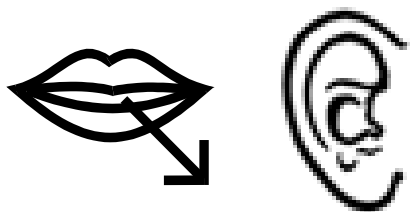
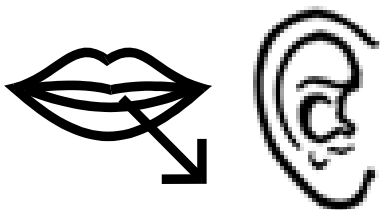


Developing service user input into speech and language therapy services – a case study working with people with learning disabilities



Sharing the work of the Talk and Listen group

**Sue Lyons: Speech and Language Therapy Communication Lead
Learning Disabilities Service
Leicestershire Partnership Trust (LPT)**



Talk and Listen Group

- **“We are a group of people with learning disabilities who are passionate about communication.**
- **We are supported by the Adult Learning Disability Speech and Language Therapy Team.**
- **We work together with the local Learning Disabilities Service to make communication better for people with learning disabilities.”**

Context: national

- 2010 Equality Act: Services need to make reasonable adjustments with respect to communication.
- 5 good communication standards (RCSLT 2013)
- Accessible information standards
- Inclusive communication and the role of SLT (RCSLT - 2016)



“SLT services have a responsibility to model good inclusive communication practise across every aspect of their own service”



Co-design

“My care my voice”

**Local co-design project led by Jane Parr LPT
using experience based co-design methodology;
Kings Fund 2015**



**Working together with people with learning disability,
Carers and staff**

Sharing experiences

**Identifying what is excellent and what needs to
change**

Communication was the number one issue

Local communication plan and actions agreed



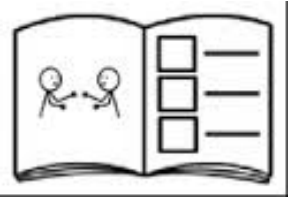
What do we do?

- We meet monthly to learn new things and share ideas about good communication
- We give our views on things that will improve communication for people with learning disabilities

Developing resources

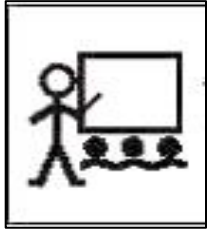


- **Top 10 tips: Getting communication right for people with learning disabilities: poster for staff**



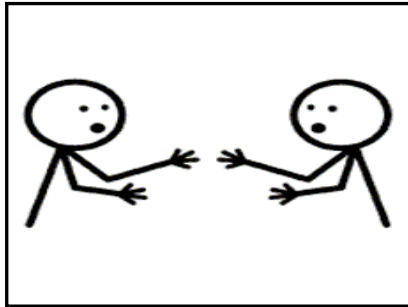
- **Communication passports film**

<https://www.youtube.com/watch?v=gHxznOYjFUc&feature=youtu.be>



Communication training and doing presentations

- **Contribute to teaching on ALD module at De Montfort University Speech and Language Therapy degree course**
- **Take part in role play films for use in LPT communication training including E- learning Induction Training for new staff**
- **Supporting signing training for staff and other people with learning disabilities**



Presentation to the Partnership Board



We will be talking about our Communication Work

We will be telling you about the new Accessible Information Standards

We want the Partnership Board to know about the communication work and think about how everyone can make communication better

Talking to health bosses



- **Interviewing Pete Miller- LPT chief executive
At a Trust Listening into Action event**
- **Talking to the Trust Board about inclusive communication and the work of the talk and listen group**

Consultations: giving our views on things that will improve communication for people with learning disabilities



- communication and speech and language therapy and research areas
- LPT all age transformation- Local Service Improvement initiative- example of good practise in consultation



Involvement in Interviews for Specialist Health Staff




“Involving ...adults and older people with learning disabilities....in the recruitment process, especially interview panels”

(ref: Ensuring quality services NHS England 2014)

Local process agreed with seniors leadership team:

- **Guidance for staff teams**
- **Members trained in interview process and supported in the interview**
- **Ask questions on communication**
- **Rate interviewee using visual scale**
- **Give views to panel to feed into scoring**

Questions for LD Specialist Health Service Staff interviews

	<p>Hello my name is</p> <p>We are going to ask you some questions.</p> <p>1..First, can you tell us about yourself.</p>
	<p>2.You are going to be working with people with learning disabilities.</p> <p>What things can you do to help people with learning disabilities to communicate well?</p>
	<p>Thank you. Is there anything you want to ask us?</p>

Talk and Listen Group film....

Lessons learnt/ Next steps

- Excellent feedback from group members; build up skills over time
- Group needs to be part of local strategic plan
- People listen to our group members- “hearts and minds” approach
Dr D Money 2015
- Work of the group well regarded within LPT
- Important to avoid tokenistic approach
- Need to focus on quick gains locally to raise profile
- “Talk the talk” ; true co-design is hard work and takes time and skills
- Only involves more able people with learning disabilities-needs to be part of a broader involvement strategy
- Future funding; how to future proof-Peer support workers model?

And finally.....

“a collaborative relationship with patients, carers....is central to the future of the NHS because these perspectives are fundamental- patients are why the NHS exists”

Becky Seale

References/ Resources

- **Money D. 2015 Five good communication standards in practice: two years on: RCSLT Bulletin**
- **Becky Seale. 2016 Patients as partners; building collaborative relationships: Kings Fund**
- **RSLT Position Paper: Inclusive Communication and the Role of SLT: 2016**
- **PPI Resources: see RCSLT website, includes:**
- **Simmons R et al 2011, “User involvement in Public Services: Choice about Voice”**