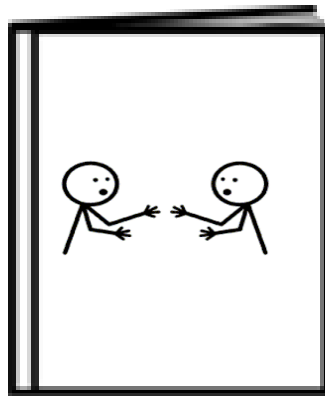




Making Communication Better

The Communication Plan for Adults with Learning Disabilities in Leicester, Leicestershire and Rutland

2006 to 2011

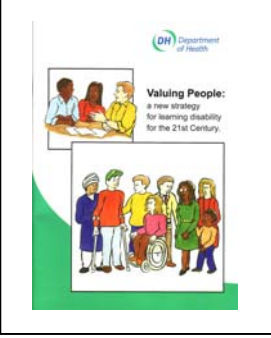
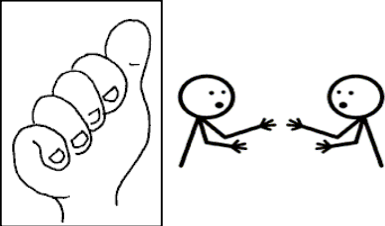




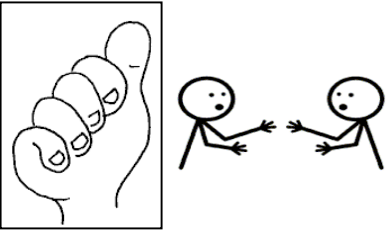
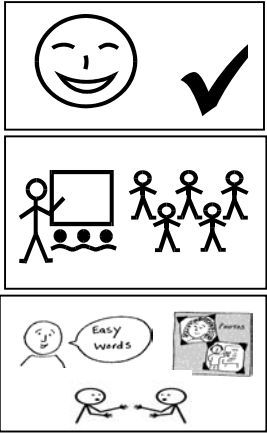

Easy Read Plan



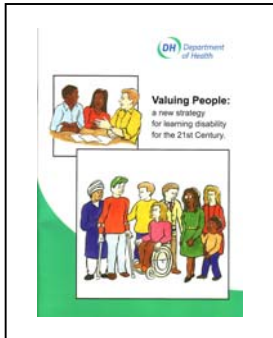
Rutland
Partnership Board

Summary of this plan

	<h3>1. Communication and Valuing People</h3> <p>Good communication helps us to do what Valuing People asks us to do</p>
	<h3>2. What will the plan do?</h3> <p>The Plan will make communication better for people with learning disabilities in Leicester, Leicestershire and Rutland</p>
	<h3>3. What is communication?</h3> <ul style="list-style-type: none">• Understanding what people say to you• Telling other people things• Getting to know other people and getting on with each other
	<h3>4. What does communication do?</h3> <p>Communication can help you</p> <ul style="list-style-type: none">• Tell people about yourself• Show other people that you think that they are important• Make choices• Make friends• Tell people when things are wrong

	<p>5. How to make communication better</p> <ul style="list-style-type: none">• We can make communication better for 1 person at a time• We can make communication better in the places that people go to• We can make communication better in services• We can make communication better in communities
	<p>6. What needs to happen to make the Communication Plan work?</p> <ul style="list-style-type: none">• Guidelines and standards• Training and support• Resources and tools
	<p>7. How can we make the Communication Plan happen?</p> <ul style="list-style-type: none">• Have Communication Groups for Leicester and Leicestershire and Rutland• Have a plan for making communication better for Leicester and Leicestershire and Rutland• Make sure the 2 groups are working together• Work more with children's services• Look at the best way for speech and language therapy to support this plan• Work with self advocates to make the plan better

1. Communication and Valuing People

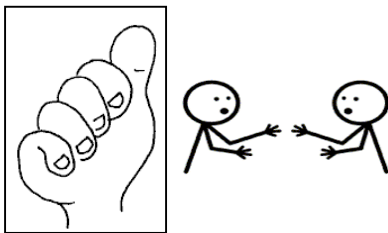


Valuing People says that it is important that people with learning disabilities

- Can make choices
- Can be as independent as possible
- Are included in their communities
- Have the same rights as everyone else

If we are going to make all of these things happen, we need to get communication right. To do this we need a plan

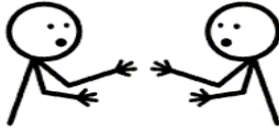
2. What will this plan help us to do?



The aims of this plan are

- To make communication better for people with learning disabilities
- To make sure that across Leicester, Leicestershire and Rutland people are using the same, standards, guidelines, resources and training.

3. What is Communication?



There are 3 important parts to communication

3.1 Understanding what people say to you.

People can tell you things in lots of different ways

Some examples are

- Writing
- Talking
- Using signs
- Using symbols or pictures
- Using objects



It is important that everyone knows the best ways to help you understand

3.2 Telling other people things

You can tell people things in lots of different ways


Some examples are

- Talking
- Writing
- Signing
- Pointing to pictures or symbols
- Using objects

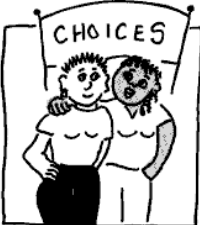



All of these ways are good.

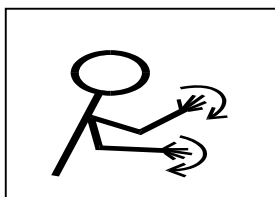
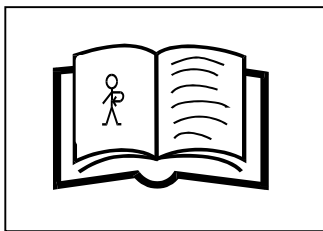
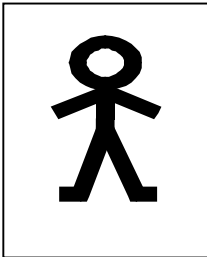
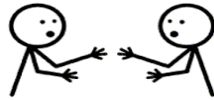
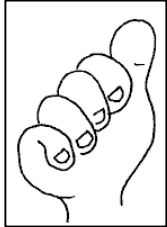
It is important that everyone knows how you tell people things and how they can help you to do this.

	<p>3.3 Getting to know other people and getting on with each other</p> <p>You need 2 people to communicate</p> <p>You can also communicate with a lot of people; an example would be when you are talking in a meeting.</p> <p>When people communicate they should treat the other person with respect</p> <p>If we can make these 3 things better we will make communication better.</p> <p>Good communication can then help us do a lot of other things</p>
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4. What does Communication help us to do?

 	<p>Communication is important because it helps you to do lots of things</p> <p>Communication can help you</p> <ul style="list-style-type: none">• Tell people about yourself• Show other people that you think that they are important• Make choices and tell other people what you want in your life• Make friends and relationships• Tell people when things are wrong• Be involved in developing your Person Centred Plan
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5. How to make Communication better



There are lots of things we can do to make communication better

5.1 We can make communication better for one person at a time.

To do this we need to know the best ways to communicate with a person.

A good way to do this is to use a communication passport with the person.

The communication passport will tell everyone

- The best way to help a person understand
- The best ways that a person can tell other people about things



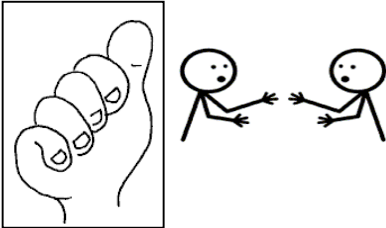

When a person has a communication passport, everyone who communicates with them needs to know about it.

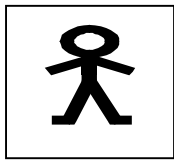
This will help everyone to know how to communicate better with a person with learning disabilities. People can communicate better by:

Changing the way they communicate

For example

- Using easier words and shorter sentences
- Using signs and symbols
- Using objects

  	<p>Changing the things they do when they are communicating with a person with learning disabilities</p> <p>For example</p> <ul style="list-style-type: none">• Respecting what the person is saying• Giving the person more time to answer• Being friendly and showing an interest in what the person is saying <p>Giving a person with learning disabilities opportunities to communicate and helping them to do this in the best way</p> <p>For examples</p> <ul style="list-style-type: none">• Making sure the person has a chance to make choices• Making sure the person has a chance to say how they feel• Making sure the person can say when they do not want something <p>If we make communication better for each person with learning disabilities this will help you to</p> <ul style="list-style-type: none">• Make more choices• Make more friends• Have a better chance of getting a job• Say what you think about services
	<p>5.2 We can make communication better in places that people go to</p> <p>Examples of these places are</p> <ul style="list-style-type: none">• the person's home• leisure centres• the doctors• shops• work

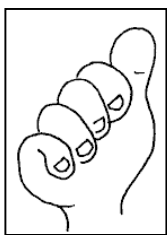


When we are making communication better in these places we can

- think about one person with learning disabilities and what you need or
- think about what would make communication better for all people with learning disabilities

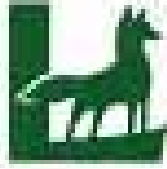
We can make communication better in places by making sure

- people who are in these places use the best ways of communicating
- there are chances or opportunities for people with learning disabilities to communicate
- people who are in these places talk to people with learning disabilities in a way that shows respect
- the environment helps communication
For example it is not too noisy and the signs are easy to understand



If we make communication better in places that people with learning disabilities go this will help you to

- understand what is happening in that place
- be able to ask for what you want
- be included in activities



5.3 We can make communication better in services

Services are groups of people whose job it is to do things that people need such as giving information, help or support.

Examples of services are

- health services
- social services
- groups like Mencap and Connexions

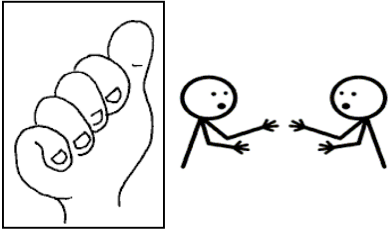
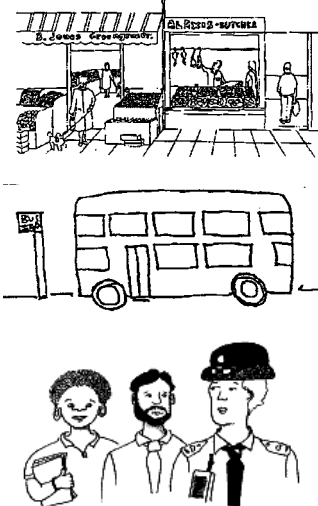

When we are making communication better in services we usually think about all people with learning disabilities and what makes communication better for them.

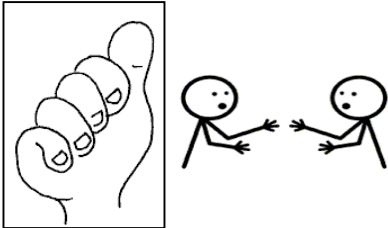
This is because services communicate with a lot of people.

It is also important that when services are working with each person they look at making communication better for that person.

We can make communication better in services by making sure that

- services send out information that is easy to understand
- services involve people with learning disabilities in saying what should happen in the service and how good the service is
- people who work in the services can communicate well
- Communication is made better in Person Centred Plans and Health Action Plans

	<p>If we make communication better in services this will help you to</p> <ul style="list-style-type: none">• use these services more easily• understand what is happening when they use services• be involved in saying what should happen
 	<p>5.4 Making communication better in communities</p> <p>Communities are all the people and things that we are involved with every day</p> <p>Examples are Shops, buses, cinemas, colleges, police services, fire services.</p> <p>When we are thinking about making communication better in communities we always think about making things better for all people with learning disabilities.</p>

 An illustration in the bottom-left corner of the table cell. It features a large hand with fingers curled in a fist-like shape, positioned to the left of two simple stick figures. The two stick figures are facing each other with their arms extended, appearing to shake hands or engage in a conversation.	<p>We can make communication better in communities by making sure that</p> <ul style="list-style-type: none">• Everyone knows more about learning disabilities and the best ways to communicate with people with learning disabilities• All services and places in the community are working to make communication better for people with learning disabilities <p>If we make communication better in communities this will help you to</p> <ul style="list-style-type: none">• Use services more independently• Be included in things that happen in the community• Have more choices about what they do
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6 What needs to happen to make the Communication plan work?

The Communication Plan says that to make sure that communication is good for people with learning disabilities, we need to make sure

- everyone knows how to make communication better by having
 - Guidelines and Standards
 - Training and support
- everyone has the right resources and tools to make communication better



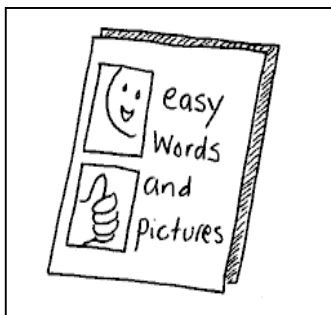
6.1 Guidelines and standards

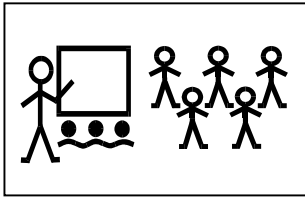
Guidelines and standards tells us how to do things well.

An example is the guidelines on how to make information easier to understand. These are called the accessibility guidelines.

We also need standards for places and services to make sure they are doing a good job

People who buy services or check to see if they are doing a good job also need to know what is important to make communication better. They can then make sure services are bought that are good at making communication better.





6.2 Training and support

Everyone will need training and support to help them know how to make communication better.

This training must say the same things as the rest of the Communication Plan so that people all know the best ways to make communication better and are using the same signs, symbols and standards

There are 2 types of training

Breadth Training

Introduction to communication

This training helps **people who work with people with learning disabilities** to understand the most important things about making communication better.

Introduction to learning disability and communication

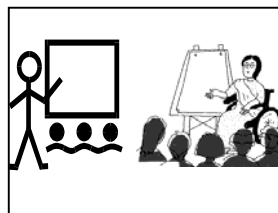
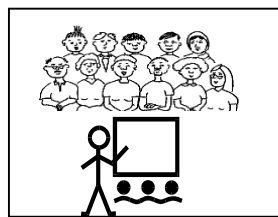
This training helps **people in the community** to understand the most important things about making communication better

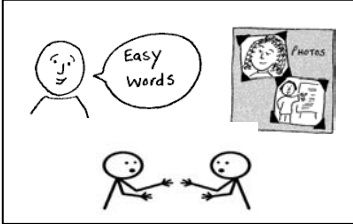
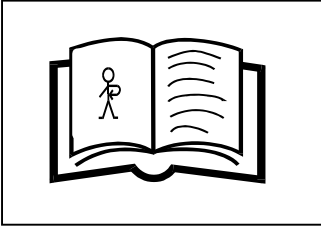
Depth training



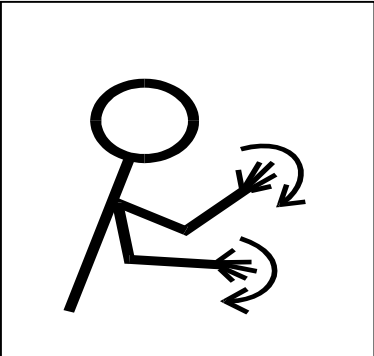
This is training that tells people more about all of the different things we need to do to make communication better.


Some examples of depth training are

Training on how to put a communication passport together and how to use it.






	<p>Training on how to make written information easy to understand</p> <p>Training on how to use different ways to communicate such as signs, symbols and objects.</p>
 	<h3>6.3 Resources and tools</h3> <p>These are things people can use to help them to communicate better.</p> <p>Some examples are</p> <h4>Communication Passports</h4> <p>People with learning disabilities communicate in a lot of different ways. The first thing we need to know is how each person communicates.</p> <p>The communication passport will be about one person with a learning disability.</p> <p>It will help people know: -</p> <ul style="list-style-type: none">• The best ways to give information to the person• The best ways the person can tell other people about things <p>The communication passport will look at:-</p> <ul style="list-style-type: none">• Ways the person uses to communicate• When is the best time to talk to the person• What words to use <p>The Communication Passport will then help everyone to know the best way to communicate with each person.</p> <p>This information should be part of people's Person Centred Plans and Health Action Plans</p>

	<p>Leicester Symbols Project</p> <p>This is a set of easy words, symbols and signs that describe things we do.</p> <p>This is on CD Rom and in a book. (website and intranet)</p>
	<p>The Partnership Board Word Bank</p> <p>This is a set of easy words and symbols. The words are those that are used a lot at Partnership Boards.</p> <p>This is on CD Rom and in a book (website and intranet)</p>
	<p>Signing systems</p> <p>Everyone will use signs that are from British Sign Language. These are the signs used by people who are deaf.</p> <p>Adult services are teaching these signs through a system called Signalong</p> <p>Some of the children's services are using Signalong and some are using a system called Makaton.</p> <p>It does not matter if we are using 2 systems, as nearly all of the signs are the same.</p>

	<p>What other things do we use</p> <p>We also use other pictures that we buy, if you use these pictures you must make sure you have a licence and say where the pictures have come from.</p> <p>The main pictures we use are</p> <p>Change Picture Bank Change Health Picture Bank</p> <p>These are both a set of line drawings</p> <p>Photosymbols</p> <p>These are simple colour photographs</p>
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7. How can we make the Communication Plan happen?

	<ol style="list-style-type: none">1. Have a communication group for the City that has a plan to make communication better in the city.2. Have a communication group for Leicestershire and Rutland which has a plan to make communication better in the Counties3. Have a group that makes sure the overall Communication Plan keeps working across Leicester, Leicestershire and Rutland.4. Adult and Children services need to work together to make sure we are all making communication better in the same ways
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 	<p>5. Speech and Language Therapy need to work in the best way to support this plan</p> <p>6. We need to work with self-advocates and advocacy groups so that they can help us make the plan work and give ideas on how to make the plan better.</p>
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If you want to ask any questions

   	<p>If you would like to know more about the Communication Plan please speak to Jane Parr who is the communication lead.</p> <p>Telephone number 0116 2255331</p> <p>Email jane.parr@leicspart.nhs.uk</p> <p>Address Mansion House Leicester Frith Groby Road Leicester LE3 9QF</p>
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Pictures from Partnership Board Word Bank, Change Picture Bank and Somerset Total Communication