

# The 5 Good Communication Standards: Shaping Future Services

Tricia King

Karen Leadbitter



# What we did



- Registered the project with the BCUHB Audit Team.
- Shared information about the audit with the Community Learning Disabilities Teams (CLDTs) in Gwynedd, Anglesey and Conwy who provided suggestions of care providers to invite to participate.
- 5 Independent Care Providers from Gwynedd, Anglesey and Conwy were invited to participate in the project.

# Why we did it



- To develop our own knowledge of the standards
- To develop awareness of the standards within the CLDTs
- To develop service providers awareness of the standards
- To ascertain whether service providers are confident and competent in meeting the standards.
- To use our findings to shape the ALD SLT service; to devise an action plan which will focus on the needs identified in the project.

# How we did it



- Questionnaires were developed to ascertain whether..
  - Services were aware of the standards
  - Staff had received any communication training in the past
  - Staff felt they were meeting the 5GCS
- The questionnaires also asked for
  - examples of how they meet each standard and
  - barriers in meeting the standards

# What were the outcomes?



42 questionnaires were returned.

Initial analysis has highlighted some interesting themes:

- 66.6% of staff had received some form of communication training.
- 97.6% of staff felt confident in adapting their language to ensure that individuals they support understand them, however...
- 28.6% stated they were not confident in using communication tools to support communication
- 26% of staff who completed the questionnaires were unsure how to make a referral to SALT service – need to raise SALT profile within teams
- 38% stated that individuals they supported did not have Health Passports – implications for joint work with Health Liaison/Community Nursing