

**The following information was provided by agencies in Wales to supplement the advice: “Communication for people with sensory loss, people with a learning disability and/or on the autism spectrum during the COVID-19 pandemic: advice for health and social care staff.”**

(Contact: Wales Council of the Blind owen@wcb-ccd.org.uk)

**Not just at hospital.**

Remember that people’s communication needs extend to the home, not just as patients in hospital. As people may be discharged currently from hospital much quicker than they normally would be, and possibly to homes that are not suitable or in a bad condition, it essential that support is available to make the home a safe place to return to, and that communication support is available to ensure the individual’s needs are being met.

**Hospital to a Healthier Home** and the **Managing Better** projects help with this. Contact your local Care & Repair on **0300 111 3333**

**Learning Disability Wales** has produced some of the Public Health Wales information in Easy Read in both English and Welsh language along with their own guidance.

Learning Disability Wales’ resources page is at <https://www.ldw.org.uk/project/coronavirus/>

Remember that Easy Read is helpful not only for those that have a formal learning difficulty but for those that can’t manage complex information!

**Deaf Patients.**

Deaf patients who’s first language is BSL will need access via a BSL interpreter to ensure ease of explaining symptoms, full understanding of diagnosis and any advice or guidance around medication and treatments. In Wales, interpreting agencies have a list of Registered, Qualified BSL interpreters who are providing relay interpreting. Relay BSL interpreting should be used for initial telephone contact with a patient or Deaf member of the family, medical appointments and whilst an inpatient in hospital. Should you require this service then contact the Health board or one of the interpreting agencies:

**Wales Council for Deaf People**:

Voice: 01443 485687  
Fax: 01443 408555  
Email: [mail@wcdeaf.org.uk](mailto:mail@wcdeaf.org.uk)  
Address: Wales Council For Deaf People, Glenview House, Courthouse Street, Pontypridd CF37 1JY

www.wcdeaf.org.uk

**Wales Interpretation and Translation Service (WITS)**

Tel: 02920 537 555

<https://www.wits.wales>

**Centre Of Sign Sight Sound (COSSS)**

SMS: 07719410355   
Fax: 01492 532615

Tel: 01492 530013

[info@signsightsound.org.uk](mailto:info@signsightsound.org.uk)

Address: 77 Conway Road, Colwyn Bay LL29 7LN

Do not presume that Deaf BSL users have a full understanding of English. If you have to write anything down use clear, simple English and avoid using jargon. Use visual aids such as drawings and pictures.

**The rights of Disabled People.**

Read this statement: <https://www.ldw.org.uk/coronavirus-covid-19-and-the-rights-of-disabled-people-in-wales/>