



INTERPRETER POLICY

Document Summary

This Policy is to ensure that the Trust has a consistent and coordinated approach when accessing interpreters.

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Important Note:



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Scope

This Policy includes all aspects of the interpreting service and applies to all staff that need to access the interpreting service in order to ensure that effective communication takes place. It is crucial to access the interpreting service to avoid risk of litigation claims through miscommunication.

This Policy is intended to ensure that measures are in place to support communication with everyone whose first language is not spoken English. It describes arrangements for both telephone based and face to face interpreting, and for the translation of written material.

Introduction

Cumbria Partnership NHS Foundation Trust aims to ensure that all users of its services can access interpreting services if required; this includes those whose first language is not English, Deaf, Deafblind and or hard of hearing.

NB: It is usual to use the uppercase 'D' when referring to people who are pre-lingually profoundly deaf and who use British Sign language as their first language

People with sight impairment do not need an interpreter due to their sight loss unless they also have a hearing loss and are deafblind – the advice of deafvision would be needed here, especially if they are finger spellers.

Good communication is fundamental to providing a high standard of service; if the correct meaning is not conveyed via effective communication; there is a risk of inducing feelings of confusion, frustration, isolation, even anger and increase the scope of missing symptoms and hence affecting diagnosis.

People who use our services may speak English. It is essential that the people who use our services understanding of English is clarified prior to booking an interpreter. In situations where a service user is vulnerable or more complex language including medical terminology is used the service we provide may be greatly improved with the provision of an interpreter.

Confidentiality

Interpreters are governed by a strict code of practice and are bound to maintain confidentiality and they should be seen as part of the professional team working with a service user.

Statement of Intent

The purpose of the Interpreting policy is to:

- Facilitate communication for those whose first language is not English who do not speak English or have difficulty understanding more complex English language or , Deaf, deafblind and/or hard of hearing.



- Reduce language, cultural and physical barriers to good communication.
- Provide a prompt and efficient service, which is equitable and accessible to all.
- Reduce the scope for wrong diagnosis and treatment.
- Enable the patient to be effectively involved in the decision making over his/her care.

Please refer to “working with interpreters” (**Appendix 1**)

Definitions

Interpreter is a person who facilitates communication from one language or British sign language into its equivalent, or approximate equivalent, in another language.

NB: It is possible we might get a sign language user from another country but it is quite unlikely and the best way forward would be through deafvision for advice.

Duties

Managers and Staff

Managers and Staff are responsible for ensuring this policy is correctly followed.

All Staff

All staff have responsibility to communicate effectively with all people who use our services and their carers and to access the appropriate “Interpreter” when required (see flow chart, **Appendix 3**).

Details of the Policy

Interpreting services should be used where there are difficulties communicating with a service user due to language barriers or a disability. Children should not be used to interpret in any circumstances. For reasons of confidentiality, accompanying friends and relatives should not act as interpreters unless specifically requested by the patient. The interpreter services are governed by a strict code of practice and are bound to maintain confidentiality and that they should be seen as part of the professional team working with a service user

Cumbria Partnership NHS Foundation Trust actively encourages the use of interpreters; however it is important that the service users understanding of “English” is obtained prior to booking an interpreter. You can identify the language spoken by looking at the Language Identifier Poster (Appendix 2) which is available in all wards and departments and on the trust web site.



Interpreting services are provided on a 24 hour basis by the following agencies:

- Capita Translation and Interpreting
- Language Line
- Deaf Vision

Booking a Face to Face Interpreter

Face to face interpreters can be contacted via (see flow chart appendix 3).

When booking an interpreter please give the following details:

- Identify required language via Language Identification Poster.
- Your name and location of team.
- Which language and dialect required or interpreter for deaf/blind/partially sighted.
- The name of the patient and department.
- The date, time, duration and location of the interpreting session.
- The name and telephone number of a contact person the interpreter should report to.
- Whether a male or female interpreter is required.

Language Line

Language line provides a telephone interpreting service. No special equipment is required and the service can be accessed from any telephone. Language Line may be contacted on 0845 3109 900, giving the following information:

- The Identification Number L43508.
- Security quote "HERE FOR YOU".
- The name of the person requesting the interpreter.
- Confirm that it is for Cumbria Partnership NHS Foundation Trust.
- The language required.
- Where appropriate state if a male or female interpreter is required or any other special requests.

Capita

Capita provides for the Trust



- Written translation
- Face-to-face interpreting
- Online customer portal

Capita Translation and Interpreting may be contacted by telephoning 0800 004 2000 or email interpreting@capita-ti.com to request an interpreter giving them:

- Name
- Ward/team
- Cumbria Partnership NHS Foundation Trust

Online customer portal can be used to

- Make bookings
- Raise complaints
- Update bookings
- Managing bookings

The online customer portal can be accessed online by visiting <http://www.capitainterpreterbookings.com/> and using the following usernames and passwords

Locality	Username	Password
Allerdale	126122	rVh365PDCN
Carlisle	183740	KaG925DQTh
Furness	129782	RNN354hGDY
South Lakeland	151820	MJY977MRNK
Copeland	173363	RhH545YXtJ
Eden	125562	AKJ644HGDE

* Please use the username and password for the Locality that the interpreter is required.

If Capita cannot meet your language needs for face to face interpreting and telephone interpreting isn't appropriate please contact the Patient Experience Team on 01228 602128 or email pet@cumbria.nhs.uk and they will support you with your request by accessing another interpreter provided.



Braille Translations

Documents requiring translating into Braille please contact the Patient Experience Team who will facilitate this for you, email your document e.g. letter, care plan, leaflet that requires translating into braille to PET@cumbria.nhs.uk ensuring that the document has no patient identifiable information contained within it.

Depending on the size of the document that requires translating the Patient Experience Team will contact

Carlisle Society for the blind on 01228 593104 – small documents e.g. A4 letter

Sight advice on 01539 742633 – larger documents

The Patient Experience Team will email the document to info@brailleservices.co.uk providing them with the postal address of the staff member to send the translated document to. Once the staff member receives the braille document they will ensure that the service user receives the translated document.

6.5 Deaf Vision

Deaf vision is the working name of the Cumbria Deaf Association and provides British Sign Language interpreting, as well as lip speaker and electronic note takers.

Contact people:

- Susan Devlin, 01228 210 205, email susan@deafvision.co.uk
- Ian Douglas, 01228 212 05, email iand@deafvision.co.uk (queries about invoices)

6.6 Prison Services

HM Government has a contract with “thebigword group” for telephone and face to face interpretation in prisons including HMP Haverigg. Please see Appendix 2, language poster, along with HMP Haverigg supporting Policy on telephone interpretation for the procedure for the provision of interpreters in HMP Haverigg.

6.7 Translation of Written Documents

All documents such as Care Plans and letters are done through the communications Team, 01228 603890 or communicationshelpdesk@cumbria.nhs.uk.

6.8 Interpreters Required for Staff

HR should use CAPITA for face to face interpreters where an interpreter is required for translation at planned HR meetings with staff members.

6.9 Infection Control

In the event of an infection outbreak, flu pandemic or major incident, the Trust recognises that it may not be possible to adhere to all aspects of this document. In such



circumstances, staff should take advice from their manager and all possible action must be taken to maintain ongoing patient and staff safety.

Training

There is no mandatory training associated with this Policy. Support can be obtained by contacting Patient Experience Team (PET) on 01228 602128.

MONITORING COMPLIANCE WITH THIS POLICY

The table below outlines the Trusts' monitoring arrangements for this policy/document. The Trust reserves the right to commission additional work or change the monitoring arrangements to meet organisational needs.

Aspect of compliance or effectiveness being monitored	Monitoring method	Individual responsible for the monitoring	Frequency of the monitoring activity	Group committee which will receive the findings / monitoring report	Group committee / individual responsible for ensuring that the actions are completed
Complete the table For guidance on what to write in each section, refer to the Document Development Resource Pack	Monthly monitoring and recording of: 1. Interpreter service used 2. Language requested 3. CPT Service using the interpreter service.	Patient Experience Manager	6 Monthly	Locality Governance Structures Corporate Governance and Risk Equality and Diversity	Patient Experience Manager



REFERENCES/ BIBLIOGRAPHY

National interpreter Services

DeafVision

NHS England: Accessible Information: Implementation Guidance

RELATED TRUST POLICY/PROCEDURES

POL/004/004 Equality and Diversity Policy



APPENDIX 1 – WORKING WITH INTERPRETERS

Working with interpreters

Planning the consultation

- **Subject matter of consultation** – give clear information about the proposed assignment when you first contact the interpreter. Also provide a brief case history relevant to the situation, this provides the interpreter with an insight into the overall picture. *The interpreter should refuse an assignment which is beyond his or her competence.*

- **Notice** – give the interpreter as much advance notice as possible.

Provide the date and time you need the interpreter and the building and the room you would like the interpreter to go to.

- **Time allowed for consultation/meeting** – give yourself more time

than usual because in an interpreted exchange, everything has to be said twice and there have to be explanations to accommodate different cultural perceptions and backgrounds. It must be stressed that working without an interpreter does take longer. You do need to allow for this time.

- **Planning** - if possible plan the session and write some of the questions that you want to explore with the service user via the interpreter.

- **How many Interpreters to book** If the event will last longer than two hours and depending on the complexity, you may need to book two or

more interpreters. This will also depend on the nature of the assignment e.g. where you might want back-up. Check with the interpreter or agency when booking.

- **Transport arrangements** - If the interpreter is coming by car, give

clear directions. If the interpreter is using public transport, give information. Interpreters are responsible for arranging their own transport. However, there might be situations where this is unsuitable or unsafe and you might need to arrange for transport. Discuss transport arrangements with the interpreter when arranging the meeting.

- **Main point of contact** - Decide who should be the main point of contact for the interpreter and provide them with the name and telephone number of the person the interpreter is to contact on arrival or in case of delay. To reduce the risk of double booking nominate one person to arrange an interpreter

- **Name of service user.** Provide the interpreter with the name of the

person involved, so that the interpreter can say if that person is known to him/her in a way in which his/her impartiality may be at risk.



- **Preparation.** Think about whether you need the interpreter to translate a letter from you to the service user, arranging the time, date and place of the proposed meeting.

- **Future meetings** – continuity is very important for service users. If you need to make multiple bookings with the interpreter, please emphasise

this with the interpreter on first contact.

- **Culture (Cultural broker)** – ask the interpreter to update you on cultural matters relevant to the service user. Remember not all interpreters will do this and some may be unfamiliar with mental health.

- **Safety** – You must assess any risks to staff, service user and interpreter prior to a meeting with interpreter is held. Assessment should be kept in clinical records and should be made available to the interpreter on request. Under no circumstances should the interpreter be left alone. If you need protection so does the interpreter.

- **Service User's consent** – Interpreters should be used with service user's consent

- **First language and any other languages** – does the service user

speak more than one language, if so this may give you more choice and flexibility of interpreters. For the deaf - not all deaf people use BSL and an interpreter may not be the most appropriate option. The first step should always be to ask the deaf person about their communication preferences.

- **Dialect** – most languages have several dialects, you cannot assume that someone who speaks a language can speak it in all dialects. If you are unsure and the service user cannot tell you, contact an interpreter in the language you think might be right and ask for advice. If the client is available, and it would be appropriate, the interpreter could crosscheck the language match over the telephone.

- **Nationality** – it is usually best to request an interpreter of the same nationality. However it is also known that people have expressed a wish NOT to see someone of the same nationality for fear of stigma of mental illness or because they have fled their country and are very afraid. Remember we cannot assume. There might be issues of confidentiality, especially when working with local interpreters.

- **Gender and age** – it may be helpful to match the gender and age of the interpreter to that of the service user. Where the case demands, such as rape or child abuse, select a male or female interpreter accordingly. As above though, remember we cannot assume.

- **Religion** – it is important that the interpreter has a good understanding of the religion of that of the service user.



Prior to the consultation

- **Information sharing.** Interpreters are often privy to extremely sensitive information, discuss with the interpreter, and conduct in relation to information sharing and confidentiality.

- **Pre-consultation meeting.** It is advisable for the clinician to have a

pre meeting with the interpreter. Discuss your needs, hopes and any concerns about working with them, discuss how the interpreting works do you require a summary or do you want things translated word by word. It helps if the interpreter knows your objectives for the consultation so discuss with the interpreter what you need to know this will also give you the opportunity to check their understanding of particular terms and concepts. Allow the interpreter to introduce him or herself and to explain the interpreter's role as being there to give an impartial, complete and confidential rendition of everything that is said.

- **Layout of room** – The room should be suitable for a three-way communication. Choose a quiet room and arrange the seating so that you and the client face each other, such as on either side of a small table, and the interpreter at the end of the table so that you can talk directly to the client and the interpreter is not physically perceived as being on one "side" or the other. When using a BSL Interpreter you also have to consider lighting, the sign language user and interpreter need to be able to see each other clearly.

During the consultation

- **Conduct the interview yourself** by asking questions directly, as the interpreter is not qualified to know what information to look for or how to process the information received.

- **Ask the client if you are not sure** of his or her own relevant attitudes, perceptions or cultural norms. Do not ask the interpreter.

- **Language of Psychiatry** – Psychiatry does not translate directly in many languages or can have an ambivalent meaning. It is important that you provide clarification of the exact meaning of any specialist language. Offer clarification; do not assume that the interpreter is familiar with this type of language. **Avoid using jargon**, proverbs or sayings. Many of these do not translate and attempts to translate lead to misunderstandings.

- **Talk to the service user**, direct your conversation to the service user; do not ignore them by looking at the interpreter when talking/asking questions.

- **Involve the service user** as you would with any English speaking service user.

- **Breaks** – provide sufficient breaks during the meeting. The Interpreter needs sufficient breaks, interpreting is exhausting.

- **Avoid discussing issues that do not require interpreting.** Discuss these after the meeting. Discussing issues which do not require interpreting can lead to frustration for the service user and are not conducive to the meeting. If you do need to do discuss things, explain to the service user why you need to.



- **Explain fully structures** and procedures which the client may be unfamiliar with.
- **Express yourself** clearly and unambiguously.
- **Pause** at the end of every two or three sentences (never in the middle

of a sentence), to allow the interpreter to interpret after you have spoken (consecutively). Speak at a sensible pace where the interpreter is whispering the interpretation at the same time as you are speaking (simultaneously).

- For the communication to be effective, **check mutual understanding** regularly by asking open questions.

- Different clients exchange and present information in different ways which are valid for them - some come to the point quickly, some work up to it and some are reluctant to express it. Be aware that what can be said in four words in English may take twenty in another language

- It helps understanding by avoiding culture-bound statements

- **Body language** may mean different things in different languages and may need clarification.

- **Be aware that** "All that is said will be interpreted. Whatever is not to be interpreted must not be said." (The Local Authorities Handbook for Translation and Interpreting Services) © NRPSI Ltd *Guidelines When*

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At the end of the interview, a summary of what has been decided and clarification of the next practical steps to be taken may be helpful.

After the consultation

- **Support for the interpreter** – debriefing with the interpreter afterwards can prove very useful, the interpreter will have an impression of the meeting and the service user and their observations can be informative. You can also ask the interpreter to clarify anything that may not have been clear in the meeting and you can also discuss those issues which did not require translation. You can also learn about how you dealt with the situation and use it as a means for personal development. In distressing situations, further support might be available to the interpreters and guidance should sought from the Equality and Diversity Department.

- **Written information for the service user.** It is good practise to provide a written copy of the notes of the meeting to the service user. These and the care plan will require translation.

- **Documentation.** Interpreting meeting should be documented accurately in the clinical records.

- **Evaluation.** Please send an email to the Equality & Diversity Department evaluating the service you received from the organisation and interpreter involved.



Having read this guidance you should now possess a degree of understanding of what's involved in working with interpreters.

Remember that the interpreter is an impartial intermediary; involve the interpreter as you and the interpreter see necessary.

Fees, Invoicing and Payment

Ensure that you give whichever organisation you choose the relevant and correct information. Delay in processing invoice(s) for payment could perhaps hinder future services to our organisation. Submitting all the correct information at the initial stages will make for a smoother invoice process and payment to the supplier.

Language Line (Telephone Service)

Cumbria Partnership NHS Foundation Trust has a fixed contract with Language Line. Invoices are received centrally on a month by month basis and forwarded to the team/department for coding/signing and must be returned to finance for processing.

Capita Translation and Interpreting

Cumbria Partnership Foundation NHS Trust has a pay as you go contract Capita Translation and Interpreting. Invoices are received centrally on a month by month basis. All relevant information **must be** given by the person requesting

Capita which will enable the process for approval and coding.

Complaints about an interpreter

If you have complaints about the conduct of an Interpreter, please contact:

Patient Experience Team

Carleton Clinic

Cumwhinton Drive

Carlisle

Cumbria

CA1 3SX

Telephone: 01228 608081 / 602128

Email: PET@cumbria.nhs.uk

Or log onto the online customer portal by visiting <http://www.capitainterpreterbookings.com/> and raise your complaint direct with Capita.



APPENDIX 2 – LANGUAGE IDENTIFYING POSTER

Instant Telephone Interpreting

Ju lutemi, cekeni gjuhën tuaj. Përkthyesi do të thirret.

برجاء تحديد لغتك، سيتم الاتصال بمترجم فوري.

অনুগ্রহ করে, আপনার ভাষাটিকে নির্দেশ করুন। একজন অনুবাদককে ডাকা হবে।

請指定您所使用的語言，以便於指派該語言之翻譯人員。

Molimo da prikažete jezik, koji govorite. Prijevodilac će biti pozvan.

Ukažite prosím na svůj jazyk. Zavoláme vám tlumočnicka.

لطفاً به زبان خود اشاره کنید، با مترجم تماس گرفته خواهد شد.

Veillez nous indiquer votre langue. Nous allons contacter un interprète.

Σας παρακαλούμε δείξτε τη γλώσσα σας. Θα κληθεί ένας διερμηνέας.

જુલા કીને તમની ભાષા દર્શાવો. કોઈ દુભાષિયો બોલાવવામાં આવશે

कृपया अपनी भाषा पर निशान लगाएं। एक दुभाषिये को बुलवाया जाएगा।

あなたの言語を指さしてください。通訳を用意いたします。

تکلیف به زمانه کتان ناماژه بکنن. به وهرگزیریکی زارمکیوره پیومندی دمکرت.

Prašome nurodyti savo kalbą. Bus paskambinta vertėjui žodžiu.

請指向您的语言。届时将有一名口译员为您提供帮助。

Prosimy wskazać swój język. Odpowiedni tłumacz zostanie wezwany.

Por favor indique o seu idioma, para podermos chamar um intérprete.

ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੀ ਭਾਸ਼ਾ ਵੱਲ ਇਸ਼ਾਰਾ ਕਰੋ। ਕਿਸੇ ਦੁਭਾਸ਼ੀਏ ਨੂੰ ਬੁਲਾਇਆ ਜਾਵੇਗਾ।

Vă rugăm indicați limba Dumneavoastră. Va fi chemat un interpret.

Пожалуйста, укажите язык, на котором Вы предпочитаете общаться с переводчиком. Он свяжется с Вами по телефону.

Ukažite prosím na svoj jazyk. Zavoláme vám tlumočnicka.

Fadlan farta ku tilmaam luqaddaada. Turjumaan ayaa laguu waci doonaa.

Por favor, señale su idioma. Llamaremos a un intérprete.

Tafadhali onyesha lugha yako. Mkalimali ataitwa.

Lütfen konuştuğunuz dili gösteriniz. Bir tercüman aranacaktır.

Будь ласка, вкажіть мову, якою Ви бажаєте спілкуватися з перекладачем. Він Вам зателефонує.

براه کرم اپنی زبان بتائیں۔ کسی ترجمان کو بلايا جائے گا۔

Hãy chỉ vào ngôn ngữ của quý vị. Một phiên dịch viên sẽ được gọi.

Please point to your language. An interpreter will be called.

Albanian

Arabic

Bengali

Cantonese

Croatian

Czech

Farsi

French

Greek

Gujarati

Hindi

Japanese

Kurdish

Lithuanian

Mandarin

Polish

Portuguese

Punjabi

Romanian

Russian

Slovakian

Somali

Spanish

Swahili

Turkish

Ukrainian

Urdu

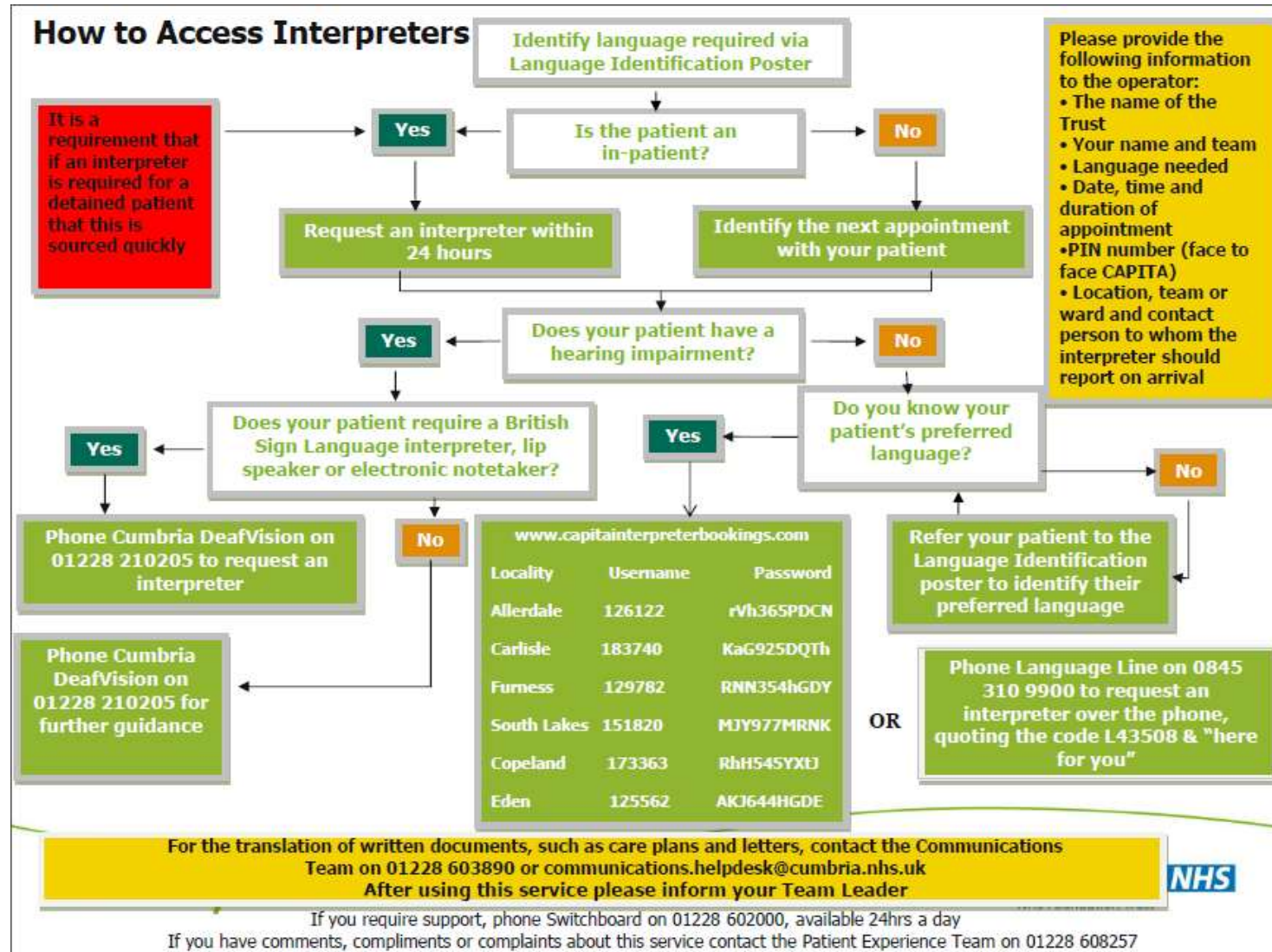
Vietnamese



www.appliedlanguage.com



Appendix3 – How to Access Interpreters





Appendix 4 Capita Translation and Interpreting Services

CAPITA

Translation and interpreting *services*



To book one of the services available at Capita Translation and Interpreting please telephone

0800 004 2000

and select from the following options:



Option 1

Translation

or email your document to translatethis@capita-ti.com



Option 2

Telephone interpreting

(PIN required)



Option 3

Face to face interpreting

or email interpreting@capita-ti.com



Find out more about how partnering with Capita gives you the assurance of quality, global reach and trusted delivery on time, every time by visiting:

www.capitatranslationinterpreting.com



Or for account queries please contact us at:

Email: publicserviceenquiries@capita-ti.com

Tel (UK): +44 (0)845 367 7000

Interpreter Policy POL/002/080

