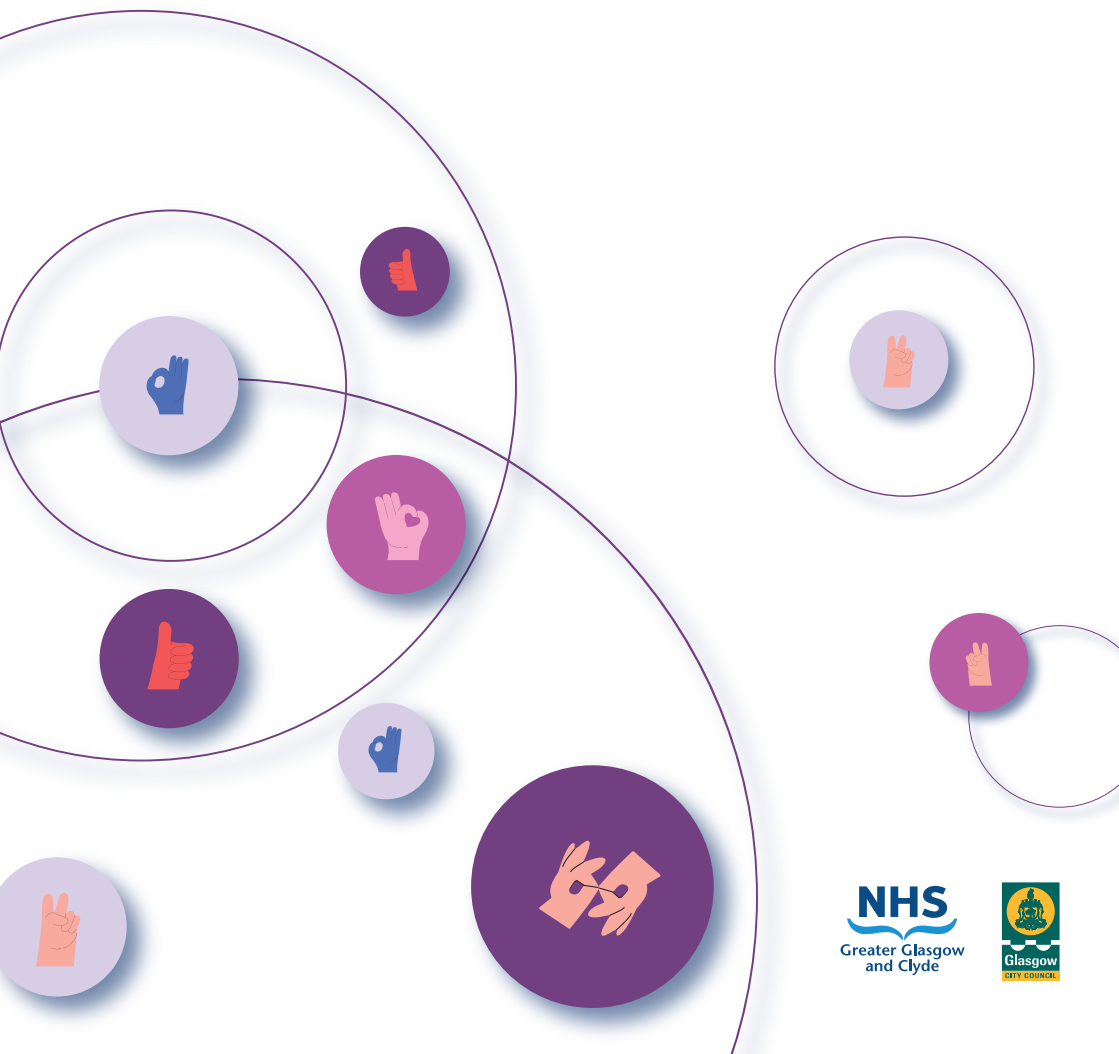
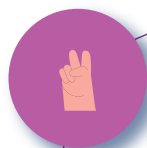
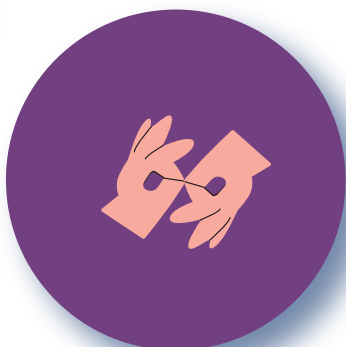


# Glasgow City HSCP

## British Sign Language (BSL) Interpreting Pathway





# British Sign Language (BSL) Interpreting Pathway

Accurate, effective and accessible information is essential for the provision of high quality services and care. It lies at the centre of successful person-centred health and social care, helping people manage their health and wellbeing, and make fully informed decisions on the care they receive.

## What is British Sign Language (BSL)?

British Sign Language (BSL) is the preferred language of Deaf people in the UK for whom English may be a second or third language. Sign languages are fully functional and expressive languages; at the same time they differ profoundly from spoken languages. BSL is a visual-gestural language with a distinctive grammar using handshapes, facial expressions, gestures and body language to convey meaning.

## What is an Interpreter?

An interpreter is (at least) bilingual and has the ability and training to be able to work between two languages and facilitate communication between people. They can convert information from one language into another. Interpreting can be face to face, via remote video (Zoom, MS Teams, or Near Me) or by telephone (Contact Scotland)

## What is a Translation?

Translating BSL is converting written English into BSL or vice versa, often this is recorded in a video.



# How to Access a BSL Interpreter

Interpreting Services are available to book for all Social Work and NHS interactions. It is recommended that interpreters are booked in advance to ensure availability. Face to face interpreting is strongly recommended for better care outcomes.

## Social Work Provision

Contact: Social Work Sign Language Interpreting Service (SLIS) at the Sensory Support Service.

### Support available:

Available for all Social Work interactions, alongside the allocated social worker to carry out the assessment, service provision and review

Other supports are available for BSL users and care providers including awareness sessions and ongoing language support.

**Core Hours:** 8.45 am to 4.45 pm Monday to Thursday, 8.45 am to 3.55 pm Friday

### Further detail and booking form:

Email: [slis1@sw.glasgow.gov.uk](mailto:slis1@sw.glasgow.gov.uk)

Tel: 0141 276 5260 / 07824300025

Scan the QR code to visit the  
**Sensory Support Service website.**



## NHS Greater Glasgow and Clyde Provision

An Interpreter should be available for all NHSGGC interactions, including GP visits.

### Face to Face Interpreting

**Contact:** NHSGGC Interpreting Service

**Core Hours:** 8.00 am - 4.00 pm - 7 days

**Email:** [interpretingservice@ggc.scot.nhs.uk](mailto:interpretingservice@ggc.scot.nhs.uk)

**Tel:** 0141 347 8811

**Scan the QR code** to visit the  
**NHSGG&C Interpreting Service Booking Form.**



### Online Interpreting

For use when a Face to Face Interpreter cannot be present.  
e.g. emergency or unscheduled situation

**Core Hours:** Available 24/7

**Scan the QR code** to visit the



**BSL Video Remote Interpreting (VRI) Service.**

### BSL 999 Service

The BSL (British Sign Language) 999 service is a dedicated emergency service for Deaf or hard-of-hearing individuals in the UK. It enables users to communicate with emergency services such as police, ambulance or fire through a video call with a BSL interpreter. The interpreter facilitates communication between the Deaf user and the emergency service personnel. This service operates 24/7.

**Scan the QR code** to visit **Resources: 999 BSL.**



## Additional supports

Other supports are available for BSL users and staff:

### Social Work Staff and Care Providers

Contact Sensory Support Services for up to date information on supports available.

### Sensory Support Services

**Core Hours:** 8.45 am to 4.45 pm Monday to Thursday,  
8.45 am to 3.55 pm Friday

**Further details:**

**Email:** [sensory@glasgow.gov.uk](mailto:sensory@glasgow.gov.uk)

**Tel:** 0141 276 5252/ 07393 753165

**Scan the QR code** to visit the

**Sensory Support Service website.**



This includes:

### BSL Awareness

Awareness session on support for Deaf BSL Service Users and the staff providing care to them and includes:

- Supporting staff with communication and interactions when providing support within service user's own home or when moving into a care home,
- Information on any equipment required, e.g. flashing doorbell, fire safety equipment
- Guidance on room set up e.g. during interactions so that you can be seen clearly

Additional care funding for Deaf BSL users. Social work staff at the Sensory Support Service can apply for an 'Individual Service Agreement' for extra funding to enable a support worker to be employed for a few hours a week to facilitate communication.

## Contact Scotland

### Support available:

In Scotland, Contact Scotland is a live BSL video interpreting service, funded by the Scottish Government, which offers free services to users. It can be used in place of telephone calls and is ideal for scheduling appointments and reaching out to patients/service users or a friend or family members who is a BSL user, or for them linking into our services.

**Core Hours:** 24 hours a day, 7 days a week

**Website link - [Contact Scotland](#)**



### NHS staff and contractors

Deaf Awareness Sessions and Learn Basic British Sign Language (BSL) classes are regularly available to NHS staff. Current upcoming dates can be accessed on the **NHSGGC website**, or by emailing **[ggc.equality.team@nhs.scot](mailto:ggc.equality.team@nhs.scot)**



## Training

**e-learning** - Free online training is available via TURAS Learn.

**Deaf Awareness** - Basic Awareness resource for people who come into contact with service users who are Deaf or hard of hearing. Understanding some of the barriers and issues that people who are Deaf or hard of hearing.

**British Sign Language (BSL) and Tactile BSL** - This module aims to develop awareness of the different types of BSL and share good practice in communicating with people who use BSL to improve experience of services.

If you would like to know more about Glasgow City HSCP Equalities please visit:

**[www.glasgowcity.hscp.scot/equalities](http://www.glasgowcity.hscp.scot/equalities)** or email:

**[Afton.Hill@nhs.scot](mailto:Afton.Hill@nhs.scot)**