



NHS

**Birmingham and Solihull
Mental Health**
NHS Foundation Trust

Accessing information in other formats or interpreters



Accessible information policy

Our Trust is committed to ensuring that all service users and carers have:

- access to information about the Trust's services and care, delivered in a way that meets their needs
- information and communication needs identified at their first point of contact, or as soon as possible
- information and communication needs appropriately shared with others involved in their care
- accessible information resources provided, including interpreters, to help understand our services and care.

The NHS Constitution and the Accessible Information Standard contain further details about your rights to support for communication needs and information in alternative formats.

How to find an interpreter for appointments with our staff

If you are using our services and you need a British Sign Language (BSL) or spoken language interpreter, please let us know or ask your carer or a family member to do so.

Sometimes there may be a delay in finding an interpreter, there are national shortages of interpreters in some languages.

If you need to contact us by telephone, our Customer Relations Team can provide telephone interpreters through Language Line. Contact 0800 953 0045 and state which language you require.

How to contact a council service

Birmingham City Council has advice at www.birmingham.gov.uk. Select 'Accessibility' or 'Languages' on the homepage.

Solihull Council website: www.solihull.gov.uk. Select 'Help'.

Language Line

Language Line assists people in making telephone calls. You telephone the number provided and Language Line will assist you by translating what you say.

Within this Trust our Customer Relations Team and See Me Service User Engagement Team have access to Language Line service.

If you have anything you wish to discuss with any of these services, you can contact 0800 953 0045 and we will assist you with speaking to either the Customer Relations Team or See Me Team.

You must let us know which language you wish to speak.

Language Line can accommodate almost any language required. They can translate/interpret in up to 150 languages.

If you have any queries about Language Line services, they can be contacted directly on 0800 169 2879.

Next Generation Text (Text Relay)

Next Generation Text NGT (formerly Text Relay) is a telephone relay service for deaf people and people with hearing loss. Calls are charged at the normal rates.

If you are a deaf person you should dial 18001 followed by the full telephone number including area code from your textphone or minicom. Type the complete numbers with no spaces. When the call is answered by a hearing person, an operator is connected and will relay the call to them. The operator will speak to the hearing person and speak exactly what you type on your textphone or minicom.

If you are hearing person you should dial 18002 followed by the full telephone number including area code to make a call to a textphone or minicom user. Once connected, the operator will speak and type a message from their keyboard – they will type exactly what you say. The deaf person reads it on their textphone or minicom. The operator will read any response to you, just like a normal phone conversation. The operator will tell you how the system works and type what is said. They do not get further involved in the conversation or say what they think about it.

All calls are confidential and the service operates around the clock, so you can make calls at any time, day or night.

Next Generation Text has new ways to aid communication using apps for smartphones, tablets or computers – check here www.ngts.org.uk

Translated mental health information

Our Customer Relations Team can provide information which has been translated into various languages.

Much of the information provided is from various websites on the internet, which are detailed on the next few pages. If you don't have access to the internet, you can contact us and we can send you the information by post.

We can also provide information in large print if required.
Tel: 0800 953 0045. Text: 07985 883 509.

Where to find translated information on the internet

World news

World news translated into 43 languages:
www.bbc.co.uk/worldservice/languages

If you cannot find this then follow these steps:

- Step one: Go to www.bbc.co.uk/news
- Step two: click on 'World' and scroll down the page for 'BBC News in other languages'.

Government advice

Information is provided in other languages at www.gov.uk. Use the search engine to search the topic and required language. You can type the language into the search engine for all translations in that script.

Emergency information in various languages is available from Impact Pathways West Midlands and select your language. www.ipwm.org.uk

Citizens Advice – advice on a wide range of topics in some other languages, chiefly Welsh (Cymraeg) or British Sign Language. www.citizensadvice.org.uk

Mental health information

Choice and Medication website offers information about medications and side effects in a range of formats including easy-read, symbol-led and community languages. www.choiceandmedication.org.uk/bsmhft

NHS health information – some information in other languages and easy-read. Visit www.nhs.uk and use the search engine to find your preferred format.

Northumberland, Tyne and Wear NHS Foundation Trust's health and wellbeing information site offers a range of mental health information materials, which this regional trust shares nationally including British Sign Language videos and information in a range of languages. www.ntw.nhs.uk

Royal College of Psychiatrists

Information from the Royal College of Psychiatrists which has been translated into various languages. Video clips in British Sign Language are also available. www.rcpsych.ac.uk/mentalhealthinformation.aspx

Stanford Health Library

This American site contains lots of information in different languages. To access this site then please use the following steps:

- Step one: Click <http://healthlibrary.stanford.edu/resources/foreign/>
- Step two: Use the index

There is considerable information in Spanish including a single word translator function.

The Mental Health Act Code of Practice

Easy read factsheets and glossary about the act and code of practice:

<http://www.nhs.uk/NHSEngland/AboutNHSservices/mental-health-services-explained/Pages/easy-read-mental-health-act.aspx>

Alternatively, use the search engine entering 'easy read mental health act' on the www.nhs.uk website.

Turn2us offers debt, financial, grant and benefits advice through a free, confidential helpline 0808 802 2000 offering access through Language Line (on line interpreter in up to 150 languages) or Next Generation Text.

Translations

Brasshouse Language Centre

Website for the Brasshouse Centre who will translate materials:
www.brasshouse.ac.uk

Urdu-English and English-Urdu translator

Go to www.urduword.com/Home/index.cgi to translate single words into Urdu.

Easy read information

Easyhealth

The www.easyhealth.org.uk website contains lots of helpful health information. The messages are clear and simple. The information is also available in audio and video formats. There are also leaflets to print in easy read format with pictures and symbols.

A picture of health

The www.apictureofhealth.southwest.nhs.uk website contains information on mental health conditions and treatment in easy read, picture, symbol, audio and video formats.

Other agencies with helpful resources

Action on Hearing Loss (formerly RNID)

www.actiononhearingloss.org.uk

British Dyslexia Association

www.bdadyslexia.org.uk

Mencap – the voice of learning disability

www.mencap.org.uk

Remploy – putting ability first

www.remploy.co.uk

RNIB – supporting people with sight loss

www.rnib.org.uk

Sense – charity connecting sight, sound and life.

www.sense.org.uk

Most major organisations will have an accessibility tab on their website where further information can be found regarding accessible ways to make contact, find information or receive communications. This includes links to computer software like Voice Aloud.

Please note that Birmingham and Solihull Mental Health NHS Foundation Trust is not responsible for the content of other websites.

If you have any queries regarding this leaflet then please call the service user, carer and public engagement lead at Trust headquarters on 0121 301 1111.

Our Customer Relations Team is available Monday to Friday, 8am to 8pm (excluding bank holidays).

Tel: 0800 953 0045

Email: bsmhft.customerrelations@nhs.net

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SMOKEFREE

We are a smokefree trust

Website: www.bsmhft.nhs.uk

Main switchboard: **0121 301 0000**

