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What's the difference between 'deaf' and 'Deaf'?

When someone is described as 'deaf' this means they have some degree of **hearing loss**.

When someone is described as 'Deaf' with a capital 'D', this means they use British Sign Language (BSL) as their **first language**, and they are part of the **Deaf community** which has its own culture.

2

Communication with d/Deaf people:

- Make sure the d/Deaf person can see your full face when you speak.
- Be aware different d/Deaf people have different communication needs.
- Always ask how people would like to communicate and try to meet those needs.
- Book a BSL interpreter if required; Interpreters can be face-to-face or online via video link.
- Be aware Deaf people will not always understand written English as this is not their first language. Keep any written communication with them in plain English.

3

Why is d/Deaf awareness important for safeguarding?

d/Deaf awareness is crucial in safeguarding because people who are d/Deaf can be **more vulnerable** to abuse and neglect due to their specialist and communication needs. Professionals should access d/Deaf awareness training to be aware of these needs so they can protect people who are d/Deaf.

4

Direct and Indirect discrimination.

d/Deaf people can be victims of **direct discrimination**, which occurs when someone is treated unfairly due to their disability.

d/Deaf people can also be victims of **Indirect discrimination**, which occurs when people with disabilities are treated the same as others, without their specific needs cultural or communication needs being considered.

5

Booking an Interpreter

Providers of NHS Care and Publicly funded Adult Social Care **must meet the communication and information needs of people who are Deaf** (BSL users). This could be achieved by using a BSL interpreter. Each organisation should have its own processes for booking an interpreter. Other services should make **reasonable adjustments** under the Equality Act 2010 and this may include booking an interpreter.



7 Minute Briefing on d/Deaf Awareness

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The Accessible Information Standard

All organisations that provide NHS care or publicly funded adult social care are required to meet the **Accessible information Standard**. These organisations must **IDENTIFY** the communication needs of people using the service, **RECORD** this clearly, clearly **FLAG** on their system if a person has information or communication needs, **SHARE** a person's information and communication needs where appropriate, and **MEET** the needs identified.

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Further info

[Deaf information and advice](#) • Salford City Council

[NHS England » Accessible Information Standard](#)

[Meeting the Accessible Information Standard - Care Quality Commission \(cqc.org.uk\)](#)

[Equality Act 2010 and Disability \(BDA\).](#)

[BSL Video about NHS Accessible Information Standard](#)