



# Our Voice, Our Choice: Putting the Five Good Communication Standards to practice

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Speech and Language Therapists

# Who are we?

- Speech and language therapists working in the adult learning disability team
- Usually based within Community Learning Disability Teams alongside:
  - nurses, psychiatrists, psychologists, occupational therapists, physiotherapists, dieticians.
- Currently working with ELCAP on Our Voice, Our Choice project



**Kelly**



**Katie**

# Background to the Project

- Up to 90% of people with learning disabilities have communication difficulties
- In 2013 The Royal College of Speech and Language Therapists developed The Five Good Communication Standards
  - to establish good practice standards for communication that individuals with a learning disability should expect in residential settings.
- ELCAP funded SLT input to put The Five Good Communication Standards into practice for the individuals they support, and to explore Alternative and Augmentative Communication (AAC) opportunities for them.

# The Five Good Communication Standards

## The Five Good Communication Standards

1. There is a detailed description of how best to communicate with individuals.
2. Services demonstrate how they support individuals with communication needs to be involved with decisions about their care and their services.
3. Staff value and use competently the best approaches to communication with each individual they support.
4. Services create opportunities, relationships and environments that make individuals want to communicate.
5. Individuals are supported to understand and express their needs in relation to their health and wellbeing.

# Aims of the Project

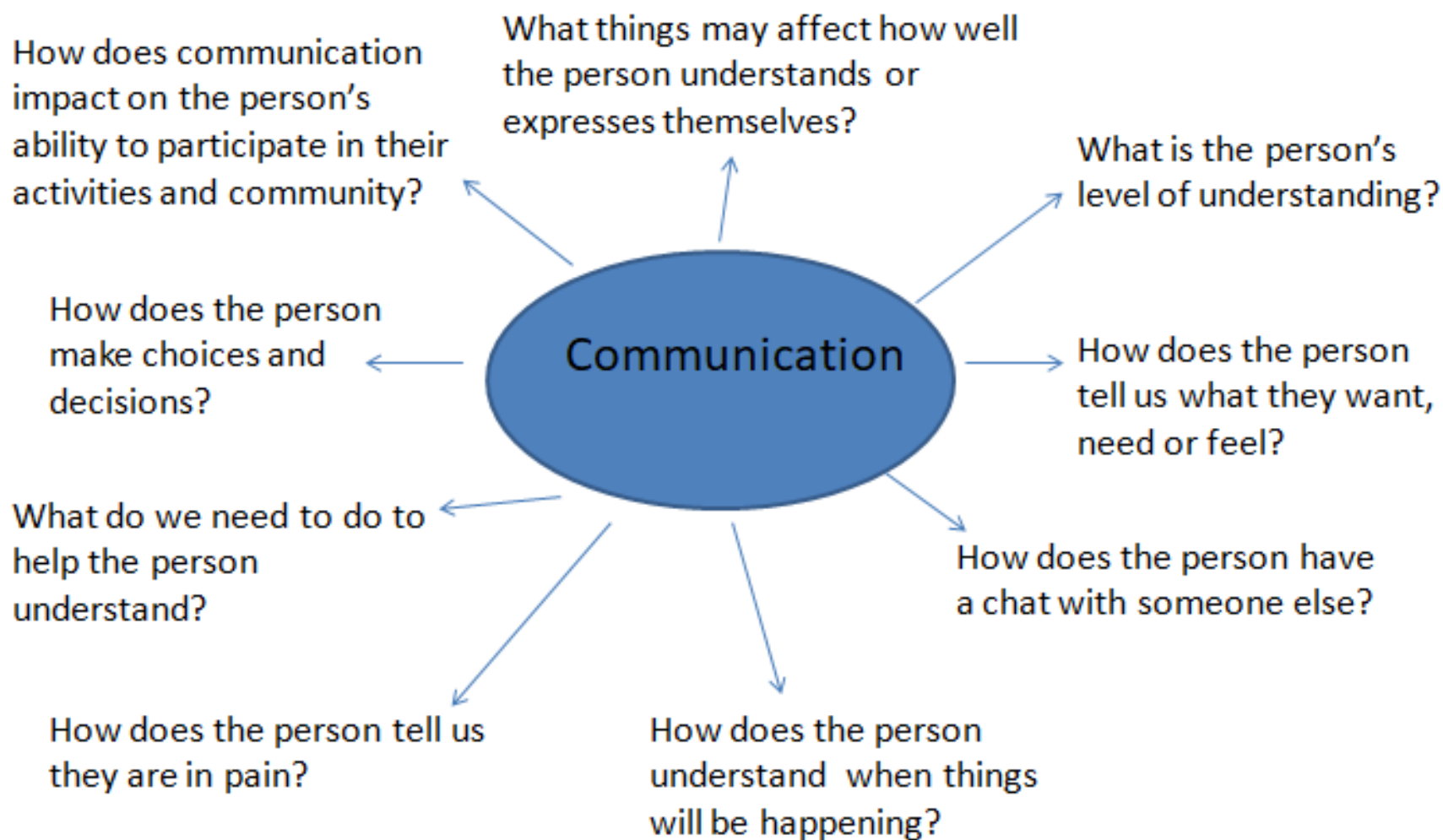
- To empower ELCAP staff teams to take shared ownership of managing the communication needs of the individuals they support.
- To develop ELCAP staff confidence and effectiveness as communication partners by:
  - delivering regular communication training
  - developing a Communication Resource Hub
  - offering access to SLT support through drop in sessions.

# Work with individuals

- Worked with staff teams of 40 individuals prioritised for engagement with 'Our Voice, Our Choice'.
- Speech and Language Therapists (SLTs) guide and facilitate person centred discussions around individuals' communication and carry out observation of individuals.
- Communication report written and shared with staff team.

# Communication: what do we look at?

Think about the individual you support...



- Facilitate discussion with staff teams to develop **Communication Action Plan:**
  - Set communication goal for team to work on
  - Agree timescales and support required.
- Questionnaires used to measure staff knowledge and confidence before and after support from SLTs.
- Follow up meeting with staff team to check progress.



## Our Voice, Our Choice My Communication Action Plan





Name:




My **Our Voice, Our Choice** report tells staff how they can help my communication.

?	What will we do to help my communication? (Choose 1 idea from report)

	How will we do this? (Agree who will do what)

	When will we finish this?

	What help do we need to make this work?



Date of meeting:




Staff present:



If you need more help from Speech and Language Therapy contact Katie Cunningham at [katie@elcap.org](mailto:katie@elcap.org)

# Inspirational communication in ELCAP!



Over to our staff  
teams...

Hannah & Tadeus Helen and Agnes

Communication Passports

# Estera & George

## **What did you and the service user get out of making the communication passport?**

“Putting together a communication passport with the service user I support was not always easy as his attention would shift very quickly. Nevertheless, the process was very beneficial to both of us.

Personally, it allowed me to think deeper and concentrate more on non-verbal communication of a person who is quite efficient in using speech. Not only did I become more observant and sensitive to multitude of non-verbal cues of the person I support and what they might mean, I also started thinking and being more aware of my own non-verbal communication in all daily situations.

For the service user the most important was the final result – a book all about him, full of his pictures and information that matters.”

# Estera & George

## **How you see the passport being used in the future?**

“The person I support already had a chance to use his communication passport at lunch after one of his new groups.

It was wonderful and very rewarding to see him use this tool to enhance his communication and clarify things when he had difficulty expressing himself fully. It also made the person he was communicating with feel more comfortable and more engaged in the conversation.

I believe that this communication passport is a great tool that will allow this gentleman to be more independent in creating new relationships, will give him more confidence and will also be an excellent guide to possible new staff.”

Billy & Sandy


Communication Book

# Wider work across ELCAP

- Monthly Online Communication Training Sessions offered to all ELCAP staff on a range of communication topics



Really enjoy learning about new ways to communicate with individuals I work with.



I feel this has opened up a whole new world of learning and helping others.

# Wider work across ELCAP

- Ongoing development of a Communication Resource Hub





# Next Steps

- Project to continue until April 2022
- Focus on legacy of Our Voice, Our Choice and empowering ELCAP staff to deliver best practice communication support for the individuals they work with.

# Thank you!

Any questions?



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