

Development & Delivery of Digital Communication on a Deaf Inpatient Unit



Dr Rachel Lever
Clinical Psychologist
John Denmark Unit (JDU)
National Centre for Deaf Mental Health
rachel.lever@gmmh.nhs.uk

Aims:

- Brief Context – Who are we?
- Language & communication – Why?
- What have we done?
 - Function
 - Challenges
 - Future direction
- Service Details





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John Denmark Unit (JDU) National Centre for Deaf Mental Health



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The JDU:

- Is one of three NHS centers offering inpatient services for deaf adults in the UK.
- The JDU provides a high standard of specialist NHS services to adults who are deaf.
- The JDU covers the North of the UK
 - Includes: Scotland, Wales & Northern Ireland.
- The JDU has a varied MDT – all with specialist skills and knowledge of working with deaf adults.



JDU Inpatient Service:

- The JDU is an tertiary national specialist 18 bedded inpatient service
- The JDU is commissioned as an acute service
- Inpatients are highly diverse, including:
 - young adult males, forensic step-down, older patients, Dementia, Learning Disabilities, and females.
- Primary mode of communication for the deaf service users is British Sign Language (BSL)



JDU Inpatient Service:

- The service is designed to meet the linguistic and cultural needs of all its service users.
- This includes British Sign Language (BSL) users, Sign Supported English users, users of spoken and written communication, and people who are deafblind.
- The JDU is a 24 hour Deaf aware signing environment allows for optimal service user inclusion in care planning and treatment decisions.



Development of Digital Communication:

- BSL 3D Language – Means it cannot be put onto paper.
- Through BSL create a visual picture – using space and facial features/body language.
- Deaf SU's were disadvantaged
- Information we had was not meeting the needs of the SU's
- Did not have equitable access to information.
- Use technology to deliver information in the SU's first and preferred language.



AIS – Accessible Information Standard (2016)

- AIS – August 2016 “all organisations that provide NHS care and / or publicly-funded adult social care are legally required to follow the Accessible Information Standard”
- Services have to ensure that the information they provided is accessible and understandable, to service users, carers and parents, with sensory needs, includes HL, and those with a disability or impairment.
- Five standards: Identify, Record, Flag, Share, & Meet - the needs of their communication and information support needs.



Development of Digital Communication:

- Initially thought of using tablets/iPads (2015)
- Film SU's information in a way that is accessible for them
- Access this information whenever they want whilst on the unit.
- Film the SU's care plan's, crisis plans, leave, Mental Health rights, sections, risk, All About Me (Deaf Specific Recovery Package), medication, CPA Meetings, ward round actions.
- This could be used in 1:1 sessions with primary nurses
- Remind and Repeat information to aid retention



Initial Challenges:

- IT – Getting the right IT to deliver what we envisaged for the SU's
- IT – Having a system that would sit under GMMH firewalls
 - Couldn't be a standalone system
- IT – Getting past/around stringent rules and regulations
 - Uploading information, using flash drives, filming, storing information
- IT – Getting the appropriate safeguards in place to meet IG/GDPR
 - Having a system that could be password protected
- Cost – finding an appropriate system that could be maintained



From Ideas to Practice:

- Secured some funding to develop the idea (2016)
 - P/T IT Clinical Project Development Lead
 - Research available technology
- Recornect – Media Walls
- Dutch Company – developed by Mental Health Nurses
- Initial Design to fit with guidelines around seclusion, control & Restraint



Media Walls at JDU:

- Media Walls are 32 inch touch screen computers
- Installed one in each bedroom, INS and Quiet rooms (Nov 2017)
- Run from a central server
- Means control the content of each device
 - sits under the GMMH firewall but is standalone
- Purchasing of the Media Walls part of our commitment to the SU's to be a culturally and linguistically accessible deaf service
 - Initial costs and yearly ongoing costs associated



Functions of Media Walls:

- Each device is tailored to each individual (Aug 2019)
- Create 'apps' for the TV's
- Have tailored information in BSL in a way they find accessible
- Create the content for the 'Apps' – Film, edit, subtitle and manage
- GDPR/IG had to ensure way to protect the personal information
 - Service users access the information with a Pin code
 - Robust administration systems & procedures
- Additional Features – 'Apps':



TV, Photos, Draw, BSL Zone, Relax, Agenda, Videos, Radio, Music, &
Games.

Future Direction of Media Walls:

- Connect with family via video calling
- Active Reminder System
- Interactive recording of responses
 - Menu choices, surveys
- Recording wishes for CPA's or ward rounds
- Psychological content – anxiety management strategies, psychoeducation, coping skills.
- Research: Outlining usage, service user evaluation, engagement



Specialist Services – Deaf Mental Health



Specialist Services – UK - Child:

- Deaf Child & Adolescent Mental Health Services (D-CAMHS)
 - 4 Hubs /Services with Outreach teams
 - York Hub – Outreach services in Manchester & Newcastle -
 - Northern England
 - Dudley Hub – Outreach services Nottingham & Oxford
 - Central England
 - London Hub – Outreach services in Cambridge & Maidstone
 - Taunton Hub - South West England
 - Child Inpatient Service

London – Corner House, Springfield Hospital

- Set Standard of referral criteria across all National Deaf CAMHS services

Specialist Services – UK - Adult:

- Deaf Adult Inpatient Services & Community Services
 - 3 National Centres
 - Manchester – John Denmark Unit (JDU)
 - Birmingham – Jasmine Suite @ Barberry Unit
 - London – Bluebell Ward, Springfield Hospital
- Referral criteria varies across the adult services.
- Community services provided also varies.



JDU Consultation/Advice/Referral:



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- The JDU can offer:
 - Advice & consultation
 - Specific cognitive or SALT assessments
 - Training – Including Deaf Awareness
- Referrals can be made to the JDU if they are involved with secondary services. If the service user meets referral criteria
- The JDU has a small outpatient community service



– This covers the North of the UK

– Don't work in isolation – in conjunction with local services

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JDU Contact Details:

National Centre for Deaf Mental Health
John Denmark Unit
Bury New Road
Prestwich
Manchester
M25 3BL

Tel: 0161 358 0570

Fax: 0161 772 3401

Minicom: 0161 772 3407

Web: www.gmmh.nhs.uk



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Websites:

- Action on Hearing Loss - www.actiononhearingloss.org.uk
- National Deaf Children's Society (NDCS) - www.ndcs.org.uk
- British Deaf Association (BDA) - www.bda.org.uk
- British Society for Mental Health & Deafness (BSMHD) - www.bsmhd.org.uk
- National Register for Communication professionals working with Deaf and Deafblind People (NRCPD) - www.nrcpd.org.uk
- BSL Healthy Minds - www.signhealth.org.uk/our-projects/bsl-healthy-minds/



Questions?



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