

Case study

INCREASING INTERPRETING FLEXIBILITY IN MATERNITY CARE

The Royal United Hospitals Bath

Royal United Hospitals Bath
NHS Foundation Trust

NHS

• Maternity care

The problem

The Royal United Hospitals (RUH) identified gaps in phone-based interpretation, especially in emergencies, labour, postnatal care, and situations where children were used to translate. Care to Translate enables fast, safe communication in unscheduled moments, saving time, supporting consent, and improving patient safety – leading the Maternity Digital Committee to unanimously adopt it as the best solution.

How they use the app

Clare Gilliland, the Digital Lead Midwife at RUH, explains that one of the key advantages of Care to Translate is its versatility. The app can be easily accessed on smartphones, tablets, or computers, allowing midwives to use it wherever and whenever needed. This eliminates the need for cumbersome equipment and simplifies the process of communication in critical moments.

The app's "patient mode" feature, which automatically swaps languages, has been particularly beneficial. It facilitates easy communication, enabling patients to ask questions or express concerns directly.

"I've also added information on how to get hold of an interpreter in the app." Gilliland explains. "If you're a clinical midwife working on a Sunday and you need an interpreter, you might not remember how to get a hold of them or what service we're using, because it's such a rare occurrence. But now you can directly through the app call up the phone interpreter."

The result

While some staff initially hesitated to adopt digital tools, Gilliland notes that "once they use the app, they understand it and see its simplicity." Although traditional interpreters remain necessary for certain situations, Care to Translate has proven to be a valuable complement.

"It's about making their lives easier," Gilliland says.

The app's ease of use has been praised by RUH, requiring minimal training – a significant advantage in an era of constant digital advancements that often cause staff anxiety.

Read the whole case study here

