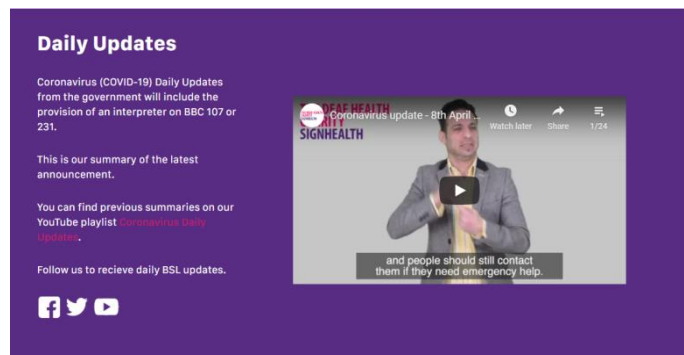


## COVID19 resources for working with Deaf/sensory impaired patients and their carers

This document outlines resources available to support deaf / sensory impaired patients during the COVID-19 outbreak.

### Signhealth including daily update in BSL and with subtitle

[Signhealth](#) is committed to making sure coronavirus information is available in sign language and is providing coronavirus information and daily updates on its website.



### Guidance for the care of people who are dual sensory impaired

Hearing support and visual impairment support UK have developed guidance to help those supporting or caring for an older person with dual sensory impairment during the COVID-19 pandemic.

[Guide 1](#)

[Guide 2](#)

## Public Health England resources (BSL and subtitled)



A range of resources to explain coronavirus to those with sensory impairments are available on [the Public Health England campaign resource site](#).

## Access to help and advice

### NHS111

If someone needs medical advice about their coronavirus symptoms and has a sensory impairment they can call NHS111 in BSL by:

- Visiting [www.interpreternow.co.uk/nhs111](http://www.interpreternow.co.uk/nhs111)
- Using the InterpreterNow app on their phone
- Using the NHS 111 online service at <https://111.nhs.uk/>

A [sign language video](#) with access advice is also available.

### Text to Shout

Text to Shout is a text messaging app that supports deaf people who are in crisis and need support. Information about how the service works can be found on their website -

<https://www.crisistextline.uk/how-it-works>



## Text to 999 in case of emergency



An [emergency 999 text service](#) is available and works on all mobile networks. Users must register first. [More information can be found here.](#)

## Contact with deaf people who are textphone or minicom user

The Next Generation Test service is approved for use in TEWV and replaces that previous text relay service. [More information can be found here.](#)

