

Mersey Care NHS Trust

Translation and Interpreting Services



‘Ensuring we have quality language services is key to ensuring excellent services, support and equality’

Meryl Cuzak
Equality and Human Rights Lead
Mersey Care NHS Trust

Background

Mersey Care NHS Trust (Mersey Care) provides specialist inpatient and community mental health services in Liverpool, Sefton and Kirkby.

The trust’s vision is “To be recognised as the leading organisation in the provision of mental health, addiction and learning disability care. Quality, recovery and wellbeing will be at the heart of everything we do”.

Mersey Care identified the need for a translation and interpreting service due to the growing number of non-English speaking patients and carers.

Following a regional procurement process, Capita was awarded the contract to provide language services in 2009 based on the following:

- Competitive pricing structure
- North West based business
- The ability to provide a streamlined service to meet all their translation and interpreting requirements.

Listen
Create
Deliver

Mersey Care provides a wide range of complex services for adults including:

- Specialist inpatient and community mental health
- Learning disability
- Substance misuse services

The trust also has a wider role, providing medium secure services for Merseyside and Cheshire, and high secure services covering the North West of England, the West Midlands and Wales.

Our service

Currently, Capita provide Mersey Care with the following language services:

- Interpreting
 - Face to face
 - Telephone
 - British Sign Language
- Translation

We have extensive experience of working in partnership with NHS trusts in order to achieve excellent, customer focused results. The service we have provided Mersey Care is highly responsive, flexible and tailored to their specific needs.

We work with highly experienced, fully vetted and compassionate translators and interpreters and all are Disclosure and Barring Service checked.

Service delivery

Whenever possible, we allocate the same interpreter to attend a number of appointments for the same non-English speaking patient. This ensures consistency and encourages the non-English speaker to feel as comfortable as possible. It also enables the non-English speaker to gain confidence regarding the trust's communication process.

Our dedicated Relationship Manager (RM) provides regular updates for the trust regarding booking requests. We also issue monthly management information (MI) and handle ad-hoc MI requirements such as Freedom of Information requests.

We hold quarterly management reviews in order to discuss overall satisfaction of the service and continuous improvement. This approach ensures any issues are dealt with quickly, appropriately and effectively.

Meryl Cuzak, Equality and Human Rights Lead at Mersey Care NHS Trust said, "From our point of view, Capita's language services make a big difference, as it provides us with a two way communication process with non-English speaking patients and carers. Without this process, it would be impossible for us to deliver our service".

If you require further information regarding Capita's translation and interpreting services or we can be of any assistance please do not hesitate to contact us directly on 0845 367 7000 or email publicserviceenquiries@capita-ti.com.

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