



Communication Guidance Guidelines 2012

The development of a Communication Policy for your service is part of Standard 1 of the Total Communication Charter. The Policy should be developed in consultation with the service manager and will be specific to your service. It may need to follow the structure of other policies already in place. The following may help you to start.

Service Mission Statement template

This service believes that communication is a human right and that everyone should be enabled to communicate in the way that is best for them.

We believe that Total Communication is the best way to make sure everyone has access to appropriate communication.

This service is signed up to the Brighton & Hove Total Communication Charter and uses it to check that the Total Communication approach is used effectively. This service has a (Bronze/Silver and/or Gold) Award which means that we have achieved (3/6 and/or 10) Total Communication Standards.

Questions

1. Communication Training

- 1.1. What basic training does your service provide?
- 1.2. What specialised communication training tools and/or approaches do staff need for this service? Do staff have these? For example: *Objects of Reference in PMLD service or Makaton and Visual Timetables in a moderate learning disability service.*
- 1.3. Is communication and the Total Communication Charter part of the staff induction?
- 1.4. What support is there for staff to develop their communication skills in the working environment? For example: *role modelling, communication champions*
- 1.5. How often are staff training needs reviewed?
- 1.6. Do staff have communication objectives that are documented and monitored through supervision and appraisal?
- 1.7. What other training do staff need/have to support communication at your service?

2. Knowledge and Skills

- 2.1. Are staff able to use a core vocabulary of signs and graphic resources? If so, which specific signs and resources and how are staff supported to access these?
- 2.2. Is information about the service available in forms that service users can understand?
- 2.3. Do staff have the knowledge and ability to develop information about the service that is accessible to service users? Are service users included in developing these resources?
- 2.4. Do staff recognise the need for and know how to refer to the SLT for assessment?
- 2.5. Are staff able to support communication plans/guidelines provided by SLT?
- 2.6. Is there a service induction for service users?
- 2.7. Are service users enabled to develop their own communication?



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- 2.8. What other knowledge and skills do staff need/use to support communication at your service?