



Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Trust Headquarters
Chief Nurse

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Ref: FOI/2025/10953

Date Received: 28th July 2025

Response Due: 27th August 2025

Date: 26th August 2025

Dear Sir/Madam

With reference to your request for information received on 28th July 2025, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

Under the Freedom of Information Act 2000, I am formally requesting all relevant information and documentation held by Wrightington, Wigan & Leigh Teaching Hospitals FT in relation to the legally required reasonable adjustments made to ensure Deaf individuals and those with additional communication needs have fair and equal access to your services.

This request relates specifically to your legal obligations under the Equality Act 2010, including:

- **Sections 20 and 21 – the duty to make reasonable adjustments for disabled people;**
- **Section 149 – the Public Sector Equality Duty;**
- **And, where relevant, sector-specific legislation such as:**
 - **The Accessible Information Standard,**
 - **The Care Act 2014**
 - **The SEND Code of Practice**
 - **Or other relevant regulatory frameworks for your sector.**

Please include:

1. **Copies of any policies, procedures or internal guidance relating to communication access for Deaf or non-verbal service users;**
 - Communication Book for People with Hearing Loss – please see the attached.
 - Communication Tactics – please see the attached.

2. Details of any training provided to staff (including frontline, customer-facing, safeguarding, or clinical teams) in basic communication methods such as British Sign Language (BSL), Makaton, or other augmentative and alternative communication (AAC) tools;

- Audiology Services Staff provide training at Trust induction on a monthly basis and on demand as requested.
- On the Learning Hub (under Non mandatory training > Clinical skills training), there is a Hearing Aid Maintenance Module for Staff
- A Communication Book for People with Hearing Loss has been supplied to all wards in the past (as a support document for staff).
- A Communication Guide is given out to all patients issued with hearing aids to share with their family and friends
- During Nov/Dec 2019, 8 members of staff signed up to learn Beginners British Sign Language to help provide a better experience for deaf patients. The bespoke sign language course was delivered one evening a week over a 7 week period to give staff a basic ability to communicate with deaf people using BSL.
- Deaf Awareness Training Session was delivered to A&E staff in July 2018.

3. A breakdown of how your organisation currently meets its duty to make reasonable adjustments under the Equality Act 2010 in relation to communication accessibility;

All patients have a personalised individual care plan.

Any reasonable adjustments required are included in the patient's care plan. For hearing impaired this may include access to BSL Interpreter; being aware patient is a lip reader; less background noise; access to hearing loop; information in easy read; being aware patient has hearing aid; patient's preferred method of contact etc.

4. Any audits, assessments, or internal reviews conducted regarding compliance with the Equality Act 2010 or Accessible Information Standard (if applicable).

All services have an equality impact assessment, which are reviewed on a 3 yearly basis.

Consideration is given to all 9 protected characteristics including disability – hearing impaired (copy of guidance document attached – to be noted this is due for review)

WWL continues to work towards meeting the requirements of the Accessible Information Standard (AIS) and Digital Reasonable Adjustments Flag. A dedicated workstream has been established to progress the phased requirements of NHS England's Reasonable Adjustments Digital Flag Information standard incorporating outstanding actions of the Accessible Information Standard.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



KEVIN PARKER-EVANS

Kevin Parker-Evans MBA, FCMJ, CMgr. RN Dip HE

Chief Nursing Officer & Director of Infection Prevention and Control

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Helpline number: 0303 123 111