

# specialist care support service



## Education and Professional Development

In addition to individual support **bid services** can provide free bespoke educational courses to palliative care professionals.

All of our courses are designed to develop professional carers skills and knowledge of...

- » Appropriate use of communication methods for Deaf, Deaf-Blind, Deafened and Hard of Hearing people
- » The cultural needs of Deaf patients
- » The recognition of BSL as a first language

care management

communications

community services

development

employment service

supporting people



For people with advanced life limiting illnesses the delivery of compassionate palliative care treatment is the most essential part of the end of life process – providing peace of mind, dignity and respect for the patient’s final wishes.

For Deaf, deafened and Hard of Hearing people it can be a very different situation.

As a result of current gaps in services and communication barriers many Deaf people are denied the support they need such as communication support and inclusion in care and medical treatment programmes.

They often lack a full understanding of what is happening to them resulting in isolation, confusion and unnecessary fear.

To address these issues bid services has developed a Specialist Care Support Service specifically designed to support terminally ill Deaf, deafened and Hard of Hearing people during end of life care.

## What are the Aims of the Specialist Care Support Service?

bid services’ Specialist Care Support Service aims to provide a service delivered to the highest possible standard that is sensitive to individual patient needs.

## How Does the Service Work?

The Specialist Care Support Service works to support people by providing vital support through specially trained workers with a compassionate, sensitive and inclusive approach to care delivery.

## We ensure that people...

...are fully included in all treatment and care provided

...are treated with dignity and respect

...receive clear and appropriate communication

...are given clear information about their condition