

Document Details		
Title	Interpretation and translation services- Guidance to staff	
Trust Ref No	2004-85850	
Local Ref (optional)		
Main points the document covers	Guidance for staff on when and how services should be used	
Who is the document aimed at?	All staff who need use services	
Owner	Shelley Ramtuhul	
Approval process		
Who has been consulted in the development of this policy ?	Risk/complaints team	
Approved by (Committee/Director)	Director of Governance	
Approval Date	November 2023	
Initial Equality Impact Screening	Yes	
Full Equality Impact Assessment	No	
Lead Director	Director of Governance	
Category	General	
Sub Category		
Review date	30/11/2025	
Distribution		
Who the policy will be distributed to	All staff	
Method	Web and policy alert	
Keywords	Interpretation, translation, language,	
Document Links		
Required by CQC	Domain for Caring	
Other	None	
Amendments History		
No	Date	Amendment
1	31/11/2023	Slight amendments
2		
3		
4		
5		

Interpretation and translation services

Guidance for staff

1. Aims and Scope

The key objective of these guidelines is to ensure that staff are able to use verbal interpreting and written translation services for their patients where it is not otherwise possible to establish effective communication.

We have a legal and moral responsibility to ensure our services are equally and easily accessible to all users, including help with communication where needed.

This policy applies to all staff and Trust services and provides details of how to access and effectively use interpreting services.

2. Good Practice Points

Health professionals will identify the particular communication needs of their patients on their initial contact with them and note this in the patient record.

If you have any difficulty in communicating fully with a patient, a suitable interpreter should be arranged through the Trust interpreting services – see below.

It is not good professional practice to rely on family members to translate, as there are risks in relation to patient confidentiality and proper understanding/informed consent if not.

Use of an interpreter requires thought and planning in advance. Allow enough time because a consultation with an interpreter will take longer than usual. Make the interpreter aware of any pertinent points about the patient in advance eg particular concerns or communication issues.

3. How To Access Interpretation and Translation Services

Absolute Interpreting and Translations Ltd is providing all the interpretation and translation requirements for the Trust. You can request an interpreter over the phone or via the portal.

How do I book an interpreter?

TWO WAY OR THREE-WAY TELEPHONE INTERPRETING

How to Book an Instant Telephone Interpreter?

1. Dial 0203 870 3548
2. Enter your secure PIN followed by # - if you do not have your PIN, please contact us and we will create one for you.
3. Immediately, press 0 to mention language by name OR, follow the call commands.
4. You will be connected to an interpreter.

THREE-WAY TELEPHONE INTERPRETING

How to Book a Telephone Interpreter for Pre-booked Appointments (ideal when your client/patient is not with you)?

For all pre-booked appointments where you need a telephone interpreter please submit your booking via the secure booking portal at: <https://www.calllili.co.uk/client-login.php>

- 1) Click on Book an Interpreter
- 2) Select the Service Type as “Telephone Interpreting”

- 3) In the “**Special Instructions**” text box please write your direct phone number plus extension if applicable, client’s/patient’s phone number, and any other instructions for Absolute Interpreting and Translations booking team for example if you require a specific interpreter or a particular gender.
- 4) We will then connect you and your client/patient to your preferred interpreter.

Alternatively, you can also call us on **0121 270 6801** option 2 to provide us all of the above-required information but for audit purposes it is recommended that requests are submitted via the portal.

HOW TO BOOK A SCHEDULED REMOTE VIDEO INTERPRETER?

For all pre-booked appointments where you need a Remote Video Interpreter please submit your booking via the secure booking portal at: <https://www.calllili.co.uk/client-login.php>

- 5) Click on **Book an Interpreter**
- 6) Select the Service Type as “**Remote Video Interpreting**”
- 7) In the “**Special Instructions**” text box please write what technologies you will be using to get connected to our Remote Video Interpreter. For example you could write
 - a. **I will use Skype:** if so then please write your and your client’s/patient’s Skype ID IF the client/patient is not in the same room.
 - b. **I will use Absolute’s Secure Video Portal:** if so, please let us know so we can provide you with your login details to our **Remote Video Portal**.
 - c. **I will use Whatsapp:** if so then please write your and your client’s/patient’s Whatsapp contact numbers.
 - d. **I will use Zoom:** if so, then provide your Zoom ID and password OR ask Absolute to provide one.

Alternatively, you can also call us on **0121 270 6801**, select option 2 to speak to one of our Customer Service Representatives. However, for audit purposes it is recommended that requests are submitted via the portal.

How to Book a Face to Face Interpreter?

1. Please log in to your account via the secure booking portal at: <https://www.calllili.co.uk/client-login.php>
Fill in the booking form
2. Submit your booking - Note: most departments already have their logins but we can resend it required.

I would like to send a letter to my patient in a different language. How do I book a translator?

How to Book a Written Translation, Easy Read & Braille Service?

1. Please email us your document to enquiries@absolute-interpreting.co.uk
2. Include your Account ID.
3. We will proceed with your request.

How to Book an Interpreter for Out of Hours and Same Day Emergency Bookings?

FOR EMERGENCIES ONLY: you can also call us on **0121 270 6801** select option 2 to book an interpreter or simply send us your request to bookings@absolute-interpreting.co.uk

What information do I need to provide to book an interpreter?

Regardless of how interpreters are requested i.e. over the phone, fax or by email, please provide the following information:

- **Your full name and name of Budget holder/Manager:**
- **Your contact number:**
- **Date(s):**
- **Start Time:**
- **Expected duration:**
- **Venue including full postcode:**
- **Target Language:**
- **Patient’s name OR ID:**
- **Nature of appointment:**
- **Department:**
- **Are there any health & safety hazards on site that our interpreter should be aware of?:**
- **Any special instructions:**

Please remember to always check with your Manager/budget holder before making a request as the money will come out of your budget and always put the budget holder's name on the form.

VISS Sign Language Interpreting Service [Sign Language Interpreting Service Shropshire By VISS | Deaf & Deafblind Communication Services](#) is also available:

VISS Sign Language Interpreting Service (Shropshire) Ltd
The Lantern
Meadow Farm Drive
Shrewsbury
SY1 4NG

Telephone : 01743 250 850

SMS : 07890 962898

e-mail : office@viss.org.uk

For out of hours or in emergencies please call the main office

4. Which Trust Department Manages the Interpretation Arrangement

The department contacts and manages the arrangement for an interpreter themselves as permissions must be sought by the service manager/budget holder

A AKAN
 AFRIKAANS
 ALBANIAN
 AGLA
 (ALGERIAN
 LANGUAGES)
 AMHARIC
 ARABIC
 ARMENIAN
 ASSAMESE
 AZERI
 AZERBAIJANI

B
 BAJUNI
 BAHDINI
 BALUCHI
 BANTU
 BEMBA
 BENGALI
 BERBER
 BELARUSIAN
 BILEN
 BOMBARO
 BOSNIAN
 BULGARIAN
 BURMESE
 BURUNDI
 BUSHMAN
 BRETON
 BSL

C
 CANTONESE
 CATALAN
 CHECHEN
 CHILUBA
 CREOL
 CHINESE
 CZECH

D
 DACIAN
 DANISH
 DARI
 DINKA
 DJULA
 DUTCH

E
 EMBERA
 ENGLISH
 ESKIMO
 ESTONIAN
 EWE

F
 FANG
 FANTI
 FAROESE
 FARSI
 FIJIAN
 FINNISH
 FLEMISH
 FONG
 FRENCH
 FULA

FUR G
 GAELIC
 GHANIAN
 GALICIAN
 GERMAN
 GEORGIAN
 GIKUYU
 GONJA
 GORANI
 GREEK
 GUJARATI

H
 HAKKA
 HAUSA
 HEBREW
 HERERO
 HINDI
 HINDKO
 HUNGARIAN

I IBO
 ICELANDIC
 IRANIAN (PERSIAN)
 ITALIAN

J
 JAPANESE
 JORDANIAN

K
 KABYLE KACHI
 KASHMIRI
 KHMER
 KIKONGO
 KIKUYU
 KILWANDI
 KINDIBU
 KINTANDU
 KIRUNDI
 KIRYARWANDA
 KISWAHILI
 KOREAN
 KOSOVAN
 KURDISH
 KURMANCHI
 KURUNDI

KRIO L
 LADAKHI
 LAO
 LATIN
 LATVIAN
 LINGALA
 LITHUANIAN
 LUNGANDAN
 LUNKOL
 LUTORO
 LUSOGA

LUO M
 MACEDONIAN
 MALAYALAM

MALDIVIAN
 MALENKE
 MANDARIN
 MANDINGO
 MANDINKA
 MAORI
 MALINKA
 MARATHI
 MASHI
 MAWDIWKA
 MENDE
 MIRPURI
 MONGOLIAN
 MOROCCAN

N
 NAURUAN
 NEPALESE
 NDEBELE
 NIGERIAN
 NORWEGIAN

O
 OROMO
 ORIYA

P
 PATOIS
 PATWARI
 PEDI
 PERSIAN
 POLISH
 PORTUGUESE
 PULAAR
 PUNJABI
 PUSHTO(PASHTO)

R
 RANADA
 ROBOA
 ROMANIGYPSY
 ROMANIAN
 RUANDAN
 RUANDESE
 RUGANDA
 RUNYORO
 RUSSIAN
 RWANDAN

S
 SAMOAN
 SARI
 SANSKRIT
 SARAIEKI
 SPEPEIP(GHANA)
 SERBO-CROAT
 SHONA
 SINDHI
 SINGHALESE
 SLOVAK
 SOMALI
 SORANI
 SPANISH
 SUDANESE
 SUMANA (SOUTH
 AFRICA)
 SURANI
 SUSU

SWAHILI
 SWEDISH
 SYLHETI

T
 TAGALOG
 TAHITIAN
 TAIWANESE
 TAJIKI
 TAMANG
 TAMIL
 TARIFIT
 TASHELHIYT
 TATAR
 TELUGU
 TEMNE
 TETUM
 THAI
 TIBETAN
 TIGRAY
 TIGRINYA
 TOBA
 TOBIAN
 TOKELAUAN
 TSHILUBA
 TSHIVENDA
 TSONGA
 TSWANA
 TUAREG
 TUMBUKA
 TUNISIAN
 TURKISH
 TURKMEN
 TUVALUAN
 TWI
 TZ'UTUJIL

U
 UGANDAN
 UKRAINIAN
 URDU

V
 VALENCIAN
 VENDA
 VENETIAN
 VIETNAMESE

W
 WE
 WELSH
 WOLOF
 WU

X
 XHOSA
 XIANG

Y
 YAPESE
 YEMENI
 YORUBA
 YIDDISH

Z
 ZARMA
 ZAZAKI
 ZULU

