

Wellbeing Session

July 11th 2024



WELCOME AND INTRODUCTION

Thank you to all those who attended the Wellbeing Session on Thursday the 11th of July.

Please find the key learning points and takeaways from the session here.

Thanks to all those who shared your experiences and challenges, we appreciate your participation and hope that the lessons you shared can help others going forward.

SESSION SUMMARY

Main Topics:

- The main challenges and stressors interpreters are dealing with
- How to deal with stress and available resources for stress management
- Barriers that prevent interpreters accessing mental health resources
- How we can better support our interpreters

Next Session:

The next wellbeing session is currently planned to take place in August, exact date to be confirmed.

Please look over our [booking protocol guide](#) for continued training on challenging bookings and successful responses.

Contact Information for Support Team:

interpreting@prestigenetwork.com
01635 246 700 option 1 and then option 2.



Key takeaways and strategies:

How do you ensure clear communication between the patient and the professional when there is conflicting information, for example from family?

- Explain your role clearly to all parties
- Set clear expectations from the outset and explain that everything that is said/ signed will be interpreted
- Inform the healthcare professional of all relevant information

How to ensure only necessary information is communicated and avoid upsetting patients, family or professionals who may discuss things they do not want shared.

- Set clear expectations with both the client and the patient from the beginning. Make it clear that if they do not want something interpreted, it should not be shared at all.
- For BSL bookings, remind healthcare professionals that if people are speaking, the patient will expect it to be interpreted as they will want to know what is being communicated.

It is essential to look after your mental wellbeing and to implement activities and strategies that can support you in dealing with stressful and emotionally challenging bookings. We have included some additional resources which may help.



Additional Resources

Samaritans
Telephone: 116 123 (24 hours a day)
Email: jo@samaritans.org
Website: www.samaritans.org

Saneline
Telephone: 0300 304 7000 (4:30pm-10:30pm)
Website: http://www.sane.org.uk/what_we_do/support/helpline

Rethink Mental Illness
Telephone: 0300 500 0927 (10 am -2 pm Monday to Friday)
Email: info@rethink.org
Website: <https://www.rethink.org/>

Mind
Telephone: 0300 123 3393 (9 am -6pm Monday to Friday)
Email: info@mind.org.uk
Website: <http://www.mind.org.uk>