“Helpful to do it together”
Ensuring teams are equipped to support people who use AAC

Laura Renfrew
Speech and Language Therapist,
RCSLT Conference, 2017
Using the Evidence

• "A Right to Speak“ (Scottish Government, 2012)
• People who use AAC should have access to high quality assessment and support
Who are we?

- Interdisciplinary Community Rehabilitation Service in Glasgow
What we wanted to do

• improve outcomes for people who use AAC

• ensure our team had the right skills and competencies
What did we do?

• 13 members of staff representing all professions in the team

• Completed IPAACKS (Informing and Profiling AAC Knowledge of Skills)
• Follow 4 steps of IPAACKS self assessment
  
  • **Step 1**: Identifying core values and key AAC strands of job
  
  • **Step 2**: Identifying skill levels required for AAC strands for role
  
  • **Step 3**: Fill in confidence chart for each AAC strand
  
  • **Step 4**: Identifying learning needs and creating action plans
Results – knowledge and skills profiles

Composite rehabilitation team profile – minimum knowledge and skills levels

Rehabilitation Support Worker specific profile.
Results - AAC Specific Strands for team
Postive Confidence Ratings up

Staff rated their confidence in the AAC strands before and after IPAACKS by using a smiley, neutral or sad face.

Pre vs Post:
- **Assessment**:
  - Pre: 31%
  - Post: 38%
- **Implementation**:
  - Pre: 23%
  - Post: 38%
- **Review**:
  - Pre: 31%
  - Post: 38%
- **AAC Leadership**:
  - Pre: 31%
  - Post: 38%
Negative Confidence Ratings Down

Assessment
- PRE: 23%
- POST: 8%

Tech Management
- PRE: 31%
- POST: 23%

AAC Leadership
- PRE: 23%
- POST: 15.5%
What did we think?

"Better appreciation of how person using AAC feels”
Support Worker

"Will benefit patient engagement with rehab”
Occupational Therapist

"I have greater awareness now and this will be positive for patient care”
Dietician

"Better to do it together"  
Physiotherapist

"I have used alternative communication methods with a patient”
Nurse

"There was value in the whole team having understanding of AAC”
Admin

"Better to do it together”
Pharmacist

"I would recommend to other agencies”
Pharmacist
Maximising Impact – Key Learning Points

• IPAACKS identifies and develops AAC knowledge and skills in a multi disciplinary team

• Can help with recruitment, training, evidence for professional frameworks

• Bring the team together and set aside time

• Positive impact on service delivery and people who use AAC
References


Acknowledgement

• This project was supported and funded by the AAC Learning and Development Fund (NHS Education for Scotland, Right to Speak) and the South Sector Rehabilitation Service (Glasgow)

Contact Laura Renfrew, Speech and Language Therapist:
laura.renfrew@ggc.scot.nhs.uk