

Social Work and Community Development
Addressing the Impact of Language Barriers & Improving Access to Health & Social Care

Report Card

June 2025



How much did we Do?

Trial a Translator – Vasco V4 (Digital translator)

**Increase
Access to
Health & Social
Care within the
SHSCT for
Minority Ethnic
Communities**

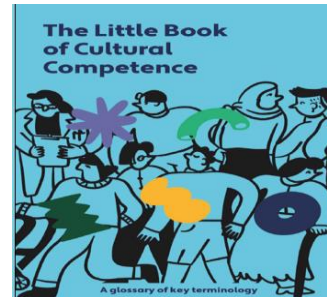
**Identify need in the
Community – Evidence
base**

**Language Barriers
creating and perpetuating
inequalities in accessing
services**

- **Trial a translator –
Vasco V4 (Digital
translator)**

**Language
Identification Poster
and interpreter cards
to be displayed in all
Health care premises
and community
settings**

**New Cultural
Competency
framework for HSC
Available via the
LearnHSC My
learning platform
And the booklet is
available in hard copy
and PDF**



**Collate evidence base for device; how many
professionals have used it? How many people
benefitted?
Governance form completed.**

- **CYPSP Migrant Minority Ethnic Families Access
to Services**
- **Literature Review Language Barriers to
Accessing Primary Care**

MDT & Primary Care – challenges

- **Challenges 1st contact in GP Practice**
- **Distressed presentation**
- **Visiting in family home where language is a
barrier**

Challenges within the community

- **Initial contact**
- **Unscheduled or emergency situations**
- **Limitations to regional interpreting services**
- **Interpreting support needs not always known**
- **Impact of living in rural areas**



How well did we do it?

Upscale a further 65 Devices

Increased Access to Services

Engaged with multi-lingual staff. Partnerships.
Direct service user engagement

Purchase of 65 devices piloted in GP practices,
ED Departments and community setting

Coproduction
Community Engagement
Individual and group engagement
Workshops

Initial pilot 3 Vasco devices

Understanding Key Barriers in Health
and Social Care – Research and
anecdotal

Language
Barrier

Cultural
differences

Testing of
Vasco Device

Pilot of
Devices

Evaluation



#MDT #DeliveringTogether

Is anyone better off?

Feedback from the service users about the Device

When I attended the clinic I was able to have a confidential chat to the Nurse through the device – it made me feel so comfortable and valued.
Masen - Yemen

This device took away anyone else being involved in the conversation, only the people that needed to be present and I could relax and take my time filling in forms properly and being able to explain my situation at my own speed and experience.

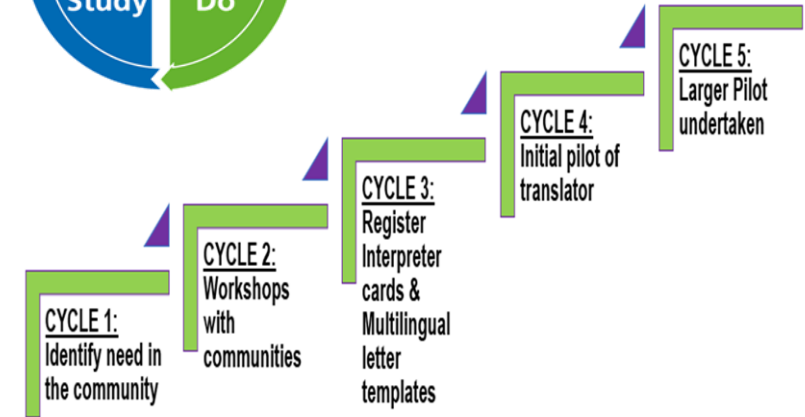
Bryana - Bulgarian

This device enabled me to be part of the conversation and gave me peace of mind.
Omar - Syrianian

When the worker arrived at my home I did not know that they would be able to have the conversation as freely as it happened through the help of the device.

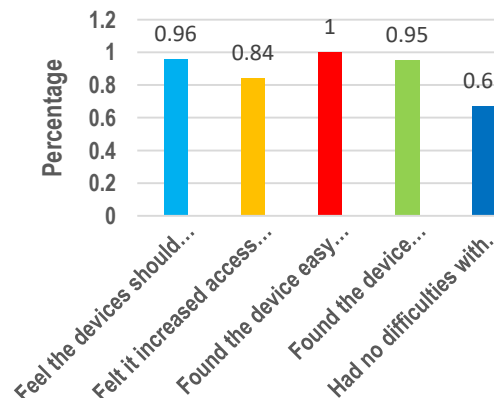
Abdullah - Afghanistan

I arrived at JMP without an appointment and through the use of Vasco device I was able to be seen and helped in a very positive way.
Vlad - Ukranian



- **100%** Found this device easy to use
- **95%** found the device improves patient contact.
- **84%** felt it increased access to services.
- **96 %** feel the devices should be available in all Health Care Settings.
- **67%** had no difficulties with the device

Update from Survey



Feedback

- Limitations thus far; not every language is available but does have access to 108 significantly increasing accessibility/communication with people who do not speak English.
- Some languages will only translate in written form, shown on device screen so need to be mindful of literacy issues of patient/service user.
- Wifi signal dead spots cause difficulty using device, good indicators are if your phone has no reception there is a chance the device may not work as it should.
- Need to speak clearly and check the written communication on the device screen to ensure accuracy of what was said.