



Telephone interpretation service available 24 hours a day, 365 days a year. Check the preferred language with the patient. Language cards should be easily accessible in your practice.

Call Language Line on **0845 310 9900** stating your account number and ID. Stay on line while the operator connects you to a trained interpreter. This takes about 30 seconds.

**HOW do I get an account?** Call Language Line direct on 0845 310 9900

**DO I need to prebook?** Only for face to face interpreters; 24 hours' notice (1 week for BSL)

**WHO pays?** NHS England

**WHY?** It is a legislative requirement to ensure that patients who have a hearing or speech impairment/loss, or whose first language is not English, should be provided access to an appropriate communication support service. **It is well recognised by legislation that using family members, friends and other patients for interpreting is highly inappropriate** and lends itself to a degree of risk e.g. patient confidentiality, inappropriate admissions, lack of informed consent and welfare and safeguarding. **The Daniel Pelka Serious Case Review (Coventry LSCB, 2013) recommended that agencies should consistently use interpreter services with families who do not have English as a first language and that interpreters must be used to interview children alone or to enable them to understand their wishes and feelings, when they are the subject of safeguarding concerns.**

Interpreting should be accurate, impartial and confidential; it is a professional skill which requires appropriate and effective use. **It is never professionally or ethically acceptable to use children (under 16) as Interpreters.**

### Best Practice

Interpreter services should be used consistently with families who do not have English as a first language. Check patients notes for specific communication needs e.g. Deaf/deaf-blind, language etc. When arranging interpretation the following procedure should be allowed:

- ✓ Provide patient information to the interpreter on pertinent issues e.g. a patient's mental state or a patient's inability to communicate verbally. Indicate how long the session is likely to run.
- ✓ Ensure that the interpreter and the patient speak the same language and dialect. Match the gender of interpreter and patient if appropriate. Explain the nature of the interview.
- ✓ Allow enough time for the interview – twice as long as an interview without an Interpreter. Explanations of cultural perceptions and backgrounds may be required.
- ✓ Record the interpreter's ID code; introduce yourself; brief the interpreter; say what phone you are using (e.g. single/dual handset, speaker phone, mobile); ask the interpreter to introduce you and themselves to the patient.
- ✓ Give the interpreter time to interpret between you and the patient, and remember to speak clearly and slowly. Let the interpreter know when you have finished.

This quick guide supports a full guidance document on using interpreting services produced by the Suffolk CCG Safeguarding Children Team available on the CCG website safeguarding pages.

***If you are worried that a child, young person or adult is at risk of abuse, harm or neglect refer to the MASH via Customer First on 0808 800 4005***