

WELSH INFORMATION STANDARDS BOARD

DSC Notice:	DSCN 2018 / 01
Date of Issue:	12 th February 2018

Welsh Health Circular / Official Letter:	Subject: Sensory Loss Communication Needs
Sponsor: Tracey Breheny, Deputy Director, Health & Social Services Group, Welsh Government	
Implementation Date: 23 rd November 2017 All systems in procurement, or for future procurement, MUST comply with this Standard with immediate effect.	

DATA STANDARD CHANGE NOTICE

A Data Standard Change Notice (DSCN) is an information mandate for a new or revised information standard.

This DSCN was approved by the Welsh Information Standards Board (WISB) at its meeting on 10th January 2018

WISB Reference: ISRN 2015 / 012

Summary:

This new data standard is required as a key enabler to ensure effective capture and communication of sensory loss communication needs (also referred to as 'protected characteristics') information between healthcare professionals in Wales.

Applies to:

This standard applies to all bodies that commission or provides health and care services in Wales in partnership with the NHS including their relevant system suppliers.

Please address enquiries about this Data Standard Change Notice to the Data Standards Team in NHS Wales Informatics Service

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The Welsh Information Standards Board is responsible for appraising information standards. Submission documents and WISB Outcomes relating to the approval of this standard can be found at:

<http://howis.wales.nhs.uk/sites3/page.cfm?orgid=742&pid=24632>

DATA STANDARD CHANGE NOTICE

Introduction

The All Wales Standards for Accessible Communication and Information for People with Sensory Loss was launched by the Minister for Health & Social Services in December 2013. LHBs and Trusts were instructed by the Minister to put in place an implementation plan to ensure that the Standards are fully operational. This includes the requirement to capture and act on the communication requirements of patients with sensory loss.

This DSCN mandates the standard for how information relating to individuals (patients and service users, and where appropriate the parents and carers of patients and service users) who have information and/or communication support needs which are related to or caused by sensory loss, should be recorded in systems.

Scope

The scope extends to:

- Individuals (patients and service users, and where appropriate the parents and carers of patients and service users) who have information and/or communication support needs which are related to or caused by sensory loss. This includes:
 - Needs for information in 'non-standard', alternative or specific formats
 - Use of specific or alternative contact methods
 - Arrangement of support from a communication professional (for example a British Sign Language interpreter)
 - And support to communicate in a different or particular way/to use communication aids (for example to lip-read or use a hearing aid).

The following aspects, which may be considered relevant to improving the accessibility of health are explicitly out of scope:

- The needs or preferences of staff, employees or contractors of the organisation (except where they are also patients or service users (or the carer or parent of a patient or service user));
- Individuals' needs for being communicated with in a particular way, which do not relate to sensory loss and as such would not be considered a 'need' or 'requirement' (for example, a need for communication via e-mail, but an ability to read and understand a standard print letter);
- Individuals who may have difficulty in reading or understanding information for reasons other than having sensory loss, for example due to low literacy or a learning difficulty (such as dyslexia);
- Expected standards, including the level of accessibility, of health websites;
- 'Corporate' communications produced/published by organisations which do not relate to direct patient/service user care or services and do not directly affect individuals' health or well-being;

- Implementation of the Equality Act 2010 more widely i.e. those sections that do not relate to the provision of information or communication support. This exclusion includes other forms of support which may be needed by an individual due to sensory loss (for example ramps or accommodation of an assistance dog);
- Foreign language needs/provision of information in foreign languages – i.e. people who require information in a non-English or Welsh language for reasons other than sensory loss.

Where this information is recorded in any system, this should adhere to the standard outlined in this DSCN. All new NHS Wales procurements must also adhere to this Standard.

The standard also applies to correspondence and messages used to transfer information from one system to another, where this functionality currently exists, for example in the referral letter to pass the information recorded in the GP system in primary care to the patient administration system in secondary care.

Actions

- All systems in procurement, or for future procurement, MUST comply with this Standard with immediate effect.
- Existing systems that support such information will be managed via a separate implementation plan
- All relevant staff are aware of their responsibilities for recording such information in order to support individuals with information and/or communication needs, which are related to or caused by sensory loss, where those individuals are within the scope outlined in this document.

SPECIFICATION

Information Specification

The table below lists the four Data Items (bold text) and corresponding values (listed under each Data Item) that make up the information standard mandated by this DSCN.

Any individual with information and/or communication needs which are related to or caused by sensory loss, where those individuals are within the scope outlined in this document, should be able to have that information/communication need recorded using the four Data Items listed.

SNOMED CT is the preferred terminology for underpinning this information requirement, however additional terminologies have been provided as a temporary alternative where it is not currently possible to use the SNOMED CT terminology.

Current SNOMED CT¹, Read v2 and CTV3 codes associated with the standard are listed below, along with appropriate synonyms.

Note that fully Specified Names (FSNs) and synonyms are not case-sensitive (although Read codes are).

<u>SNOMED CT</u>	FSN (Fully Specified Name) (also known as 'human readable definitions' or 'categories')	READV2	CTV3	Synonyms
58921000000137	Accessible Information - communication support			
225833001	Uses a legal advocate (finding)	9NgzL	Ua2AI	Uses legal advocate.
225834007	Uses a citizen advocate (finding)	9NgzM	Ua2AJ	Uses citizen advocate.
285055002	Does use hearing aid (finding)	2DH1	Xa2yX	Does use hearing aids. Uses hearing aid. Uses hearing aids.
404903008	Uses sign language (finding)	13o8M	Xad28	Uses sign language. Sign language user.
415803005	Uses British sign language (finding)	13ZM	XaILE	Uses BSL. BSL user.
415805003	Uses Makaton sign language (finding)	13ZP	XaJPI	Uses Makaton. Makaton user.
441092009	Does lip read (finding)	13ZL	Xa4A6	Lipreads. Lipreader. Lip-reader. Uses lipreading.
445076009	Uses manual note taker (finding)	13o82	XaR7L	Uses manual notetaker. Uses manual note-taker.

¹ <http://www.snomed.org/>

445121000	Uses electronic note taker (finding)	13o81	XaR7I	Uses electronic notetaker. Uses electronic note-taker.
445123002	Uses speech to text reporter (finding)	13o83	XaR7M	Uses STTR.
445129003	Uses cued speech transliterator (finding)	13o84	XaR7O	
445143008	Uses lipspeaker (finding)	13o80	XaR7H	Uses lip-speaker. Uses lip speaker.
445488003	Uses telecommunications device for the deaf (finding)	13o86	XaR7Q	
520491000000109	Preferred method of communication: written (finding)	13o7	XaR7B	Prefers communication in writing. Prefers written communication.
761541000000100	Uses alternative communication skill (finding)	Xad26	13o8L	Communicates in an alternative way.
837341000000108	Uses Personal Communication Passport (finding)	13o8K	XaZL6	Uses Communication Passport. Uses Hospital Passport. Uses Communication Book.
954831000000109	Uses communication device (finding)	13o8A	XacFO	Uses communications device. Uses device for communication. Uses communication aid. Uses communication tool.
957031000000107	Uses deafblind intervener (finding)	13o8J	XacJE	Uses deafblind intervenor.
981781000000107	Uses Deafblind Manual Alphabet (finding)	13o8N	Xad2A	Uses Deafblind Manual. Deafblind Manual Alphabet User. Deafblind Manual User.
985091000000109	Uses personal audio recording device to record information (finding)	9Nfh	Xad9e	Personal Audio Recording Device User.
58931000000135	Accessible Information - requires specific contact method			
795661000000104	Requires contact by telephone (finding)	9Nf4	XaYA0	Needs contact by telephone. Must be contacted by telephone. Only to be contacted by telephone. To be contacted by telephone.
796081000000106	Requires contact by text relay (finding)	9Nf8	XaYAu	Needs contact by text relay. Must be contacted by text relay. Only to be contacted by text relay. To be contacted by text relay.
936701000000103	Requires contact by short message service text message (finding)	9NfP	Xabsc	Needs contact by short message service text message. Needs contact by text message. Needs contact by SMS text message. Must be contacted by short message service text message. Must be contacted by text message. Must be contacted by SMS text message. Only to be contacted by short

				message service text message. Only to be contacted by text message. Only to be contacted by SMS text message. To be contacted by short message service text message. To be contacted by text message. To be contacted by SMS text message.
936721000000107	Requires contact by letter (finding)	9NfQ	Xabsd	Needs contact by letter. Must be contacted by letter. Only to be contacted by letter. To be contacted by letter.
936741000000100	Requires contact by email (finding)	9NfR	Xabse	Needs contact by email. Must be contacted by email. Only to be contacted by email. To be contacted by email.
945931000000101	Requires audible alert (finding)	9NfX	Xac5O	Needs audible alert.
945951000000108	Requires visual alert (finding)	9NfY	Xac5P	Needs visual alert.
945971000000104	Requires tactile alert (finding)	9NfZ	Xac5Q	Needs tactile alert.
984211000000106	Requires contact via carer (finding)	9Nff	Xad6e	Needs contact via carer. Must be contacted via carer. Only to be contacted via carer. To be contacted via carer.
58941000000130	Accessible Information - requires specific information format			
367741000000102	Requires information verbally (finding)	9Nf1	XaPSq	Needs information verbally.
795691000000105	Requires information on digital versatile disc (finding)	9Nf5	XaYA2	Requires information on DVD. Needs information on DVD. Needs information on digital versatile disc.
795731000000104	Requires information on compact disc (finding)	9Nf6	XaYA5	Requires information on CD. Needs information on compact disc. Needs information on CD.
795801000000104	Requires information on audio cassette tape (finding)	9Nf7	XaYAB	Needs information on audio cassette tape. Requires information on cassette tape. Needs information on cassette tape.
796161000000101	Requires information in Easyread (finding)	9NfA	XaYB0	Needs information in easyread. Requires information in easy read. Needs information in easy read.
936581000000101	Requires information by email (finding)	9NfH	XabsW	Needs information by email.
936601000000105	Requires information in electronic audio format (finding)	9NfJ	XabsX	Needs information in electronic audio format.

936621000000101	Requires information in Moon alphabet (finding)	9NfK	XabsY	Needs information in Moon alphabet. Requires information in Moon. Needs information in Moon.
936641000000108	Requires information in Makaton (finding)	9NfL	XabsZ	Needs information in Makaton.
936661000000109	Requires information in contracted (Grade 2) Braille (finding)	9NfM	Xabsa	Needs information in contracted (Grade 2) Braille. Requires information in contracted Braille. Requires information in Grade 2 Braille. Needs information in contracted Braille. Needs information in Grade 2 Braille.
936681000000100	Requires information in uncontracted (Grade 1) Braille (finding)	9NfN	Xabsb	Needs information in uncontracted (Grade 1) Braille. Requires information in uncontracted Braille. Requires information in Grade 1 Braille. Needs information in uncontracted Braille. Needs information in Grade 1 Braille.
957331000000109	Requires written information in at least 20 point sans serif font (finding)	9Nf00	XacJU	Needs written information in at least 20 point sans serif font. Requires printed information in at least 20 point sans serif font. Needs printed information in at least 20 point sans serif font.
957351000000102	Requires written information in at least 24 point sans serif font (finding)	9Nf01	XacJV	Needs written information in at least 24 point sans serif font. Requires printed information in at least 24 point sans serif font. Needs printed information in at least 24 point sans serif font.
957371000000106	Requires written information in at least 28 point sans serif font (finding)	9Nf02	XacJW	Needs written information in at least 28 point sans serif font. Requires printed information in at least 28 point sans serif font. Needs printed information in at least 28 point sans serif font.
945691000000105	Requires information on USB mass storage device	9NfS	Xac4L	Requires information on USB stick. Needs information on USB mass storage device. Needs information on USB stick
945751000000106	Requires information in electronic downloadable format	9NfT	Xac4f	Needs information in electronic downloadable format.

984981000000107	Requires healthcare information recording on personal audio recording device (finding)	9Nfe	Xad9W	Needs healthcare information recording on personal audio recording device.
985021000000106	Requires third party to read out written information (finding)	9Nfg	Xad9Y	Needs third party to read out written information.
58951000000133	Accessible Information - requires communication professional			
204331000000107	British Sign Language interpreter needed (finding)	9NUw	XaLTC	British Sign Language interpreter required. BSL interpreter required. BSL interpreter needed. Needs BSL interpreter. Requires BSL interpreter. Requires British Sign Language interpreter. Needs British Sign Language interpreter.
204341000000103	Makaton Sign Language interpreter needed (finding)	9NUx	XaLTD	Makaton Sign Language interpreter required. Requires Makaton Sign Language interpreter. Needs Makaton Sign Language interpreter. Makaton interpreter required. Makaton interpreter needed. Needs Makaton interpreter. Requires Makaton interpreter.
225835008	Needs an advocate (finding)	9NgzN	Ua2AK	Requires an advocate. Advocate needed. Advocate required.
796201000000109	Requires deafblind communicator guide (finding)	9NfB	XaYB3	Needs deafblind communicator guide. Deafblind communicator guide needed. Deafblind communicator guide required.
936761000000104	Sign Supported English interpreter needed (finding)	9NnQ	Xabsf	Sign Supported English interpreter required. SSE interpreter required. Needs Sign Supported English interpreter. Requires Sign Supported English interpreter. Needs SSE interpreter. Requires SSE interpreter.
957051000000100	Requires deafblind manual alphabet interpreter (finding)	9Nfa	XacJF	Needs deafblind manual alphabet interpreter. Deafblind manual alphabet interpreter required. Deafblind manual alphabet interpreter needed.
957071000000109	Requires deafblind block alphabet interpreter (finding)	9Nfb	XacJG	Needs deafblind block alphabet interpreter. Deafblind block alphabet interpreter required. Deafblind block alphabet interpreter needed.

957111000000103	Requires deafblind haptic communication interpreter (finding)	9Nfc	XacJI	Needs deafblind haptic interpreter. Deafblind haptic interpreter required. Deafblind haptic interpreter needed.
945891000000106	Requires manual notetaker	9NfV	Xac5M	Needs manual notetaker. Needs manual note-taker. Needs manual note taker. Manual notetaker needed. Manual note-taker needed. Manual note taker needed. Manual notetaker required. Manual note-taker required. Manual note taker required.
945911000000109	Requires lipspeaker	9NfW	Xac5N	Needs lipspeaker. Needs lip speaker. Needs lip-speaker. Lipspeaker required. Lip speaker required. Lip-speaker required. Lipspeaker needed. Lip speaker needed. Lip-speaker needed.
945711000000107	Visual frame sign language interpreter needed (finding)	9NnR	Xac4M	Visual frame sign language interpreter required. Requires visual frame sign language interpreter. Needs visual frame sign language interpreter.
945731000000104	Hands-on signing interpreter needed (finding)	9NnS	Xac4N	Hands-on signing interpreter required. Requires hands-on signing interpreter. Needs hands-on signing interpreter.
966401000000100	Requires speech to text reporter (finding)	9Nfd	XacYA	Needs speech to text reporter. Requires STTR. Needs STTR. Needs speech-to-text-reporter. Requires speech-to-text-reporter. STTR needed. STTR required. Speech to text reporter needed. Speech to text reporter required.
984691000000104	Requires sighted guide (finding)	1a01	Xad89	Needs sighted guide. Sighted guide needed.