

Ref. No: 1774
Date: 22/05/25
Subject: Maternity care options

REQUEST

1. What is the policy on communicating with a woman on the maternity ward to explain her care options when her first language is not English, or she cannot speak English?
2. Are interpretation services available to support these patients? If so, please provide the following details:
 - A description of the interpretation services available (e.g., in-person interpreters, telephone interpreting, video interpreting, google translate, AI translating software, family members translating etc).
 - The order of preference for these services, from most to least preferred on the maternity ward.
 - Whether interpretation services are available 24/7.
 - Whether family members are ever used for interpretation, and under what circumstances (if any).

I would appreciate it if you could also provide any relevant policy documents or guidance used by staff in these circumstances.

RESPONSE

- 1) The maternity service follows the Trust-wide policy to meet the communication needs of patients (including interpretation, translation and Accessible Information Standard).
The full policy is embedded below.
Please see attached

- 2) As per the attached policy above the services supported include telephone interpretation, in-person interpreters and document translation services.
- 3) Order of preference for staff and parent interactions is
 - i) Telephone interpretation
 - ii) Face to face interpretersStaff as interpreters should only be used in specific circumstances outlined in the embedded policy.
- 4) Services are available 24/7
- 5) Family are only used for interpretation in exceptional or emergency situations, as per the attached policy.