



January 2022

An update from n-compass Deaf Link Service

n|compass
towards a brighter future

Funded by



Best Wishes and a Happy New Year to you All

n-compass Deaf Link Service supports British Sign Language users who are struggling to access information and support from the services in their communities across Lancashire. Our Deaf Link Worker, Sue, has worked with BSL Communities across the Northwest for over 15 years and is committed to achieving positive change and equitable access to services for Deaf People in Lancashire.

*Information below in BSL via a QR code.

It has been a busy time for the Deaf Link Service as we work to improve access to services for Deaf people. We are getting in touch with you to tell you about positive changes that have been made to greatly improve access to services for BSL users and how we are building on those positive changes. We hope that you will share this information with the BSL users you work with.

*This newsletter can be used as a resource either on screen or printed off to give to a service user as the QR Codes it contains provide links to services accessible via VRS or to information in BSL in video format. They can be accessed and shared using a smart phone that has a QR code reader installed. We hope that you will find this useful.

n-compass Update

The n-compass website www.n-compass.org.uk is now accessible to BSL users with the addition of BSL videos (subtitled) of the information it contains about its services www.n-compass.org.uk/information-in-bsl There is access in British Sign

Language via a link to an interpreter through Sign Video interpreting service enabling BSL users to contact us and self-refer.

Lancashire Hospital's Update

In the last newsletter we shared how four hospitals in Lancashire, Preston, Chorley, Lancaster and Blackpool acted on evidence provided by the Link service regarding the need for interpreter provision for contacting the hospital and for unplanned visits. This resulted in 24hr availability of a remote interpreter service ensuring access even when contact is unplanned. The focus of the work since this development has been providing sessions along with the Patient experience Leads in the Hospital Trusts to support hospital staff to better understand that interpreter provision is essential for BSL users to access the hospitals and ensure that they can easily provide this in all departments.

Lancashire Police Force Update

Lancashire police service have also worked with the Link Service to ensure that they are fully accessible through Sign Live for contacting the police station, or to communicate with an officer in person when the contact is unplanned. This should be done on the BSL users own phone through the Sign Live App Directory and Lancashire Police will be invoiced. Work continues to share the information about

this improvement in accessibility with all officers and with the Deaf Community. Work has started on also making their website accessible to the Deaf community.

2021

Throughout 2021 the Deaf Link Service has worked with a variety of services to support them to become more accessible. This includes Housing associations, the Fire service, local schools, Adult Social care, GPs surgeries, estate agents, utilities, DWP, advocacy services and many other services across Lancashire.

Current Activity

Services that we are working with currently to improve access in BSL include:

- Northwest Ambulance Service
- Lancashire and South Cumbria Trust Mental Health services
- Northern Rail
- Lancashire Prisons

Services who have improved accessibility for BSL users after working with the Deaf Link Service include:

- The Care Quality Commission.
- The Home Office.
- National Bowel Screening Programme
- Hospital complaints departments.

We have plans for much more in 2022.

Useful Links

To access a QR code you will need a QR code reader that some devices have factory installed as QR codes gain in popularity. If your device doesn't have one there are many free ones available in the App store that you can easily download.

Scan here for information on the n-compass Deaf Link Service in BSL



Scan here for information about n-compass Advocacy service in BSL (subtitled)



Scan here for information about n-compass Carers service in BSL (subtitled)



Scan here for information on how to contact n-compass and self-refer in BSL (subtitled)



Scan here for information about reporting non urgent crime in BSL also a guide to how to register your phone for text 999 service



Scan here for information in BSL on how to download Sign Video App



*Email account needed to set up an account with Sign Video

Scan here for information in BSL on how to download the Sign Live App



*Email account needed to set up an account with Sign Live

Preston Council are accessible in BSL via Sign Live Scan here for more information in BSL



The Care Quality Commission are now accessible in BSL

Scan here for information on how to contact them.



Gov.uk are accessible in BSL for issues relating to Universal credit.

Scan here for page with link to access



Gov.uk are accessible in BSL for issues relating to PIP

Scan here for page with link to access



To make an appointment with your GP if they are not accessible to you or to contact the hospital (non-emergency) you can text or video call CoSign – [07974684720](tel:07974684720)

Scan here for more information in BSL about CoSign



Text number for Adult Social care for enquiries or self-referral

TEXT: [07860 031 294](tel:07860031294)

