

# COMMUNICATING WITH PEOPLE WHO ARE DEAF OR HAVE HEARING LOSS

## Not everyone's communication needs are the same.

If you don't know, ask them how best you can communicate with them.

The Accessible Information Standard puts a legal requirement on all NHS health and social care providers to identify communication needs and provide information in people's preferred format.

## Communication Tips



**Aid lip reading** if possible, wear an approved clear face mask



**Reduce background noise** if possible, move to a quieter area



**Get their attention** before speaking and face them



**Speak directly to them** not their interpreter or anyone they have with them



**Don't shout** use normal lip movements and facial expressions



**Use clear, plain language** and be straight to the point



**Re-phrase** if they ask you to repeat or don't understand



**Check understanding** by asking them to repeat information back



**Write things down** if needed. You can also use speech-to-text apps

## Contacting people over the phone

Use Relay UK for people with hearing loss. Visit [www.relayuk.bt.com](http://www.relayuk.bt.com)

Use video relay services such as InterpreterNow for BSL users. Visit [www.interpreternow.co.uk](http://www.interpreternow.co.uk)

Where possible, use alternative communication methods such as SMS, E-mail or video conferencing with captions.

## BSL interpreters

British Sign Language (BSL) is structured very differently to written English.

**Therefore, interpretation is vital for BSL users.**

BSL Health Access can provide an interpreter remotely.

Visit [www.bslhealthaccess.co.uk](http://www.bslhealthaccess.co.uk)

RNID is the trading name of The Royal National Institute for Deaf People. A registered charity in England and Wales (207720) and Scotland (SC038926).

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