



INFANT EMOTIONAL HEALTH

Deaflink Responses

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Deaflink Diabetes Education summary

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Methodology

Deaflink invited feedback from our members 4 weeks through November & December 2014. We offered one to one interviews however all responses were through our questionnaires available through our website.

We had 8 responses (3 D/deaf, 1 hard of hearing and 4 hearing). 4 respondents were living in Newcastle (of which 2 were Deaf) and 4 were from other parts of the North East of which 1 was deaf and one was the partner of a deaf person.

Summary of Findings

Whilst not a significant number of replies due to the small number of Deaf people giving birth in the area in the last year there are some common themes. The experience of Deaf people outside of Newcastle allowed a good comparison of experiences.

One of the most significant findings is the lack of any communication support for Newcastle residents from either Health Visitors or Sure Start. The 2 Deaf Newcastle based parents gave communication barriers to several answers and describe having to persistently request interpreters.

The one Deaf parent from outside of Newcastle had a different experience, much longer appointments, access to interpreters and more clarity in their understanding and knowledge of what was happening. It is hard to draw conclusions based upon the numbers of people participating however it is safe to assume that if someone receives information in a format that they can understand they will be clearer on the process.

The lack of interpreters left the Deaf parents feeling unsupported and not enough time given to them.

None of the Health Visitors or Sure Start staff could sign but only one parent had access to an interpreter so how did those people assess the needs of the deaf parent and baby?

Hearing people also had mixed responses with many asking for more support or more time.

The lack of knowledge about services and what is available to support new parents was significant. The question to identify issues that they needed more support with was telling in the fact that most of the replies – the support requested should be delivered by one of the 3 agencies we have been asking about.

RESPONSES

The replies from the 3 Deaf people are in red.

The replies from 5 hearing people in black.

Replies from Newcastle residents have a blue background and 'others' do not.

Have you (or your child) had help from any of these services - tick the one you have used?

A Health Visitor	8	100%
Sure Start	4	50%
NTW Service	0	0%

All respondents had used a Health Visitor. Half had used a Sure Start service, 1 of those were deaf but not a Newcastle resident.

Why did you use that service?

Most stated that they felt that the Health Visitor referral was automatic however one Deaf respondent from Newcastle stated that they asked for a Health Visitor and they never came.

“Was advised by the health visitor to access information with regards to services for children who is under five, and I have requested for further information with regards to deafness and hearing child to see what, how they can support us.”

“We did asked for health visitor and never came, It's was a poor service and we had do our self. For example Health visitor never came we had go to medical centre ask GP etc. for weight and information for nursery for our child etc.”

“For advice related to health. I made the decision to contact the health visitor directly.”

“No choice with health visitor. Sure Start - wanted help with son, aged 18 months - his sleep and behaviour problems.”

“Health visitor has do routine visits and extra visits due to son being poorly and needing emergency care at the RVI hospital 4 weeks old. “

What information were you given about other services that could help you?

6 out of 8 replies said 'nothing' or 'not much'. One Newcastle Deaf parent said they were given phone numbers to contact. 2 stated they were given information about Sure Start and one was told to contact the GP is they were concerned.

“Activities for children and signpost to other relevant agencies. Not much really, as it would be useful for deaf parents to know other deaf parents within the borough to enable us to share information and communicate effectively with professionals to raise awareness about deaf, the barrier that we faced with agencies, in either education, social settings, etc.”

“One or two leaflets about local Sure Start Mum and baby groups.”

Were you given enough information? Would you have liked anything else?

Two people said that they were given enough information. 3 deaf people felt that they needed more information one person feeling that the visits were 'pointless'. One person specifically requested a BSL interpreter at Sure Start but was still waiting to hear. Two others felt more practical support was needed.

"No, I was not given enough information. The visits were all pretty pointless and I only really wanted my baby weighed."

"Yes, I requested a BSL interpreter with health visitor, however with the sure start, I received a letter last Friday and they stated that they have booked me a place for weaning class. However, I have requested a BSL interpreter to the named contact but never heard back and also they know me from the previous weaning class that I attended with a BSL interpreter with my first child."

"Not enough information."

"No, I said I was not coping and they said that I would get used to it, seemed more bothered about whether house was clean. I would have liked some real help where I could have had someone look after my son and give me a rest or let me spend quality time with my new daughter. "

"Would have liked a little more support and advice about my son's illness and his lactose intolerance "

Do you know of any other service who would have helped you?

There was no reply in 3 submissions, said they didn't know of any other service and one deaf person thought CAMHS might help.

"I knew CAMHS but our baby is hearing! not sure if CAMHS is aim only for deaf or both!"

Were your communication needs met?

The 2 deaf Newcastle parents both stated they needed an interpreter and one felt that they were 'signposted' to other services. The hearing people were all happy that their communication needs had been met.

"They didn't explain what their service was - just where to go. "

"I didn't really get support. Health Visitor told me they were there for me but didn't do anything."

When best time for you to access NTW/Health Visiting/ Sure Start services?

No response to this question.

HEALTH VISITOR

Did you use a Health Visitor?

100% yes

What kind of help or support did you get from your Health Visitor?

The deaf person who replied to this who lived out of the Newcastle area was clear about the support received from the Health Visitor, the 2 deaf parents from Newcastle were more negative in what they felt they received in terms of support.

“Baby development, nursery and weaning, feeding, etc.”

“None”

“Not much, not support enough”

“Advice”

“She told me how to do the bottles, what to expect when they are born and remind me when they need their needles.”

“Health visitor very helpful but I think big caseload and very busy meant unable to extend visit for further advice.”

“Monthly progress advice”

“She weighed my baby, did an assessment to ensure she was meeting her milestones, asked me about breastfeeding and food weaning.”

Was it useful?

A mixed bag of replies to this question. 2 did not bother to reply. 2 thought yes it was useful, 2 didn't agree and a further 2 thought 50/50 or to some extent. These replies were consistent in spread across the areas.

What was good about the help from your health visitor?

The statements below highlight the clear issue of communication. The deaf parent from outside of the area had on average a 45 minute appointment and an interpreter was arranged. Their response shows an understanding and clarity of purpose of a Health Visitor and more importantly of issues in the development of their child. The 2 deaf parents from the Newcastle area felt that it 'wasn't good enough' and the other 'needed interpreter'.

“She was very good and understood my needs, by providing a BSL interpreter, however it would be nice if there was a deaf health visitor to enable us to express more concerns, or information sharing, etc. with my first child, I struggled to understand the weaning process, other things, etc. it would be good to have a group to enable us to share information in relation to baby.”

“needed interpreter!”

“Not good enough”

“Information, didn't really know a lot about the sterilising and bottles.”

“She is a very good listener and gives a range of possible solutions to the problem.”

“Weekly weighing of baby”

What was not good about your health visitor?

There is a consensus about lack of support or understanding. One Deaf parent felt isolated from the conversation with the Health Visitor and their partner put in the position of either listening to Health Visitor or Interpreting!

“Just that they don't have enough time to meet regularly due to government.”

“Need interpreter. My partner hearing and health visitor hearing so I was not involved or don't know what being said it was hard for my partner to sign and talk time was wasted

“Need support more and give information more as possible.”

“Checked house but didn't explain why. Referred to Sure Start - said they could help me”

“Made suggestions that didn't relate to my child and didn't fully understand the issue.”

“She appeared under trained, disinterested, clinical and ‘ticking it off her list”

Were you generally happy with Health Visitor service?

The 2 deaf parents from Newcastle were not ‘generally happy’ with the service, however the 2 deaf people outside of Newcastle said they were happy.

No = 3 (2 from Newcastle both Deaf)

Yes = 5

Why?

The reasons for dissatisfaction for deaf are focussed on accessibility of communication support – ‘no deaf access’ ‘Need interpreter’ but also a feeling of not enough time. Happy parents stressed the Health Visitor was never hurried and knowledgeable and tries to help.

“No deaf access”

“Been explained see above Also never come my house at right time or day always delays”

“Did what she could and tried to help”

“She is always there to offer advice, never any waiting times. Pick up the phone and I always get an answer.”

“Conversations are never hurried.”

“Very experienced and knowledgeable and she diagnosed his lactose intolerance”

“She offered no support, gave me minimal information and spent about 5 minutes with me.”

Is there anything that could have improved your experience with Health Visitor?

More time; More support; Deaf Aware and Book interpreter please.

“None that I can think of”

“They needed be deaf awareness and they should provide interpreter”

“Make it better for me or everyone, Provide BSL interpreter Give enough information
Come to house on time or day Need Support more”

“Should come round more often when you're struggling. Couldn't get a message to them
- phoned a few times and message not passed on to them.”

“No”

“Bit more time and advice”

“I would have liked longer with her, more time spent talking about things that had
happened, where my daughter was at now, what is next for her. Genuine interest shown,
more information about local groups and at a more convenient time.”

HEALTH VISITOR - CONTACTS, MEETINGS

How often were your Health Visitor appointments?

Every week 3

Once a month 5

Would you have liked more or less visits?

One person said they wanted less visits, one was 'fine' and 5 wanted more.

What were the best days and times for your visits?

No consensus.

“Anytime really due to being a maternity leave,”

“Arrange which date when suitable”

“None in particular”

“Late afternoon during the week.”

“Any time as I was on maternity leave at the time.”

“Morning”

How long were the visits?

This varied, the Newcastle HV were 20-30 minutes. Outside of Newcastle it was again 20-30 minutes however one person stated 45mins to an hour. This was a deaf person whose HV had arranged an interpreter and therefore the meeting was lengthier – this is the recommended when using an interpreter double the appointment time. This parent was consistently more positive in their assessment of services.

Were you happy with this?

“Too short” 30m “It's alright” 30 min

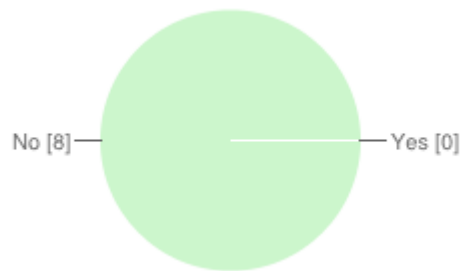
“Too short - always 'running late' checking her watch” 15 m “yes” 20/30 min

“Health Visitor disinterested” 15 min “Happy” 45 min

“Health visitor in a rush” 20min “Yes” 20 min

NTW - EXPERIENCES

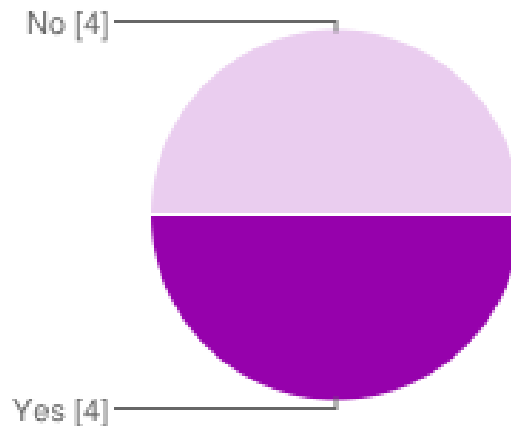
Have you used a NTW Service?



None of our participants had used NTW services or were aware of any services.

SURE START - EXPERIENCES

Have you used Sure Start?



50 % of our respondents had used Sure Start and one of these were deaf, however they did live outside of Newcastle. 1 hearing person had used the Newcastle Sure Start. One Newcastle deaf person wrote “Know nothing about Sure Start”.

How long before you met Sure Start worker?

Two person answered:

“About 6-8 weeks”

“Went along to baby groups and met the workers”

Happy with waiting time?

2 people replied to this and yes, they were happy.

What help or support did you get from Sure Start?

A deaf parent from Newcastle wrote “Baby massage, weaning and activities, but was not able to attend due to communication difficulties”.

Of the people who did use Sure Start their responses varied:

“nothing!”

“Course info and baby social groups”

“Weaning advice, sleep advice”

Was this useful?

Yes 3 0%

No 1 0%

Did you get assessed for additional support from Sure Start?

No-one was assessed for additional support.

Were you happy with the waiting time?

No responses for this question.

Were you happy with the time it took to do this CAF?

No responses for this question.

What was good about the support and help you received from Sure Start?

Another mixed bag of replies.

“Nothing!”

“Hmmm, not sure about this questions.”

“Friendly advice”

What was not good about support and help from Sure Start?

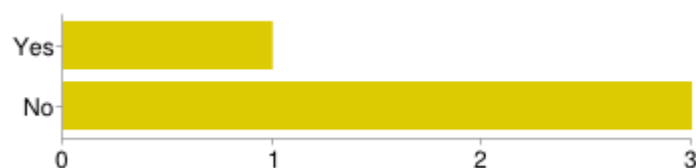
The response from the Newcastle parent was a negative experience not feeling supported or listened to. The Deaf person out of Newcastle area felt that was a lack of accessible information

“Not very good - worker was talking about her family and it didn't really help. Asked me how I was - I explained problems and then she told me that other families have same experiences!”

“Lack of deaf awareness information about early years foundation that baby need to meet.”

Do you feel that the Sure Start services worked for or helped you?

75% of respondents did not feel that Sure Start had helped them.



Is there anything that would have made the experience of using Sure Start better for you?

Better communication skills and Deaf Awareness.

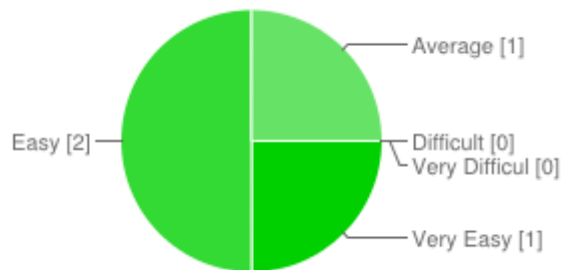
“Increase deaf awareness, set up a group that have deaf parents with deaf or hearing children to enable us to share information,”

“If she had listened and actually acknowledged what I was saying to her.”

SURE START - CONTACT AND MEETINGS

How easy was it to access Sure Start?

The consensus here is that it was easy or very easy to contact Sure Start. However one of the parent who hadn't used Sure Start but wanted to said that this was because of communication difficulties and this is not reflected in this question.



If it wasn't easy - why?

No responses yet for this question.

What were or are the best days and times for you to use Sure Start?

“Anytime”

“Depends on what is happening.”

“Any time as I was on maternity leave”

MORE SUPPORT

Apart from the ones above do you know of other organisation who can help parents - who?

Every parent replied that they didn't know of any other organisation who could help them with the exception of one Newcastle resident who identified toddler groups.

“Local baby/toddler groups. Often, other parents are the best to speak to for advice and support. “

You know any issues that parents might need more support with?

However parents were good at identifying issues that they needed more support:

“Information about early years foundation, weaning, healthy eating, etc. and social interaction, these are imperative for the babies to receive a better start in their life.”

“Need support more by health visitor, they need deaf awareness course to understand deaf people's needed”

“Parenting support after birth of child. Breastfeeding support.”

“Children Sleeping, Very active children and sibling jealousy and how to deal with it. Would have liked them to observe Michael in action and advise me what to do - maybe film him and they watch and tell me what to do differently.”

“Weaning, sleep issues. Lactose intolerance”

Diversity Monitoring

Gender

Female 7 87%

Male 1 13%

Age:

18 - 24 2 25%

35 - 44 6 75%

How would you describe your sexuality?

Heterosexual 8 100%

Please tell us your ethnic background

White - British 8 100%

Do you have a Disability?

3 said yes, have disability and 5 said no disability

What is the first part of your postcode? e.g. NE2

NE3 ne39

NE6 DL3

NE3 Ne27

NE6 NE37