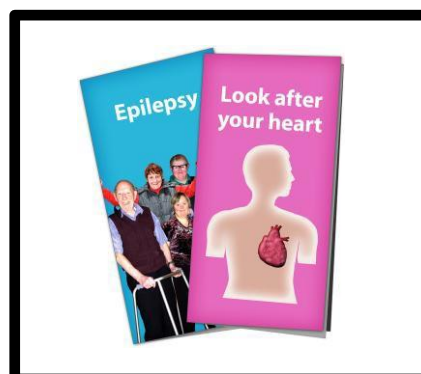


5 Good Communication Standards

Easy Read Version



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About this booklet

Lots of people with learning disabilities have difficulties with communication.

Good communication helps people to...

- Understand
- Express themselves
- Make choices and decisions
- Do more things for themselves
- Have more control of their lives
- Stay safe
- Be included
- Enjoy being with other people

Standards tell people about good ways of doing things - what things should be like, and what should be happening.

The 5 Good Communication Standards has been written to help people to know...

- What good communication looks like.
- Whether good communication is happening.
- About some useful resources.

You can use the checklists in this booklet to check the support that you are getting with your communication.

If you think that you need more support with your communication you can talk to someone you trust. This might be...

- A member of your family
- A friend
- A support worker
- An advocate
- A social worker



You can also ask for help from your local Speech and Language Therapy Service.

Standard 1



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

Checklist for Standard 1

Things to check	 
I have a Communication Passport, profile or guidelines.	
The people who know me well helped with the information about my communication, and think the information is right.	
The information is used to get communication right for me. For example the information is... <ul style="list-style-type: none">• Used in my care plans.• Shared with new staff.	
The information is kept up to date by the people who know me well.	

Some useful resources

www.communicationpassports.org.uk



www.helensandersonassociates.co.uk

Standard 2



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

Checklist for Standard 2

Things to check	 
Staff know how I communicate... <ul style="list-style-type: none">• Yes / No• Like / Do not like• I am OK / I am not OK	
This information is used to get support right for me. For example the information is used... <ul style="list-style-type: none">• In my care plans.• To check how things are going.	
Staff know how to support me with making choices and decisions and can show how they have done this.	
When there is a problem staff make sure I get the help I need to sort it out.	

Some useful resources

www.mencap.org.uk/involveMe



www.talkingmats.com

Standard 3



**Staff are good at supporting me
with my communication.**

Checklist for Standard 3

Things to check	 
Staff know how to get communication right for me and know how to help when there is a problem.	
Staff communicate with me in a positive way.	
Staff use the things that support me to understand and express myself, for example... <ul style="list-style-type: none">• Objects• Photos, pictures, symbols• Signing• Writing• Communication board, book or aid	
Staff ask for help from the Speech and Language Therapy service when they need it.	

Some useful resources

www.photosymbols.com

www.changepeople.org

www.widgit.com

www.mayer-johnson.com

www.makaton.org

www.signalong.org.uk



Contact your local Speech and Language Therapy Service to find out what training and support is available in your area.

Standard 4



**I have lots of chances to
communicate.**

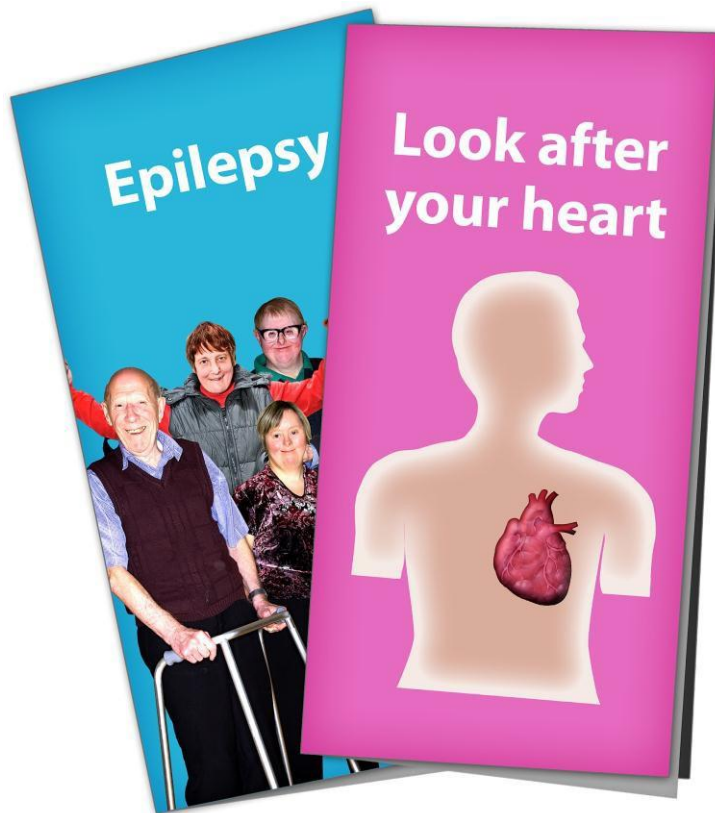
Checklist for Standard 4

Things to check	 
Staff listen to me and make time to communicate with me.	
I enjoy spending time with staff.	
Staff use the things that help me to join in, for example... <ul style="list-style-type: none">• Interactive approaches like Intensive Interaction• Switches• Communication board, book or aid• Planners and timetables• Who is working board• Talking Mats• Social Stories	
Staff involve me as much as possible.	

Some useful resources



- www.intensiveinteraction.co.uk
- www.openstorytellers.org.uk
- www.communicationmatters.org.uk
- www.carolgraysocialstories.com
- www.autism.org.uk/living-with-autism.aspx
- www.pecs-unitedkingdom.com

Standard 5



Staff help me to understand and communicate about my health.

Checklist for Standard 5

Things to check	 
There is good information about my health and support needs. The information is kept up to date and used with health staff.	
Staff know how to tell if I am ill or in pain.	
Staff know how to support me with making choices and decisions about my health.	
Staff make sure I get the right help with communication when I go to health appointments or hospital.	

Some useful resources

www.easyhealth.org.uk

www.apictureofhealth.southwest.nhs.uk

www.england.nhs.uk/ourwork/patients/accessibleinfo-2

www.mencap.org.uk/our-services/resources-and-training

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The full version of this document is available from...

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