

Communication Policy



References

Other CLC policies relating to this policy

Service User Planning and Recording	
Statement of Purpose	
Staff Development Policy	

Legislation relating to this policy

Welsh Language Act 1993	

National Occupational Standards relating to this policy

HSC21	HSC41
HSC26	
HSC 31	
HSC369	

Date of Last Review	May 2009
Date of next Review	May 2010
Issued on Policy Disc	June 2009
Responsible for Policy Review	Tenant Lives Group

Contents

Outcome	3
Policy Statement	3
Staff Guidance	4
Meeting Service Users Communication Needs.....	5
Accessibility of Information	5

Outcome

Communication with Service Users is tailored to meet their assessed ability in relation to content, style, format and language. Information is presented in the best way for the Service User to understand and respond to.

Information is set out in an easy way for the Service User to understand

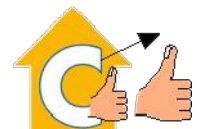
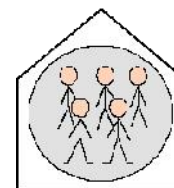


Policy Statement

The Consortium:

- Is committed to principles of Inclusive Communication – in accordance with Abertawe Bro Morgannwg University NHS Trust Inclusive Communication Initiative.
- Is committed to providing information to Service Users and their supporters in the language of their choice (meeting the requirements of Welsh Language Act).
- Offers to provide information in a range of methods and media.
- Is committed to providing training to all staff in the principles of Inclusive Communication.
- Will ensure the communication needs of all Service Users are assessed and individualised plans developed to meet these needs. Plans to be reviewed regularly, taking into consideration Service Users' views and comments.
- Is committed to working with other service providers and specialist external professionals as required.

The Consortium will always try to meet the needs of the Service Users and everyone who works for them

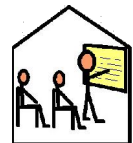


Staff Guidance

Staff Development

- Foundation training is provided by Consortium staff who have successfully completed the certified Inclusive Communication Co-ordinator training with Abertawe Bro Morgannwg University NHS Trust – Speech and Language Therapy Services.
- Foundation training is provided to all staff working in Consortium, and is included within the induction programme.
- Advanced training is offered to identified staff, where possible, and is provided by Abertawe Bro Morgannwg University NHS Trust – Speech and Language Therapy Services.
- Ongoing and refresher training is provided within staff teams by Inclusive Communication Co-ordinators.
- Joint training with Service Users, other providers or carers/ supporters will be provided where appropriate.
- Records of all staff training and development will be maintained.
- NVQ units: - CL1 – mandatory unit.

The Consortium offers excellent training for its staff



Inclusive Communication Co-ordinators

This role is to be performed by identified Consortium staff who have successfully completed the certified Inclusive Communication Co-ordinator training with Abertawe Bro Morgannwg University NHS Trust.

They will be responsible for promoting an inclusive communication environment within the service by:

- training staff
- setting an example of good communication

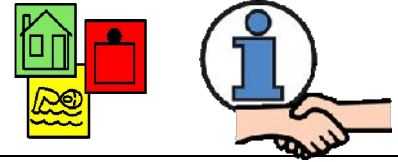
'Community Lives Consortium is regulated as a Domiciliary Care Agency by the Care and Social Services Inspectorate Wales'

Communication Policy

- liaising with the management and other services
- gathering together and sharing information regarding communication, with all staff
- highlighting deficiencies in communication and working towards improving them
- identify need for resources.

They will be monitored by meetings with Speech and Language Therapists to maintain consistency and agreed standards.

Consortium staff have been trained in Inclusive Communication



Meeting Service Users' Communication Needs

The communication needs of all Service Users are assessed using Speech and Language Therapy Services where appropriate. The Speech and Language Therapist will assess the individual's communications strengths and limitations and environments to establish what communication system(s) would be most practical. Information regarding the individual's communications (both verbal and non verbal) will be documented.

An individualised plan is developed with Service User and supporters which will give clear guidance on most appropriate and preferred methods of communication with this Service User.

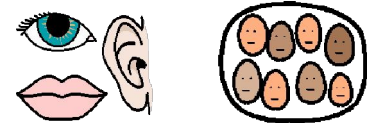
This plan will determine the content and focus of ongoing training for the staff team working with the Service User.

The plan will be reviewed at least annually as part of the Service Delivery Planning process and monitored during service delivery plan reviews?

Accessibility of Information

The Consortium is committed to making as much information accessible to as many people as possible.

The Consortium will always ensure that any Information is easily found for everybody



The organisation will provide information in line with the following principles:

'Community Lives Consortium is regulated as a Domiciliary Care Agency by the Care and Social Services Inspectorate Wales'

Communication Policy

- Widget symbols to be used – these are available for staff in an agreed “bank” within The Consortium – linked to Abertawe Bro Morgannwg University NHS Trust.
- To introduce new symbols staff should contact their Inclusive Communication Co-ordinator who will liaise with Abertawe Bro Morgannwg University NHS Trust.
- Colour – used where appropriate
- Signs – Sign-along system used – unless Service User is already using a different system. Staff and Service User train together.

The majority of Service Users approve of the use of large text, symbols, pictures and videos when they are used.

When producing written information – take into consideration:

- size and type of font
- Colour
- Layout
- length of sentences
- complexity of vocabulary
- in keeping with principles of “Plain Language”

Use of photographs: (ref. Inclusive Communication Foundation workbook) agreed with individuals involved.