

# Communication Resource Pack

**Accessible educational resource to support  
communication for adults with learning disability**

Community Learning Disability Team HMR



**Learning disability care hub**

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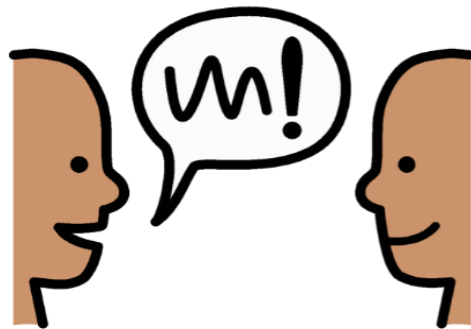
Five good communication standards

## **Part 5**

References

# What is communication?

Communication is sharing information with other people. This can be done by speaking, writing and nonverbal methods.



## Why do we communicate?

- Let others know what we need
- Let others know what we want
- Let others know how we feel
- Let others know what we think
- Build relationships
- Ask questions

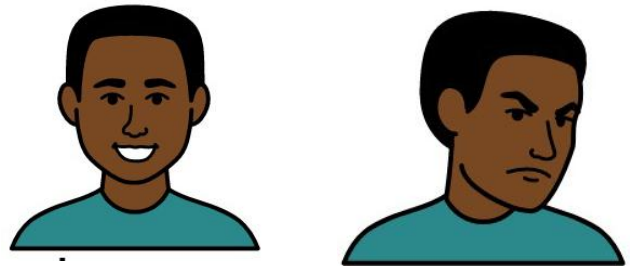
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# Nonverbal communication

Nonverbal communication can include:

## Facial expression

Like smiling or frowning



## Body language

Like crossing your arms if you are anxious



## Gestures

Like pointing

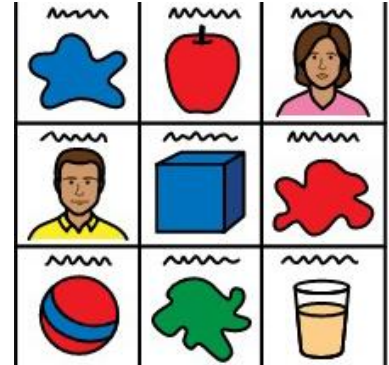


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# Nonverbal communication

## Pictures and symbols

Like using a picture chart



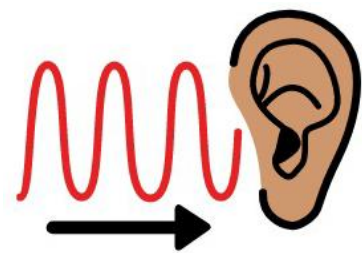
## Vocalisations

Like laughing



## Tone of voice

Like your voice breaking when you are upset



# Parts of communication that can be difficult

Understanding what others say



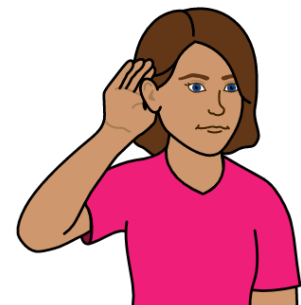
Reading and writing



Understanding symbols



Understanding sounds from  
the world around us



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# Parts of communication that can be difficult

Finding the right words to say  
what you want



Being able to use the rules and order  
of language

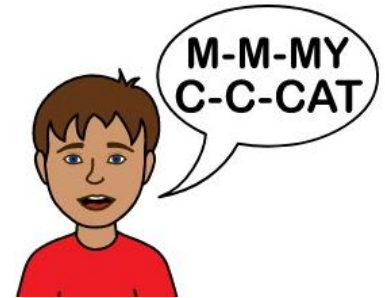


Being able to stay on topic what  
you speak



# Parts of communication that can be difficult

Stammering



Moving parts of your mouth and face when speaking



Social skills  
(Making friends)

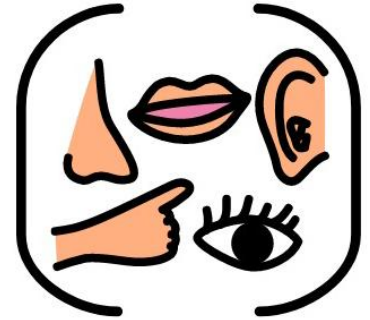


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# Understanding

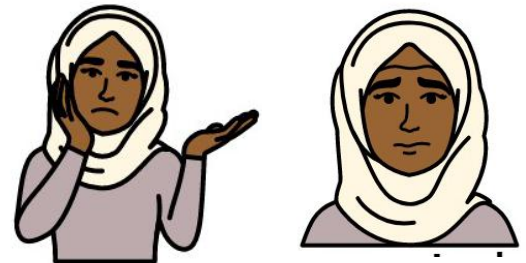
We take in information  
we hear, see, smell, and feel  
to understand the world around us.



You might find it more difficult to understand others if  
you are sick, tired, anxious or in an unfamiliar situation.

What happens if do not understand what others are  
saying?

You might feel confused, sad, or angry



The other person may be annoyed that you are  
not doing what they say or answering them.



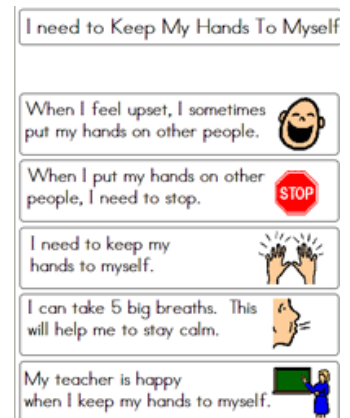
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# Understanding

Understanding situations like moving house, can be difficult and scary.

To help you understand what to expect in these situations a speech therapist can make you a social story.

A social story explains what will happen, how it might make you or others feel and what choices you have.













Understanding what to expect can be difficult and scary.

A speech therapist can give you a timetable to help you plan your day.

The timetable shows you when events/activities will take place and **what will come next**.

This can help you feel more confident and comfortable.

	 Monday	 Tuesday	 Wednesday	 Thursday	 Friday	 Saturday	 Sunday
 Morning							
 Afternoon							
 Evening							

# Expression

Expression is how you get your message out to others.

It is stressful when you cannot tell others what you feel, need, or think.

Words may sound mixed up when you speak.



You may find it difficult to put a sentence together.

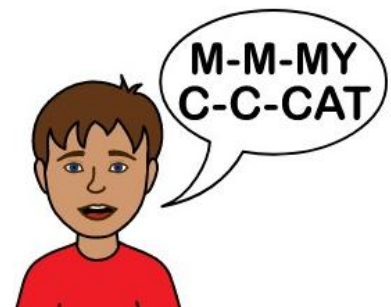


You may have trouble finding the word you want to say.



# Expression

You may stammer.



You may know the word you want to say, but you are unable to get the word out.



# Social skills

Social skills are used to communicate successfully with others.

This lets us build connections and relationships with others.

Our social communication skills involve:

## Self esteem

How you feel about yourself



## Body language

Non-verbal communication



## Conversation skills

Verbal communication



## Assertiveness

Being able to stand up for yourself



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# Speech Therapy

A speech and language therapist can help if you have any communication difficulties.

## What does a speech therapist do?

A speech and language therapist will gather information by asking you and someone close to you about your difficulties.

They will observe you communicating with others. They might do an assessment with you.

This will show the speech therapist exactly what parts of communication are difficult.

The speech therapist will speak to you about the best way to support your communication difficulties.



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# Speech Therapy

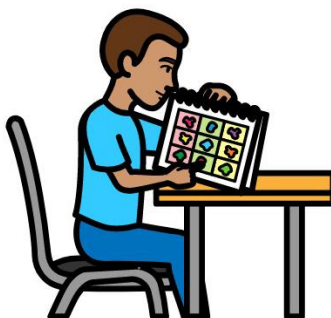
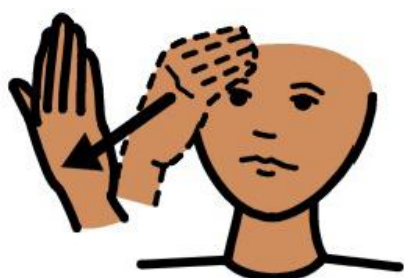
There are a lot of ways to support communication. Your care plan will be specific to what suits your needs.

## This can involve:

Regular sessions of speech exercises.



Finding alternative methods of communication  
(signing, pictures, communication device)



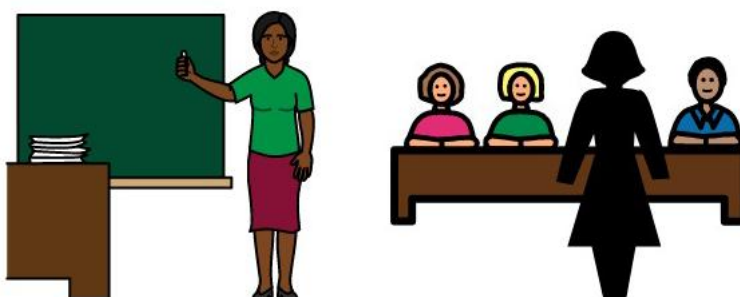
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# Speech Therapy

Creating a communication passport to tell others how to communicate with you



Provide training to your carers so they can support your communication



Making changes to the world around you to make it easier for you to communicate (quieter room, well lit room, one to one instead of a group)



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# Speech Therapy

Social communication groups to build communication skills and confidence for making friends

A social skills group is a safe place to learn skills through activities and games.



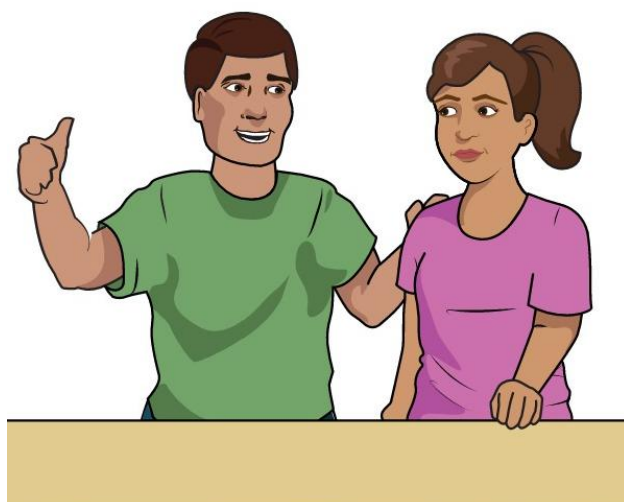
Anyone can participate in a social communication group. Contact your local speech therapist if you are interested in taking part.

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## 5 Good Communication Standards

The 5 good communication standards were created to help people to know:

- What good communication looks like
- Whether good communication is happening

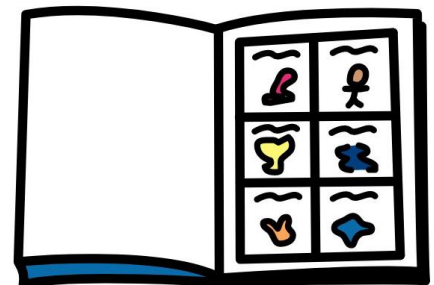


You can use the good communication checklists to see what support you are getting with your communication.

# Good Communication Standards

## Standard 1

There is good information that tells people how best to communicate with me

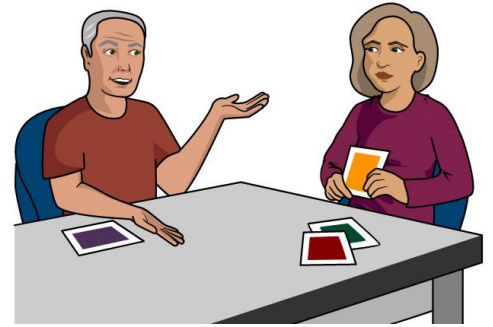


<b>Standard 1 checklist:</b>	✓ ✗
I have a communication passport, profile, or guidelines	
People that know me well were involved in creating the information about my communication	
People that know me well feel that the information is right	
The communication information is used to support me. For example, it is <ul style="list-style-type: none"> <li>- used in my care plans</li> <li>- shared with new staff</li> </ul>	
The information is kept up to date by people that know me well	

# Good Communication Standards

## Standard 2

Staff help me to be involved in making decisions about my care and support.



<b>Standard 2 checklist:</b>	✓ ✗
Staff know how I communicate: <ul style="list-style-type: none"> <li>- Yes/no</li> <li>- I like/I do not like</li> <li>- I am OK/I am not OK</li> </ul>	
The information is used to support me. For example, it is used: <ul style="list-style-type: none"> <li>- in my care plans</li> <li>- to check how things are going</li> </ul>	
Staff know how to support me making decisions and can show how they do this	
When there is a problem staff make sure I get help to fix it	

# Good Communication Standards

## Standard 3

Staff are good at supporting me with my communication.

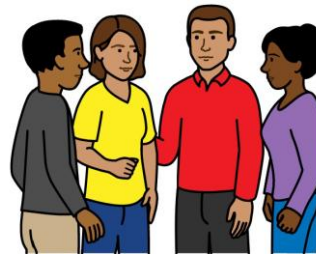
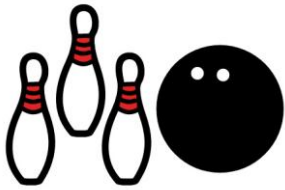


<b>Standard 3 checklist:</b>	✓ ✗
Staff know how to communicate with me	
Staff know how to help me when I have a problem	
Staff communicate with me in a positive way	
Staff use the things that help me understand and express myself. For example: <ul style="list-style-type: none"> <li>- communication book</li> <li>- signing</li> <li>- objects</li> </ul>	

# Good Communication Standards

## Standard 4

I have lots of chances to communicate



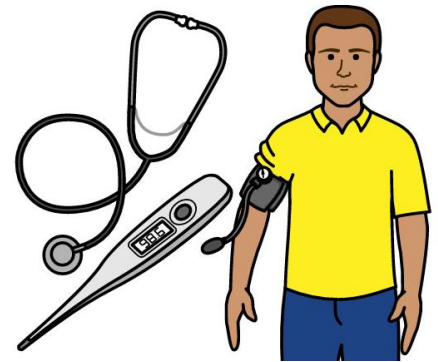
<b>Standard 4 checklist:</b>	✓ ✗
Staff listen to me	
Staff take time to communicate with me	
I enjoy spending time with staff	
Staff use the things that help join in. For example: <ul style="list-style-type: none"> <li>- interactive approaches like intensive interaction</li> <li>- communication aids</li> <li>- planners and timetables</li> <li>- social stories</li> <li>- talking mats</li> </ul>	
Staff include me as much as possible	

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# Good Communication Standards

## Standard 5

Staff help me to understand and communicate about my health.



<b>Standard 5 checklist:</b>	<b>✓ ✗</b>
There is good information about my health and support needs	
The information is kept up to date	
The information is used when I work with health staff	
Staff know how to tell when I am ill or in pain	
Staff make sure I get the right help with my communication when I go to health appointments or the hospital	

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