

Board of Directors' Meeting April 2021

Agenda item	070/21			
Report	Staff Story – It's within our gift to make a difference			
Executive Lead	Director of Nursing			
	Link to strategic pillar:		Link to CQC domain:	
	Our patients and community	√	Safe	√
	Our people		Effective	
	Our service delivery	√	Caring	√
	Our partners		Responsive	√
	Our governance		Well Led	√
	Report recommendations:		Link to BAF / risk:	
	For assurance		BAF1186	
	For decision / approval		Link to risk register:	
	For review / discussion	X		
	For noting			
	For information			
Presented to:	N/A			
Dependent upon (if applicable):	N/A <input type="checkbox"/>			
Executive summary:	<input type="checkbox"/> <p>This patient story is shared by a member of staff describing an encounter she had with a patient and their carer in the Trust. The patient communicated through British Sign Language (BSL) which posed a barrier in communicating.</p> <p>The Board are invited to watch the film in which the member of staff uses her own words to describe the event and an update on actions which are underway to make improvements in response to this feedback.</p>			
Appendices	Appendix 1: Staff Story - BSL			

1.0 Introduction

- 1.1** This story captures a member of staff describing an experience they encountered whilst at work. The experience highlights the importance of staff within the Trust having basic awareness of communicating with patients, carers and people accessing services who may be d-Deaf or hard of hearing.
- 1.2** The Patient Experience Team work with Signal, a local charity who provide support for local people who are Deaf, have hearing loss or tinnitus. A member of the charity has shared her experiences to provide additional insight and feedback from an alternate viewpoint.
- 1.3** The member of staff and Signal outreach worker have shared their accounts to make a positive impact and enable learning to be taken and shared across the organisation.

2.0 Background

- 2.1** Sheridan was working in Reception in the A&E Department when approached by a patient and their carer who were seeking directions. The patient communicated using BSL and was excluded from the conversation by the carer accompanying her which made Sheridan uncomfortable.
- 2.2** Due to a basic awareness of BSL Sheridan was able to converse directly with the patient and include her in the communication which made a huge difference to the patient.
- 2.3** Jo from Signal outlines how basic, simple communication can make a huge difference to people who communicate using BSL and help reduce barriers.
- 2.4** The staff story describes how all members of staff can make a difference for people accessing the Trust, making all individuals feel as though they matter, because they do.
- 2.5** Learning basic BSL can make a difference to your life and those you communicate with.

3.0 The Use of Patient and Staff Stories

- 3.1** Staff stories are shared by staff, using their own words to describe an experience which provides insight and knowledge extending beyond the written word.
- 3.2** Staff stories can be used to retell an experience they have shared with a patient which is important to them. This is not seeking to replace patient stories but to enhance and give a voice to a story which may otherwise remain unheard, enabling reflection and offering learning.

4.0 Risks and actions

4.1 Following this patient story being shared the subsequent actions have been taken:

- All new staff to receive a brief awareness of communicating with people who are deaf or hard of hearing (Apr/May 2021)
- All new staff joining the Trust will receive a finger spelling card to help them learn how to introduce themselves using BSL (Apr/May 2021)
- EDI training for managers will include understanding and improving the experience of staff and patients who are deaf or hard of hearing (dates tbc)
- A series of workshops on Deaf Awareness delivered by Signal will be held during 2021-22 to support staff developing basic knowledge and skills to aid communication (dates tbc)
- 6 funded places will be made available for frontline staff to attend Level 1 BSL training and obtain a qualification in an introduction to BSL. Training sessions are due to commence in September 2021 (Apr/May 2021)
- Information and guidance is available on the Trust intranet page: <http://intranet.sath.nhs.uk/patients/deafandhoh.asp>
- A BSL patient information library has been developed on the Trust website, whilst in its infancy due to delays as an impact of Covid-19, there are plans in place to continue to expand and develop this resource further: <https://www.sath.nhs.uk/patients-visitors/bsl/>

5.0 Conclusion

5.1 The Board is asked to note this staff story and take assurance of the work being undertaken to reduce barriers to patients who communicate through BSL, and embed the value of patient stories across the Trust to improve patient experience.

**Director of Nursing
March 2021**