



Joanne Matthews

5 Good Communication Standards



5 Good Communication Standards Project

5 Good Communication
Standards
Easy Read Version



SET Audit award
winners 2020



South Eastern Health
and Social Care Trust

Joanne Matthews

Background to Project

Trends within ALD services indicated that

- referrals were mainly for dysphagia
- Reduced number of communication referrals
- Communication not seen as a priority
- Lack of awareness of 5 Good Communication Standards in Day centres/supported living



Aims of the Project

- **To raise awareness of and implement the RCSLT 5 Good Communication Standards**
- **To train and equip staff in communication and the RCSLT 5 Good communication standards**



Getting started

- Partnership between ALD Speech and Language Therapists and Day Centre staff
- One room was selected for input in 2 day centres across parts of South Eastern Trust :-
- Mountview ARC, Downpatrick
- Lisburn ARC, Lisburn



What did we do?



- Pre and post intervention audit completed using the RCSLT 5 Good Communication Standards to help achieve inclusive communication Audit

Red	No, Not started working on this, not meeting the standard evidence
Amber	Partially working toward meeting the standard
Green	Yes, fully meeting the standard

- Pre and post intervention questionnaires reflecting staff confidence and satisfaction.



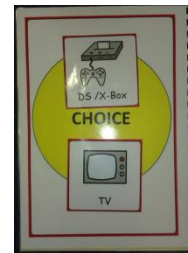
- Communication assessments and quick reference profiles “How Best to Support My Communication” were completed
- Individual and group therapy was provided.
- Communication training for staff delivered.
- Therapy Outcome measures (TOMS) were administered pre and post interventions.

How Best to Support My Communication

My Name is: _____

Help me to understand

How I communicate



Dimension	Description
Impairment	Relates to body systems and reflects the degree of abnormality observed, in terms of its variance from the norm for a human being (of same age, gender)
Activity	Limitations on function related to impairment
Participation	Limitations on the person regarding social participation, interactions and autonomy related to the impairment
Wellbeing	Emotions, feelings, anxiety and level of satisfaction with the condition

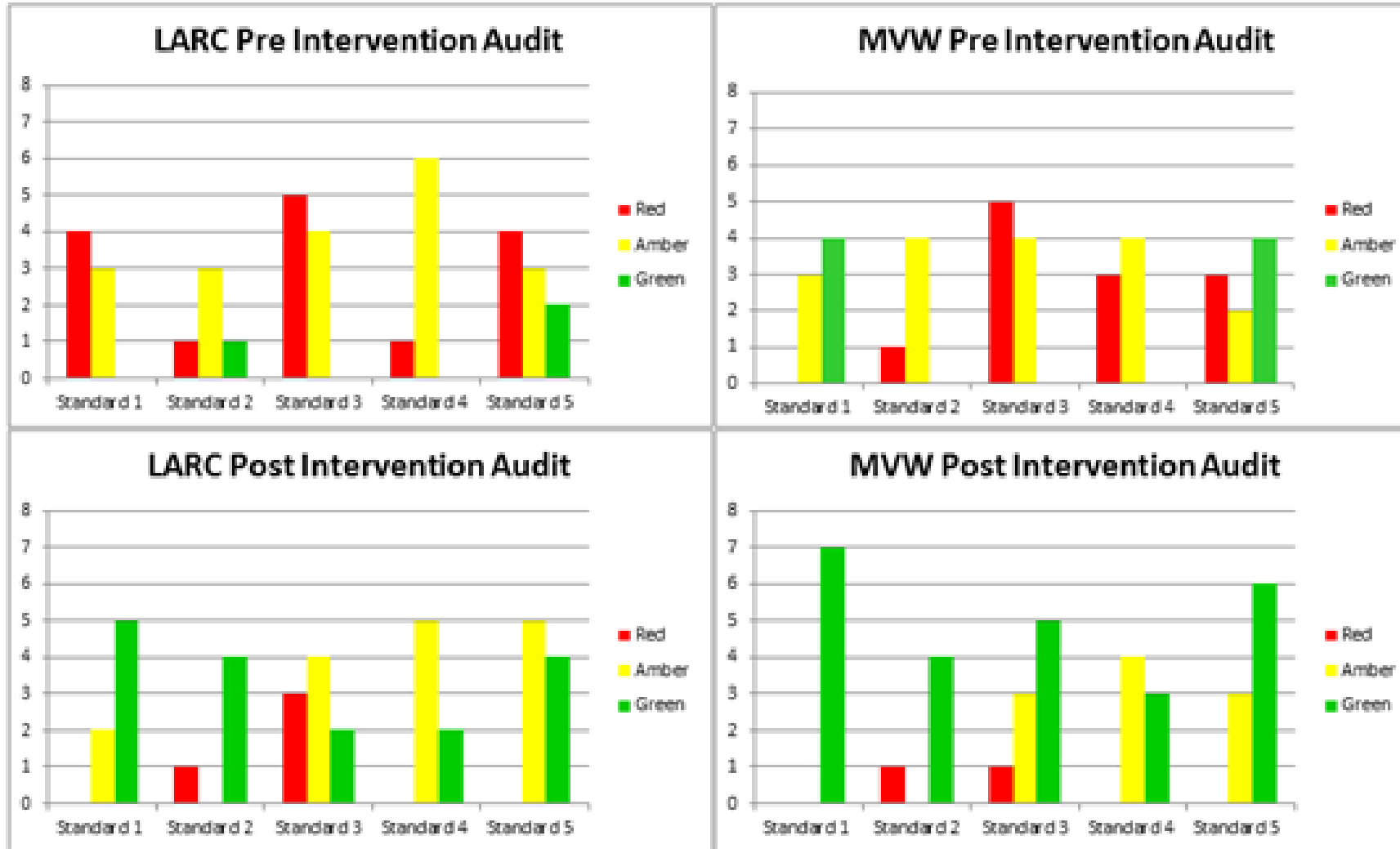


Training others

- Training in 5GCS delivered to the Regional Quality Improvement Authority (RQIA) as a benchmark for future inspections.



How well did we do?



Red = not meeting standard
Orange/yellow = partially meeting standard
Green = fully meeting standard



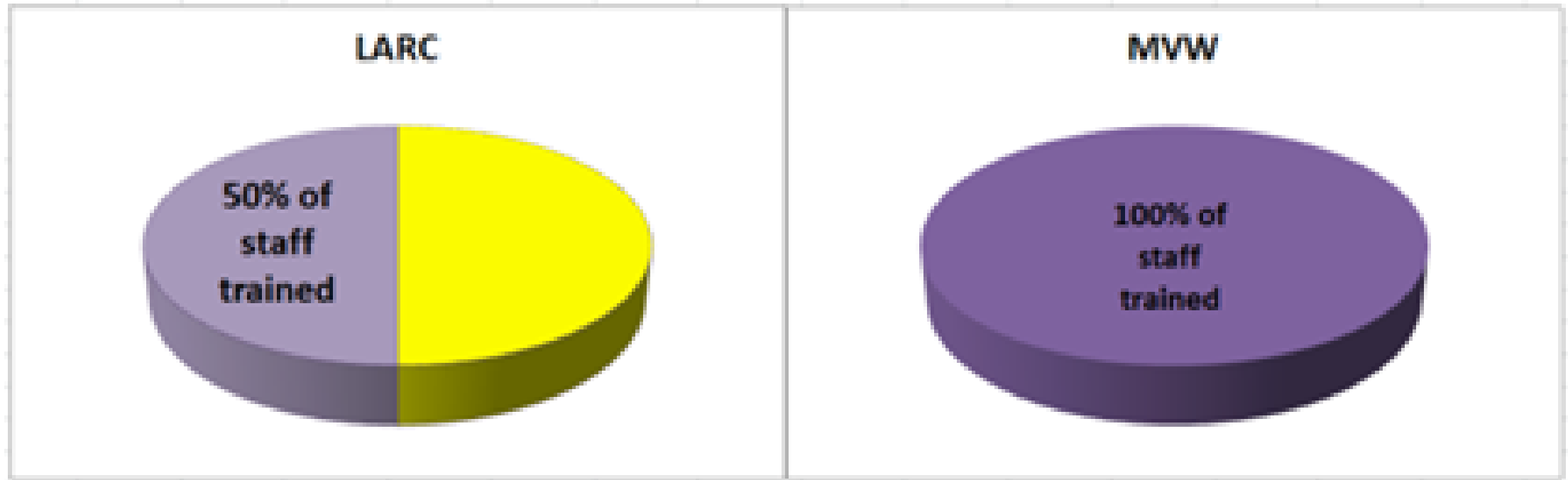
Communication referrals

80% 

**Increase in communication referrals
specifically related to 5GCS**

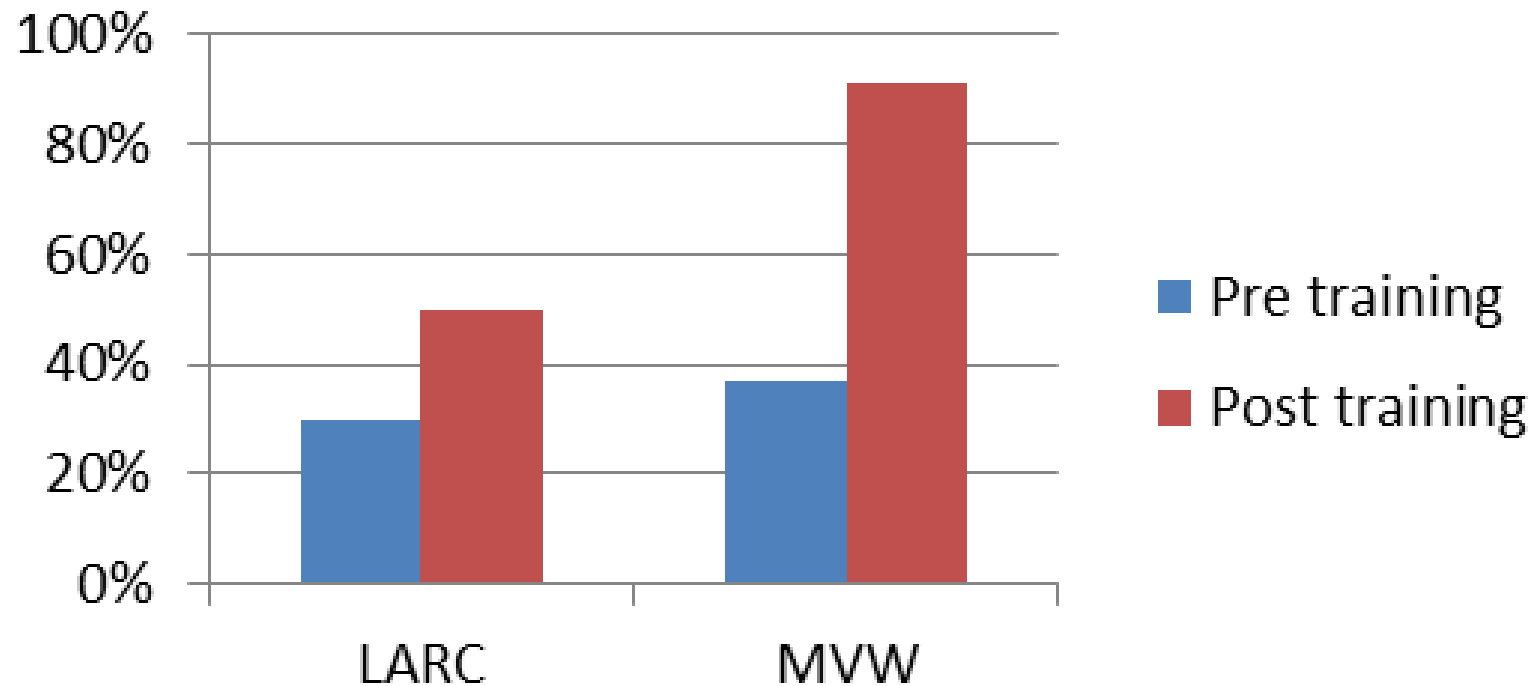


Staff training

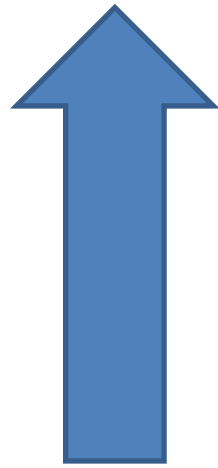


Was anyone better off?

Staff Confidence Levels



**Service user and staff well
being**



**53% Increase in
patient and staff well-
being post
intervention**



Benefits of training

Staff found the SLT training beneficial and rated it

4.9/5



How much did we do? *Aug 2017 – Sept 2018*

3 x 9 week blocks of
communication groups for
service users across both
centres

9

• Goal was to train 9
staff in designated
rooms

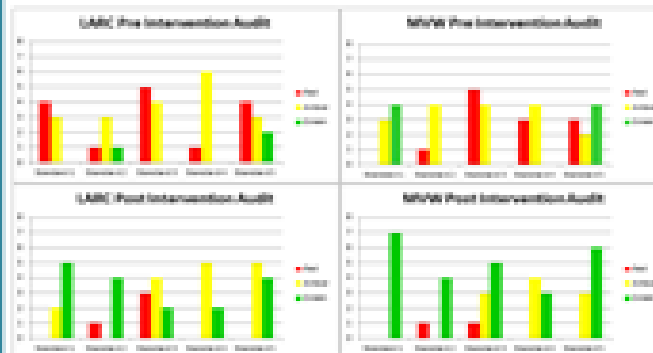
10

• Hours training
provided for 67 staff



A total of **24**
communication
assessments and
reports
completed and
service users
received a
communication
profile

How well did we do it?

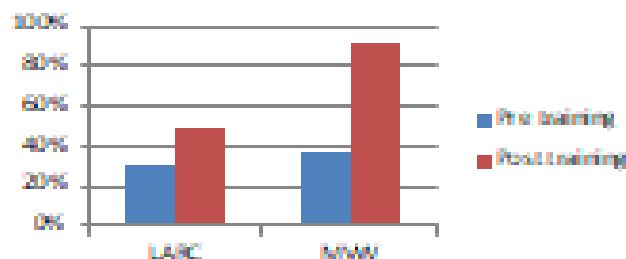


Percentage of staff
trained in SGCS and
Communication



Is anyone better off?

Staff Confidence Levels



Staff found the SLT training
beneficial and rated it

4.9/5



Key Challenges



- Staff shortages
- Unable to maintain key staff in room
- High proportion of bank staff
- Availability of Day care Workers
- Unable to train staff on the ground
- Time to upscale and spread due to lengthy waiting lists and staff shortages/changes.



Ideas for change



- Need for consistent staff
- Inclusive communication to be included in mandatory work force development
- RQIA now ask for evidence of the 5 Good Communication Standards as part of their Inspections.
- Plan to upscale and spread
- Future PPI project





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