**Deaf Awareness and Overcoming Barriers in Healthcare**

Audience: national

Delivery: face to face

Suitable for levels : all

Capabilities

1. 1 Seek and engage with individuals’ perspectives on their condition, their preferences for their care, and what is important to them and their carers in terms of treatment goals and outcomes

1. 2 Demonstrate understanding of the individual and show empathy for the impact of their cancer diagnosis

1. 7 Promote and contribute to a consistent and integrated approach throughout the episode of care, focusing on the identified needs of the individual

1. 9 Value collaborative involvement and engage people with cancer to improve and co -produce person -centred, quality services

1.10 Adhere to legal, regulatory and ethical requirements, professional codes, and employer protocols

2. 1 Demonstrate professional practice in own day to day clinical practice

2. 2 Critically reflect on how own values, attitudes and beliefs might influence own professional behaviour and interactions

2. 4 Identify and act appropriately when own or others’ behaviour undermines equality, diversity and human rights

2. 5 Reflect on and address appropriately ethical/moral dilemmas encountered during own work which may impact on care to people affected by cancer. Advocate equality, fairness and respect for people and colleagues in day to day practice

3. 3 Select appropriate language and media (including remote consultation such as telephone, skype, sign language, written etc) to facilitate effective communication and interactions with people affected by cancer

3. 4 Respond sensitively to individual preferences and needs, and uphold and safeguard individuals’ interests

3. 5 Establish and integrate individuals’ specific needs, preferences, priorities and circumstances to guide the care and treatment they offer

3. 7 Use active listening and facilitation skills to enable individuals to talk about their concerns and priorities relating to their cancer symptoms and implications of its treatment

4. 1 Actively listen to and communicate effectively with others, recognising that both are an active, two-way process

4. 2 Critically appraise communication strategies and be able to optimise communication approaches appropriately using skills such as active listening e.g. frequent clarifying, paraphrasing and picking up verbal cues such as pace, pauses and voice intonation

4. 3 Reflect on communication strategies and skilfully adapt those employed to ensure communication strategies foster an environment of person empowerment

4. 4 Communicate in ways that build and sustain relationships, seeking, gathering and sharing information appropriately, efficiently and effectively to expedite and integrate people’s care

4. 5 Communicate effectively, respectfully and professionally with service users and carers at times of conflicting priorities and opinions

4. 6 Convey information and address issues in ways that avoid jargon and assumptions; respond appropriately to questions and concerns to promote understanding, including use of verbal, written and digital information

4. 8 Autonomously adapt verbal and non-verbal communication styles in ways that are empathetic and responsive to people’s communication and language needs, preferences and abilities (including levels of spoken English and health literacy)

4. 9 Communicate effectively with individuals who require additional assistance, such as sensory or cognitive impairments, to ensure an effective interface with a practitioner, including the use of accessible information

4.12 Adapt communication approaches to non-face to face situational environments e.g. phone, video, email or remote consultation

6. 1 Provide information and advice appropriate to the needs, priorities and concerns of individuals

6. 7 Identify factors that can affect an individual’s ability to request, organise or access services or assistance and take appropriate action to help them receive the care they require (e.g. knowledge, confidence, physical constraints, social isolation)

6. 8 Provide information and assistance to help individuals access the services and resources they require to implement their decisions

6. 9 Promote the participation and inclusion of all service users and ensure that potential barriers are reported to the appropriate personnel

6.10 Work to ensure that services are inclusive and promotes equal opportunities for access and service provision.

7. 6 Evaluate individual’s understanding of information, (including written, visual and audio-based information), communicate effectively to correct misunderstandings and explain complex medical terminology in lay terms

9. 2 Understand the issues facing individuals as they complete cancer treatment or are discharged from acute hospital follow-up

10. 2 In collaboration with the individual, use the Holistic Needs Assessment and Care Plan to identify and prioritise needs which require support and informs the development of an appropriate personalised plan with defined outcomes

10. 3 Structure consultations so that the person and/or their carer/family (where applicable) is encouraged to express their ideas, concerns, expectations and understanding

11. 2 Adapt their practice to meet the needs of different groups and individuals (including those with particular needs such as cognitive impairment or learning disabilities), working with chaperones, where appropriate

12.21 Recognise when a clinical situation is beyond individual capability or competence and escalate appropriately

17.10 Provide practical and emotional support to encourage individuals to take an active role in communicating with health professionals where this is needed, by supporting and encouraging them to ask questions about what is a priority or concern for them

20. 6 Identify the need for additional clinical and professional support such as referral, second opinion