

# INTERPRETATION AND TRANSLATION SERVICES GUIDELINE (HULL AND EAST RIDING)

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**VALIDITY – Guidelines should be accessed via the Trust intranet to ensure the current version is used.**

### CHANGE RECORD

Version	Date	Change details
2.11	Nov-20	Reviewed and approved at Quality and Patient Safety Group
3.0	Nov-23	Transferred to Trust guideline template and reference code updated, added: <ul style="list-style-type: none"> <li>• Introduction section</li> <li>• SCOPE section</li> <li>• References/definitions section</li> <li>• Relevant Trust Policies/Procedures/Protocols/Guidelines section</li> </ul> Additional information added to section 3: Procedures  Additional information added to the Information Required on Booking an Interpreter or Translation Services section to take into consideration the Mental Health Act Code of Practice 2015 (section 4.10, 4.11 and 4.12) Approved ODG 29 November 2023

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## 1. INTRODUCTION

Our patients, service users and carers have the right to effective communication in a form, language and manner that enables them to understand the information provided. Providing access to interpretation and translation services across Trust services ensures people receive adequate information about their health care and enables staff to understand a patient's needs. Patients, service users and carers should be able to access services in a way that ensures their language and communication requirements do not prevent them from the same quality of healthcare as others.

This guideline sets out a clear procedure to accessing interpretation and translation services for patients, service users and carers, ensuring they will receive information in a format that they can understand, and support they need to enable them to communicate with our services appropriately.

## 2. SCOPE

This guideline applies to all employees of the Trust, including all staff who are seconded to the Trust, contract, temporary and agency staff and other people working on Trust premises. This includes members of staff with an honorary contract or paid an honorarium.

The scope of the interpretation and translation guideline extends to patients, service users, and, where appropriate the parents and carers of patients and service users who live in the Hull and East Riding area accessing Trust services who have interpretation, translation and/or communication support needs.

This guideline is intended to ensure that measures are in place to support communication with non-English speakers, people for whom English is a second language, sign language users, people with hearing or visual impairment and people who require Deaf or Deaf Blind communication support. It describes arrangements for telephone based and face to face interpreting and for translation of written materials.

## 3. PROCEDURES

### 3.1. How to Know when an Interpreter is required

- If someone using Health Services has difficulty in hearing or seeing, or if there is a difficulty in understanding each other's language.
- An interpreter should be sought as soon as a communication difficulty has been identified.
- Where written information needs to be provided to the person in a language / format they can understand.

If the person cannot articulate a sentence in English or cannot relay back the message you have given them, then an interpreter is most likely required.

If you are not sure whether an interpreter should be used, try the following:

- Ask an open question that requires the person to answer in a sentence, i.e. How did you travel to your appointment today?
- Avoid closed questions, that can be answered 'yes or no' or a very familiar question such as 'age or where do you live?'
- Ask the person to repeat a message that you have just given them, in his or her own words.

### 3.2. Clinical Risks of not using a Trained Interpreter

Trust staff must be aware that there are several risks which may arise if a trained interpreter is not used:

- Insufficient Information provided to enable accurate diagnosis.
- The required information from the patient may be either unavailable or inaccurate.
- Informed consent cannot be achieved if the patient is unable to fully understand what the health professional is telling them/ asking them to read.
- Poor communication may lead to an inferior outcome for the patient.
- An opportunity to identify that domestic abuse, abuse or child abuse is potentially taking place is missed.
- Expensive but unnecessary tests and inappropriate treatments are undertaken.
- Necessary action not taken.
- Necessary action taken too late.
- Using untrained interpreters i.e. staff, relatives, carers and friends may affect the quality of the information interpreted.

### 3.3. Use of Children as Interpreters

**Children under 16 must not be used** as interpreters. Patients or service users who bring children to act as interpreters should be strongly discouraged and offered the assistance of a qualified interpreter or an alternative appointment. Interpreting, particularly in health care settings, is a serious responsibility and should not rest with a child. Staff should only ask a child for basic information in a case of emergency. In such instances, where a child has been used, the reasons should be clearly documented in the patient or service user's case notes.

### 3.4. How to Access an Interpreter

#### Informal

Professionals may have local knowledge of people who have the appropriate skills and who are willing to act in that capacity. For example there may be a member of the Trust or Local Authority staff who could be best placed to provide this service.

#### Formal

The formal way in which the professional interpreter service may be accessed for this trust is via the interpretation and translation service that the trust has agreed to utilise.  
Interpretation and Translation Services

Hull City Council  
Maritime Buildings  
83 Alfred Gelder Street  
Hull  
HU1 1EP

Tel: 01482 613365 in the first instance or 333300

Email: [interpretation.translation@hullcc.gov.uk](mailto:interpretation.translation@hullcc.gov.uk)

Hull City Council interpretation office open is open as follows:

- Monday to Thursday 08:30 to 17:00
- Friday 08:30 to 16:30

Most interpreters will work any day and at any time. There is access to 24hr 365day “emergency” telephone support via Language is Everything. Please contact Hull City Council during their office opening times who will provide you with a telephone number and passcode to access Language is Everything (for out of hours emergency telephone support only). If you do not already have the passcode to use Language is Everything, it is recommended you contact Hull City Council during their office hours to ensure you are equipped with the information you need in case of requiring urgent telephone support.

### 3.5. Information Required on Booking an Interpreter or Translation Services

When contacting the Interpretation and Translation service to book an interpreter ensure that all of the information in the template below is provided.

<b>Organisation/Team:</b>	
<b>Contact Name:</b>	
<b>Contact Tel:</b>	
<b>Date Required:</b>	
<b>Time Required:</b>	
<b>Duration Of Appointment:</b>	
<b>Venue:</b>	
<b>Language:</b>	
<b>Male/Female Preferred:</b>	
<b>Comments:</b>	

When arranging a telephone appointment directly with an interpreter, ensure details of the calls are emailed to email address [interpretation.translation@hullcc.gov.uk](mailto:interpretation.translation@hullcc.gov.uk) to ensure that the appointment is booked onto Hull City Council’s database.

When requesting a document translation, the Interpretation and Translation service prefer this in a Microsoft Word document where available. Ensure that you confirm the language it needs to be translated to/from.

### 3.6. Payment of Fees

This should be agreed by the agency responsible for providing interpreter services to a person. If there is social work input to a persons’ care, then payment for an interpreter would normally be a Local Authority responsibility.

If health is the responsible agency, authorisation should be sought from the service area's budget holder.

### 3.7. Payment Procedure for Interpreters and Translation Services

When an interpreter has been engaged and requires payment for his or her services, this can be achieved in the following ways:

- Interpreter to send their invoice electronically to NHS SBS clients via Tradeshift. For further information or to register for electronic invoicing please visit the website: <https://www.sbs.nhs.uk/supplier-einvoicing> or email [SBS-W.e-invoicingqueries@nhs.net](mailto:SBS-W.e-invoicingqueries@nhs.net).

- Interpreter to post their invoice or credit note to the following address:

HUMBER TEACHING NHS FT  
 RV9 PAYABLES F685  
 PO Box 312  
 LEEDS  
 LS11 1HP

### 3.8. The Interpreter's Role

- To be present in the following situations having signed a confidential agreement. Refer to appendix 1 for the Interpreter Confidentiality Agreement which must be signed and presented to the referrer at the time of the appointment or emailed to the referrer. Referrer to then store the Confidentiality Agreement in the patient notes:
  - On admission/as soon as possible after initial referral to a service
  - During assessment interviews when decisions about a person's condition and treatment are being discussed with the person.
  - At a review of care planning/discharge.
  - At out-patient appointments.
  - At talking therapies/treatment sessions.
  - When rights are being explained as under the Mental Health Act 1983.
  - At statutory procedures, e.g. Mental Health Review, Tribunals and Hospital Managers Hearings.
  - To translate relevant written information as required under the Mental Health Act 1983, including information on complaints, advocacy, legal advice, safeguarding and the role of the Care Quality Commission (CQC).
- Health staff may have a considerable organisational role in ensuring that meetings are scheduled to allow an interpreter to be present.
- Usually the interpreter will travel to the person requiring the services.
- Usually, an interpreter will not assume an advocacy role, and an advocate, friend or relative may also be present.

### 3.9. How Staff Can Assist an Interpreter

Staff are required to explain the following to an interpreter:

- Confidentiality policies.
- Complaints procedures.
- Technical language.
- Procedures a person is being asked to decide upon/not.
- A person's rights, including their legal position in relation to the Mental Health Act 1983 and the Mental Health Amendments Act 2007.

Staff should draw the interpreters attention to the following resources:

- The Mental Health Act Code of Practice (if applicable).
- Any information leaflets regarding rights and treatment which are appropriate to the situation.
- Staff should be aware that a person's [family member, carer, or friend](#) should not be used as an interpreter unless there are exceptional circumstances, for example when the health or wellbeing of the patient is at immediate risk due to a communication barrier; however it may be appropriate for them to be present with the agreement of the patient, when an interpreter is engaged.
- Staff must ask the interpreter to explain to the patient that they themselves are bound by the Common Law Duty of Confidence and have signed an agreement to that effect.

- Staff must ensure that the interpreter has signed the Confidentiality Agreement detailed in Appendix 1 and on completion store in the patients notes.
- Staff must ensure that any action taken to obtain interpreter services for someone should be clearly recorded in their notes.
- Staff must ensure that the patient has consented to the use of an interpreter.
- **The Interpreter Confidentiality Agreement (Appendix 1) must be stored in the patient notes.**

### 3 REFERENCES / DEFINITIONS

- Accessible Information Standard: Specification, NHS England (Aug 2017)  
<https://www.england.nhs.uk/wp-content/uploads/2017/08/accessible-info-specification-v1-1.pdf>
- Accessible Information: Implementation Guidance (Aug 2017)  
<https://www.england.nhs.uk/wp-content/uploads/2017/08/implementation-guidance.pdf>
- Section 250, Health and Social Care Act 2012  
<http://www.legislation.gov.uk/ukpga/2012/7/part/9/enacted>
- Equality Act 2010 <http://www.legislation.gov.uk/ukpga/2010/15/contents>
- Human Rights Act (1998): [Human Rights Act 1998 \(legislation.gov.uk\)](http://www.legislation.gov.uk/ukpga/1998/42/contents)
- Mental Health Act Code of Practice 2015, Chapter 4 – Information for patients, nearest relatives, carers and others

### 4 RELEVANT TRUST POLICIES / PROCEDURES / PROTOCOLS / GUIDELINES

- Interpreter Services (Scarborough & Ryedale) (G398)
- Patient and Carer intranet page – interpretation and translation page:  
[Interpretation and Translation Services \(humber.nhs.uk\)](http://www.humber.nhs.uk/interpretation-and-translation-services)
- Producing Patient Information intranet page:  
[Creating Patient Information | Trust Brand Centre \(humber.nhs.uk\)](http://www.humber.nhs.uk/creating-patient-information-trust-brand-centre)
- Accessible Information Standard Guidance (G147)
- Accessible Information Standard intranet page:  
[Accessible Information Standard \(humber.nhs.uk\)](http://www.humber.nhs.uk/accessible-information-standard)
- HTFT Mental Health Act Policy
- HTFT S132 / 132A (MHA 1983) Information for patients, nearest relatives, carers and others SOP

## APPENDIX 1 – INTERPRETER CONFIDENTIALITY AGREEMENT

As an interpreter, you will have access to confidential service user information to carry out your duties. Information about service users must not be disclosed either verbally or in writing to unauthorised persons. This condition applies during your relationship with the Trust and after the relationship ceases.

When working as an interpreter for the Trust, you will: -

- Endeavour to provide a truthful interpretation of what is said, without anything being added, omitted or changed.
- Disclose any difficulties encountered with dialects or terms, and if these cannot be satisfactorily remedied, withdraw from the interpreting session.
- Respect and comply with the Trust’s Code of Conduct on Confidentiality at all times.
- Reassure service users about confidentiality, before interpretation commences.
- Act in a professional and impartial manner.
- Disclose immediately if the patient or immediate family is known or related to you.
- Respect and comply with the Trust’s policy on Equal Opportunities and at all times uphold the dignity of all parties involved in the process of interpretation.
- Keep any written records and correspondence relating to your contract with the Trust securely (where no-one else can access them) at all times.
- Hand any notes taken during interpretation to the person who requested the interpretation.
- Not have conversations relating to confidential matters affecting service users in situations where they may be heard by passers-by e.g. in corridors, reception areas etc.

I understand that I am bound by a duty of confidentiality and that this duty will extend after my relationship with the Humber NHS Foundation Trust ceases. I have read and understood this agreement and agree to be bound by its terms.

**NAME**.....**SIGNED**.....**DATE**.....  
(Interpreter)

**NAME**.....**SIGNED**.....**DATE**.....  
(Witnessed)

When complete, this form must be stored in the patient notes.