

Reference:	FOI.19206.26
Subject:	Contact details to support in-patients with sensory loss
Date of Request:	31 December 2025

Requested:

Having failed to obtain the name(s) and contact details of the manager(s) or officer(s) with the remit for providing extra support to in-patients with sensory loss and provision of the appropriate staff training, through your website or your patient services team, I am reluctantly asking for this information by the Freedom of Information Pathway.

Response:

Hywel Dda University Health Board (UHB) regrets to inform you that it does not hold all of the requested information as it does not have a specific manager or office that provides support for inpatients with sensory loss. However, the UHB can confirm that on admission to a ward, a nursing assessment is undertaken for every patient. Following this the ward-based staff will be responsible for the provision of any support needed for patients who have sensory loss.

In relation to staff training, the UHB has a Sensory Loss Awareness e-learning module available to all UHB staff. Whilst not mandatory, completion of this and other training modules highlighting the needs of people with sensory loss is encouraged through regular promotion by the Business, Partnerships and Inclusion Team. This team also co-ordinates a Deaf Club who practice sign-language skills. The team can be contacted via the following email address: Inclusion.Hdd@wales.nhs.uk