



## Brighton and Hove Inclusive Communication What's it all about?

The ability to understand and to be understood is fundamental to everyone and underpins everything we do. People with learning disabilities often face challenges with communication. We need to get it right in order to provide successful services and enable our service users to live meaningful and fulfilling lives.

**The Inclusive Communication approach is about using all relevant available resources to facilitate successful and equal understanding and expression.**

Some examples are photos, body language, symbols, signs, gesture, music, large print, touch, objects and assistive technology.

**Brighton and Hove Inclusive Communication** is part of the Speech and Language Therapy department at the Integrated Learning Disability Service.

It was originally launched as the Total Communication project in April 2010 in response to the Government White Papers *Valuing People (2001)* and *Valuing People Now (2009)*.

Brighton and Hove Inclusive Communication now incorporates the *5 Good Standards for Communication (RCSLT, July 2013)* published by the Royal College of Speech and Language Therapists in response to the *Winterbourne Report (December 2012)* which are 'reasonable adjustments to communication that individuals with learning disability and/or autism in specialist hospital and residential settings should expect'.

We aim to:

- Raise awareness and emphasise the importance and relevance of supporting communication for people with a learning disability.
- Support staff to ensure they are doing all they can to facilitate effective communication in their services.
- Provide a consistent quality mark for communication in Brighton and Hove learning disability services.

Ultimately we want to help create a culture of Inclusive Communication within services across Brighton and Hove. Our key tool is the Inclusive Communication charter.

### **The Inclusive Communication Charter**

This is a set of 6 standards developed to help services ensure they are doing everything possible to facilitate relevant and effective communication.



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Each service that signs up nominates a Communication Champion who is responsible for implementing the standards. They are supported directly by the Inclusive Communication Officer, Speech and Language Therapists and the Inclusive Communication Workshops.

Services are assessed and awarded Bronze, Silver or Gold Standard Certificates in relation to the number and quality of the Inclusive Communication Standards they are meeting.

### **The Inclusive Communication Workshops**

These meetings are held every 2 months and are open to Communication Champions, staff and service users (where appropriate) from all services for people with learning disabilities across the city of Brighton and Hove.

The workshops are themed around showcasing and sharing communication resources, approaches and methods. Some examples so far have been Communication Passports, Makaton signing, Intensive Interaction, Graphic Recording, Objects of Reference, Social Stories, Assistive Technology, Sensory Integration and Visual Timetables.

They are an important and valuable source of information and support for Communication Champions as well as an opportunity to share experience and good practice with their counterparts in other services.

For more information about Inclusive Communication, signing up to the Charter and attending the IC Workshops please call the Inclusive Communication Officer on 01273 295121 or email [lucy.westcott@sussexpartnership.nhs.uk](mailto:lucy.westcott@sussexpartnership.nhs.uk)

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