

9th August 2018

Deputy Director of Nursing

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Dear Steve

Thank you for sending us a copy of your report 'Our hands tied' – Barriers to health care access for the deaf community.

This is an excellent piece of work which has been shared with a number of key people in our organisation so that we may carefully consider the findings and recommendations in the report.

Southern Health is committed to working together in partnership with the people we serve to ensure that the services we provide are of high quality and are delivered in a comfortable, caring, compassionate and safe environment. We want to work together with service users, patients, families and carers so that they have a say in their care and treatment, and help us to understand how services can be improved and developed. We would like to highlight some recent improvements in terms of access to our services:

- Portable hearing loops have been purchased for all in patient reception areas, with sufficient to be issued out for training venues/ consultation rooms etc. Signs in reception advise of this service.
- Rollout of new dementia signage which includes braille.
- Work in progress includes looking at wayfinding signs including braille and audible alerts availability in lifts / intercoms such as parking barriers together with associated means of alert for hard of hearing.
- PLACE (Patient Lead Assessment of the care Environment) works with a representative who is hard of hearing. She has worked with us for approx. 3 years, having covered a number of our sites and proving to be a very valuable asset, advising and giving views on accessibility issues.
- One of the key initiatives we did last year was to ensure all our clinical trainers video's had a transcript following a request from a member of staff who wanted to watch the videos but had hearing difficulties. We have also ensured that all new videos automatically have a transcript produced.

OUR VALUES



Patients &
people first



Partnership



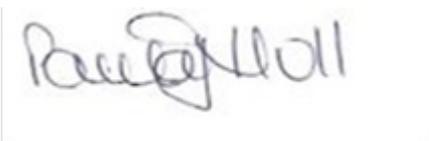
Respect

- Following on from this this has now been raised with other teams and discussed at the statutory and mandatory training meeting as there are a number of other video which require transcripts.
- Our LEAD (Learning education and development) team, receives advice and guidance from a deaf staff member about providing support in the workplace and raising awareness for the education trainers as to the types of resources that should be available
- Our Accessible Information Standard policy is currently being reviewed to ensure that it is up to date with current legislation.
- Standard Operating Procedure has been produced to enable all our services to comply with the Standard.
- Our Complaints/PALS procedures have been reviewed this year with feedback from people using our services, in order to improve them.

The recommendations around Training and Accountability have be sent to our Communications team, our Learning and Education team and our Equality and Diversity lead to ensure that education and training of our staff include the areas you have highlighted.

Thank you again for sharing the report with us and we look forward to working in partnership with you in the future.

Yours sincerely

A handwritten signature in blue ink that reads "Paula Hull". The signature is written in a cursive style and is contained within a light blue rectangular border.

Paula Hull
Director of Nursing and Allied Health Professionals