

## Practitioners Best Practice Guidance

### Top 10 Tips when using an Interpreter

- 1** Use **DBS checked interpreters** (it may be that interpreters do not need to complete a full enhanced DBS check, but practitioners could request interpreters with a basic DBS check) or consider using interpreters who adhere to NRPSI Code of Professional Conduct<sup>1</sup>
- 2** Ensure the interpreter signs a **confidentiality statement** to ensure interpreters are appropriate to deal with sensitive cases (this statement could be attached to the best practice guidance)
- 3** Request **Face to Face** interpretation wherever possible (especially for sensitive topics)
- 4** Consider the **use of same interpreter** for the service user if it would benefit the service user. If the interpreter is not available, consider if it would be appropriate to postpone the meeting or continue with a new interpreter.
- 5** Request sight of the **interpreters training/qualifications**
- 6** Ensure **enough time** is arranged with the interpreter and state expectations when booking i.e. arrive on time etc.
- 7** **Brief the interpreter** with relevant details, especially what the practitioner needs to gain from the meeting
- 8** Ensure the interpreter remains professional (are they providing enough detail, does there seem to be any cultural influences affecting the conversation), and be confident to **challenge** interpreters if they are concerned about their practice.
- 9** Consider **what is and isn't appropriate at the outset.**
- 10** Practitioners to **provide feedback**, whether that is positive or negative feedback, and be confident to escalate concerns and ask not use the same interpreter again

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<sup>1</sup> [http://www.nrpsi.org.uk/downloads/NRPSI\\_Code\\_of\\_Professional\\_Conduct\\_22.01.16.pdf](http://www.nrpsi.org.uk/downloads/NRPSI_Code_of_Professional_Conduct_22.01.16.pdf)