Module 2 summary

Deaf Awareness

Understand the different ways people experience deafness and hearing loss, respect each resident's communication preferences and avoid harmful assumptions.

Key points

- People experience deafness in different ways. Ask each resident how they prefer to communicate and record it.
- Some Deaf people use British Sign Language (BSL) as their first language. BSL is a full language with its own grammar.
- Use a registered BSL interpreter for important conversations, such as health appointments and care reviews. Do not rely on family members for these.
- Written English may not be accessible for every Deaf resident. Check what works for them.
- Hearing loss does not mean a person lacks understanding or capacity. Speak to the resident, not their companion.
- Health and adult social care services in England must meet people's information and communication needs under the Accessible Information Standard.
- Some residents choose not to wear hearing aids. Respect their choice and use other ways to support communication.
- Deafblind residents and cochlear implant users need specific support. Check their care plan and contact their specialist service.

Get help when

- A resident needs a BSL interpreter for a health appointment – ask the GP practice or hospital to book one, or book through your care home's process.
- A cochlear implant is not working – contact the resident's cochlear implant centre.
- You are unsure how a resident wants to communicate – ask them, their family and the people who know them, and record what you learn.

In an emergency call 999. For urgent advice contact the GP or NHS 111. Always follow your care home's policies and the resident's care plan.

Clinical review: pending — drafted November 2026 from the references listed. Awaiting review by a qualified audiologist.

Full module, quizzes and certificate: https://carehomehearing.org/training/deaf-awareness/