

Email: foi.tsdfd@nhs.net
Our Ref: TSD10225

Dear Sir/Madam

Request for Information

We are writing to confirm that we have now completed our search for the information you requested.

A copy of the information is below:

- 1) **What proportion of staff employed by the Trust have completed the [NHS England e-learning module on the NHS Accessible Information Standard](#)**

[24 members of staff have completed this course.](#)

- 2) **What proportion of the clinical staff employed by the Trust have completed the [NHS England e-learning module on the NHS Accessible Information Standard](#)?**

[15 clinical members of staff have completed this course.](#)

- 3) **Does the Trust offer training on deaf awareness to staff? If so, please specify how the training is delivered.**

[Yes, the Trust offers deaf awareness training and this is delivered online via eLearning.](#)

- 4) **In the last five years, how many NHS complaints has the Trust received which primarily relate to a failure to provide care that is accessible to a person who is deaf or has hearing loss, and/or a failure to provide “reasonable adjustments” during the care of a person who is deaf or has hearing loss?**

[We have been unable to identify any complaints that were submitted and logged relating to a failure to provide accessible care for a person who is deaf or has hearing loss, or to a failure to make reasonable adjustments during their care.](#)

As you will know, “[reasonable adjustments](#)” are a legal requirement under the Equality Act 2010, to make sure health services are accessible to disabled people. Reasonable adjustments in accessing NHS services for a person who is deaf or has hearing loss might include the provision of a BSL interpreter or other communication support professional, facing the patient and not speaking too quickly, or the provision of alternative contact methods to the telephone.

If it is not possible to provide these figures in full without incurring the Act's Section 12 time/cost limit, please provide any figures you are able to within the limit (e.g. figures for one year, any snapshot reports/audits)

- 5) In the last five years, what has been the cost of litigation to the NHS Trust as a result of failure to make reasonable adjustments under the Equality Act 2010 to meet the communication needs of patients who are deaf or have hearing loss?

Zero

- 6) If such payments are processed by NHS Resolution, including where failure to provide reasonable adjustments has been part of a clinical negligence case, please let us know total cost paid as a result of claims against the Trust on this topic.

Zero

- 7) In the last five years, what has been the cost of litigation to the NHS Trust as a result of failure to make reasonable adjustments under the Equality Act 2010 to meet the communication needs of patients with a disability, impairment, or sensory loss (as set out in the [NHS Accessible Information Standard](#))?

If such payments are processed by NHS Resolution, including where failure to provide reasonable adjustments has been part of a clinical negligence case, please let us know total cost paid as a result of claims against the Trust on this topic.

Zero

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If you wish to discuss any of the above, please contact us, quoting the FOI reference number above.

If you are unhappy with the way in which we have handled your request, please contact the Data Protection and Freedom of Information Lead in the first instance. If you wish to make a formal complaint, you should write to our Complaints Manager at Torbay and South Devon NHS Foundation Trust, First Floor Bowyer Building, Torbay Hospital, Torquay TQ2 7AA or by email to tsdft.feedback@nhs.net

If you are not content with the outcome of your complaint or the internal review, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner will only make a decision once you have exhausted the complaints and/or internal review process provided by us. The Information Commissioner can be contacted



Torbay and South Devon

NHS Foundation Trust

at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or through this link <https://ico.org.uk/global/contact-us/>

Yours sincerely,

Freedom of Information Team