

# Good Practice in Caring for the Patient with limited English

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Palliative and End of Life Care  
RESEARCH EDUCATION INFLUENCING PRACTICE

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# Professional Guidance:

## GMC Decision making and Consent



Patients need relevant information to be shared in a way they can understand and retain, so they can use it to make a decision. To help patients understand and retain relevant information you should:

**Use an interpreter or translation service if they have difficulty understanding spoken English**

The NMC states that 'nurses must take reasonable steps to meet people's language and communication needs'



# Why use an interpreter?



- To provide effective communication.
- To empower patients and families by providing information
- To promote active participation enabling people to make informed choices.
- To personalize care to be culturally sensitive; interpreters can be a useful source of cultural knowledge.
- To ensure care is appropriate, equitable and effective.
- To comply with Equality Legislation



# ABIDE: A structure for an effective consultation in end of life care

**A**rrange

**B**rief

**I**nterview

**D**ebrief

**E**valuation



# A: Arrange the interpreter

- Know the process in your organisation for arranging an interpreter (usually a Trust policy with e-referral form or contact details for phone booking)
- Identify the language required
- State date, time, location and gender of interpreter required
- Give a brief overview of what the context and what the consultation may include of an emotionally sensitive nature.



National Register of Public Service Interpreters

1994-2019  
25 YEARS

www.nrpsi.org.uk

Language Identification Chart by Dr. Lucila Makin/APCI

I speak English	English				
Unë flas shqip	Albanian	Minä puhun suomea	Finnish	Aš kalbu lietuviškai	Lithuanian
АԥԿԵՐԻ լեզուսըսում եմ	Armenic	Je parle français	French	Jas zboruvam makedonski	Macedonian
بدا انا اتكلم باللغة العربية	Arabic	Ích spreche Deutsch	German	Saya bicara Bahasa Malay	Malay
Мен сөзбөм дегенге азыркыңарым	Azərbaycan	Μιλώ τα ελληνικά	Greek	मो मराठी बोलतो	Marathi
আমি বাংলা বলি।	Bengali	Ἐγώ μιλάω ελληνικά	Gujarati	Mo koze créole	Mauritian Creole
Govorim bosanski	Bosnian	मो मराठी बोलता हूँ	Hausa	Eu vorbesc Moldovenește	Moldovan
Аз говоря български	Bulgarian	Ἐγώ μιλάω ελληνικά	Hebrew	ᠮᠠᠮᠤᠨᠠ ᠪᠠᠶ᠋ᠠᠨ	Mongolian
Бул тил менің мекенимдікі	British Sign Language	ہم ہندی بولتا ہوں	Hindi	ই বাংলায় বলিবে	Nepalese
Առ Գովարի Բըլղարիկ	Burmese	Én magyarul beszélek	Hungarian	Jeg snakker norsk	Norwegian
በኛ ብሔራዊ ቃላት	Catalan	Saya bicara bahasa Indonesia	Indonesian	Say sallic: ei Pangasinan	Pangasinan
Parlo català	Chinese	Anam asu igbo	Igbo	I sadi speak pidgin or broken english	Pidgin English
我講廣東話	Cartonese	Ti sari ket ifocano	Ilocano	Mówię po polsku	Polish
我講客家人話	Hakka	Parlo italiano	Italian	Eu falo português	Portuguese
我说普通话	Mandarin	私は日本語を話す	Japanese	زه پښتو خبری کولای شم	Pushto
Govorim hrvatski	Croatian	سۆز ایدگه بولم	Kazakh	سرگرمی دوست برادری	Urdu
Mluvím česky	Czech	Мен казахша білемемін	Kinyarwanda	ଆଁ ନାଁ ହିଙ୍ଗ ସିଆଁ	Vietnamese
Jeg taler dansk	Danish	Nvuga kinyarwanda	Kinyarwanda	Mo le so yoruba	Yoruba
من قومي صحبتي مي كلم	Dari	나는 한국어를 말한다	Korean		
Ik spreek Nederlands	Dutch	Kurmançî zimanê min e	Kurdish Kurmanji		
Ik spreek Vlaams	Dutch/Flemish	عز به انعامه احوال مغربيه	Kurdish Sorani		
Ma räägin Eesti keelt	Estonian	Es rundju lahiski	Lahian		
Medoa Ewegebe	Éwé	Ngai natibaka Lingala	Lingala		
من فارسي صحبتت مي کنم	Farsi			Govorim slovenski	Slovenian

Discussions with interpretation take longer so allow sufficient time



## B: Briefing the Interpreter

Meet with the interpreter before the consultation. The briefing should include agreement about the nature of the interview and respective roles during the interview. It is difficult to solve problems during the interview



# I: Interview

## **Positioning for face to face consultations**

- Maintain eye contact with the patient or family member that you are talking with. This keeps them as the central focus of the consultation and enables non-verbal elements of communication.
- Position yourself so that patient can face you both you and the interpreter at the same time

## **Introductions**

- At the beginning of the interview allow time for the interpreter to make the introductions and explain to the patient and family his/her role and how they will do this.



# D: De-brief with the interpreter

The interpreter is a valuable member of the multi-disciplinary care team and may bring differing perspectives and knowledge important for the patient's care

Consider the following aspects:

- What are the interpreter's views on the patient's understanding of the issues in the consultation?
- Were there any non-verbals?
- Are there any faith or cultural underpinnings that may help care?
- Were the roles played by both parties satisfactory?
- How has the emotional and sensitive content of the consultation affected the interpreter? Do they need any support?





# E: Evaluation

Reflecting on your performance and learning is always important in terms of providing quality service and seeking ways of improving.

Consider the following aspects:

- Are you becoming more familiar with your patients' background and customs through working with interpreters?
- How does working with interpreters make you feel?
- How might you further improve your confidence?



# Summary Tips

## Do

- Seek the patient's consent for an interpreter and make sure the one booked is acceptable
- Identify the patient's language
- Brief interpreter about context and key content/tasks
- Make sure interpreter understands terminologies
- Expect the consultation to take longer
- Keep messages and language simple
- Debrief with interpreter

## Don't

- Make assumptions about patient's language
- Use google translate for health related discussion
- Look at interpreter when speaking to patient, look at the patient
- Regard the interpreter as an automaton. They are a useful team member and may be affected by discussions



# More information on supporting people from diverse ethnic backgrounds

[Supporting people from ethnically diverse backgrounds \(loros.co.uk\)](http://loros.co.uk)

e-LfH e-ELCA resources to support equality diversity and inclusion



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