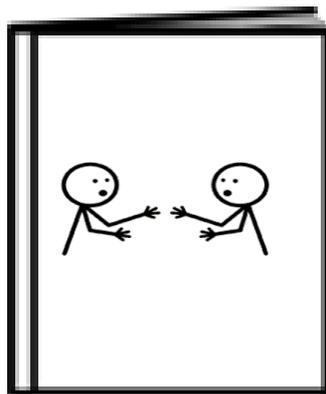


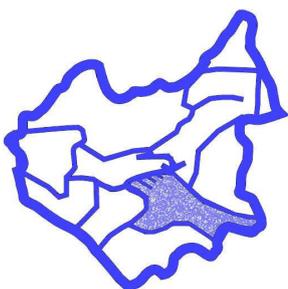
## Making Communication Better

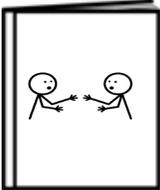
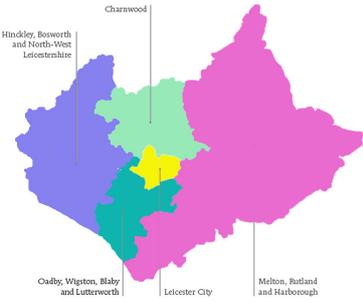
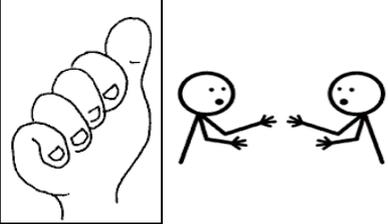
### The Communication Plan for Adults with Learning Disabilities in Leicester, Leicestershire and Rutland

2010 to 2014



### Easy Read Plan



	<h2>The Communication Plan</h2>
	<h3>1. Introduction</h3> <p>This plan is for adults with learning disabilities in</p> <ul style="list-style-type: none"><li>• Leicester</li><li>• Leicestershire and</li><li>• Rutland</li></ul> <p>The Partnership Boards will check that this plan is happening.</p>
	<h3>2. What will the plan do?</h3> <p>This plan will help everyone make communication better for adults with learning disabilities.</p>
 	<h3>3. What is communication?</h3> <p><b>There are 3 important parts to communication</b></p> <h4>1) Understanding what people say to you.</h4> <p>People can tell us things in lots of different ways</p> <p>Some examples are</p> <ul style="list-style-type: none"><li>• Writing</li><li>• Talking</li><li>• Using signs</li></ul>



- Using symbols or pictures
- Using objects

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

## **2 Telling other people things**

We can tell people things in lots of different ways

Some examples are

- Talking
- Writing
- Signing
- Pointing to pictures or symbols
- Using objects
- By the way we behave

All of these ways are good.

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

## **3 Getting to know other people and getting on with each other**



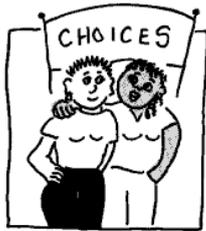
To make communication work there needs to be at least 2 people.

We can also communicate with a lot of people for example when we are talking in a meeting.

When people communicate they should treat the other person with respect

**If we can make these 3 things better we will make communication better.**

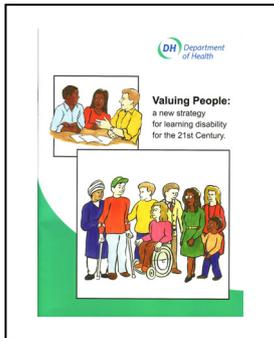
**Good communication can then help us do lots of other things**



#### 4. What does communication do?

Some of the things communication can help us do:

- Tell people about our self
- Show other people that we think that they are important
- Make choices and tell other people what we want in our life
- Make friends and relationships
- Tell people when things are wrong
- Be involved in developing our Person Centred Plans and Health Action Plans



#### 5. Valuing People and Valuing People Now say that communication is very important.

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

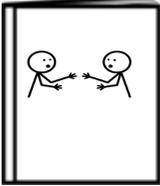
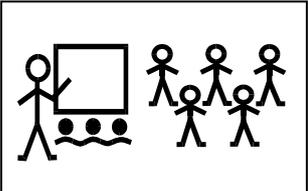
- Can make choices
- Can be as independent as possible
- Are included in their communities
- Have the same rights as everyone else

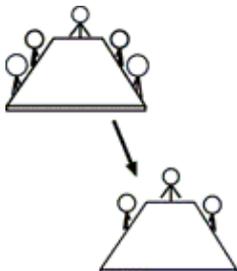
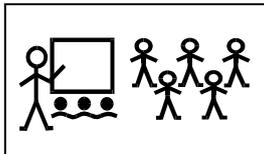
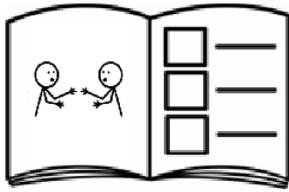


**Valuing People Now** still says it is important to do the things in **Valuing People** but we also need to

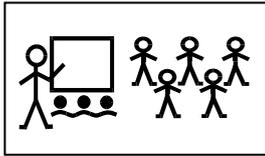
- Make sure that we include everyone
- Give people more choice and control in their lives
- Help people to have a good life
- Help people to be citizens

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

 <p>1</p> <p>2</p>	<h3>6. What is in the plan</h3> <p>The Communication Plan is divided into 2 parts.</p> <p><b>Part 1</b> The first part of the plan is all of the work that needs to happen to help everyone make communication better.</p> <p><b>Part 2</b> Part 2 of the plan is about working together to make communication better. People will use all the things from part 1 of the plan to help them make communication better</p> <ul style="list-style-type: none"><li>• For one person at a time</li><li>• In places where people live, work or go</li><li>• In services</li><li>• In the community</li></ul>
 	<h3>7. What will happen in Part 1 of the plan</h3> <p>This part of the plan has a lot of different ways of helping people learn and have the right support to make communication better</p> <p><b>Projects</b> These are groups working on parts of the plan</p> <ul style="list-style-type: none"><li>• <b>Introduction to communication training</b> This is training to make sure people know the most important things about making communication better</li><li>• <b>Easy write group</b> This group helps people to make written information easier to understand</li></ul>



- **Communication Passport group**  
This group helps people to make good communication passports. Communication passports tell us the best ways to communicate with a person
- **Signing group**  
This group helps people to learn and use signs
- **Communication for people with complex needs**  
This group will help to make communication better for people with the most complex needs
- **Learning plan group**  
This group will look at the best ways to help people learn how to make communication better
- **Running the communication plan**  
This group will make sure that all of the work is happening and everyone is doing a good job. They will also help to tell everyone about the Communication Plan



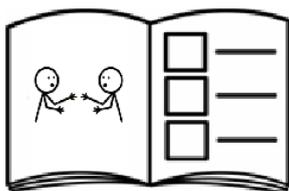
### **The learning plan**

An important part of the communication plan is the different ways in which we help people learn about communication

These are the learning opportunities we have now. There is a leaflet which will tell you more about these.

- An introduction to communication training
- Easy write training and mentoring
- Signalong Foundation Course
- Introduction to signing
- Carer's communication passport training
- Intensive interaction training  
This is a special way of communicating for people who have very complex needs

We need to develop more ways of helping people to learn about communication



### **Tools and Resources**

These are things people can use to help them make communication better

#### **Communication passport tools**

These help people put together good communication passports

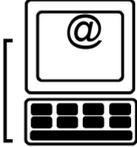
- Communication checklist
- Hearing checklist
- Seeing checklist



#### **Easy Word Dictionary**

This is a dictionary of hard words. The dictionary tells people the easier words that they can use. For some words there are pictures as well.

	<p><b>Signing DVD</b> We have a DVD of the most important signs that we use. People need to go on the signing training to get this DVD</p>
	<p><b>Guidelines and standards</b></p> <p>These tell people how to make communication better</p> <ul style="list-style-type: none"><li>• Easy write guidelines to help people make written information easier to understand</li><li>• Making meetings easier to understand</li><li>• Hearing guidelines</li><li>• Seeing guidelines</li></ul>
	<p><b>8. What will happen in Part 2 of the plan</b></p> <p>Some things in this part of the plan will just be for Leicester, Leicestershire or Rutland. Other things will go across all of these areas.</p> <p>Each year the Communication Group will work with communities to plan the most important things that need doing.</p> <p>Some ideas are making communication better</p> <ul style="list-style-type: none"><li>• in one place where people live</li><li>• In local health services</li><li>• On transport</li><li>• As part of a project like personalisation</li></ul> <p>Personalisation means putting people first and giving people more choice and control.</p>

  	<p><b>12. How will we make sure the plan happens?</b></p> <ol style="list-style-type: none"><li>1. Have a group that makes sure the overall Communication Plan keeps working across Leicester, Leicestershire and Rutland.</li><li>2. Have working groups to do the work for Part 1 of the plan</li><li>3. Have local groups for Leicester, Leicestershire and Rutland to carry out part 2 of the plan</li><li>4. Speech and Language Therapy need to work in the best way to support this plan</li><li>5. 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.</li><li>6. We will tell the Partnership Boards how well the plans are going</li></ol>
   	<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 2255205</p> <p>Email <a href="mailto:jane.parr@leicspart.nhs.uk">jane.parr@leicspart.nhs.uk</a></p> <p>Address Mansion House Leicester Frith Groby Road Leicester LE3 9QF</p>

April 2010

	Check out the plan on <a href="http://www.ldicn.org.uk">www.ldicn.org.uk</a> or <a href="http://www.betterlives.org.uk">www.betterlives.org.uk</a>
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Pictures from Partnership Board Word Bank, Change Picture Bank and Somerset Total Communication