation for the interpreting process
8. Make explanation only when a cultural misunderstanding occurs or where there is no equivalent for a particular term
9. Observe, have regard for and respect the customs, values and spiritual beliefs of the parties involved
10. Not discriminate between parties on the grounds of colour, race, religion, ethnic origin, age, nationality, gender and disability
11. Explain their role and status to the person for whom they are interpreting, including that they are contracted to but not employed by the client

12. Inform without delay if the person for whom they are interpreting is related or known to them
13. Disclose any business, family, financial or other interest in the matter discussed which might affect their impartiality
14. Not accept any form of reward, gift, bribe, secret commission or corrupt inducement for interpreting, other than agreed fee from Prestige Network
15. Not accept work which they believe may further any illegal or criminal activity and shall disclose this to the proper authorities
16. Not knowingly misinterpret, even if instructed to do so
17. Be reliable and punctual
18. Observe the standard dress code (smart casual preferable)
19. Observe any rules or requirements at the location i.e. switching off mobile phones if there are signs to do so. You are reminded that these should not be used in interviews.
20. Not cancel any assignment without valid reason and shall do so with due notice
21. Not accept more than one assignment for the same period of time
22. Not subcontract or delegate any work without Prestige Network's knowledge and agreement

The interpreters are advised to have their own professional indemnity insurance. Prestige Network does not take any responsibility for any claims made against the company or the interpreter, on the ground of incompetent interpreting or unprofessional conduct.

Signed: _____ Date: _____



Appendix F

Face to Face Interpreting. Guidance on Working with Interpreters.

The main aim of the interpreter is to assist clients who do not speak English to get the best possible service. The starting point for this is good communication between you and your client.

PLANNING TIPS

Working effectively with interpreters requires some thought and planning. Preliminary preparation is useful and it can be quite a revelation considering the dynamics of the three way relationship and examining each participant's perspective.

A good match between the client and interpreter can avoid many potential problems.

When requesting an interpreter consider:

- Gender
- Social/ethnic issues
- Age
- Dialects
- As much information as possible to prepare the interpreter for the assignment

Remember to allow extra time for the interview as it will probably take up to twice as long as without an interpreter.

GOOD PRACTICE OF FACE TO FACE INTERPRTING

The interpreting session ideally has four parts:

1. Pre-session
2. Introduction
3. Interpreting session
4. Ending the session/post session

1. Pre-session:

Ideally you should allow for time with the interpreter before the arrival of the client to go through:

- ~ Factual information about the case
- ~ The aim of the session
- ~ Any previous incidents when the professional has not understood cultural implications
- ~ Any technical / medical terms you expect to use during the session

2. Introduction

Always allow time for introductions

- ~ If you already know the client, you should introduce the interpreter. If you are not familiar to the client, it is easier if the interpreter makes the introduction. S/he can then explain what your role is
- ~ Allow time for the interpreter to establish a rapport with the client and to clarify his/her own role

3. Interpreting Session

Be aware of the seating and acoustic arrangement. The usual arrangement is a triangular formation: **You, Your Client, Interpreter (Prestige Network)**

- This allows you to see and clearly communicate with the interpreter and the client
- This increases the client's confidence

How to effectively carry your session out?

- ✚ Try to avoid interruptions to the session
- ✚ Speak in short phrases so the interpreter will be able to interpret more easily and accurately
- ✚ Tell the client that what they say is confidential; neither you or the interpreter will reveal anything about the interview to uninvolved parties
- ✚ Ask the client if they have any questions about the interpreting process
- ✚ Talk through the interpreter, not to the interpreter - respect your client by talking to them and not about them
- ✚ Wherever possible avoid jargon, technical terms and slang
- ✚ Take extra care in explaining procedures, regulations and reasons for asking for certain types of information

4. Post-session / Ending the session

- Check that the client has understood everything
- Find out if there is anything else that the client wants to know
- Any discussion with the interpreter should be about communication dynamics rather than about the client