



What are you trying to create?

Golden Rule

Making information for people with learning disabilities is about working with the people your information is for. When possible work together to find out how you can make the information useful, accessible and tailor-made for each and every individual.



Producing information for staff, professionals, carers and family members.



This information will enable you to understand how to work safely and effectively with an individual, considering communication methods and personal needs.

Think about whether this information needs to be made in an accessible format.

Does your information contain non accessible documents?

Things like risk assessments, guidelines, medical information, support notes and family/ carer correspondence forms?

Yes

This information will be kept within services and safely locked away.

These documents can be referred to as **Whole Support Plans** and **Support Plans**.



Does your information contain accessible information for staff and service users to understand?

Yes

Is this for someone to take around with them wherever they go?

Yes

No

These documents will help someone to get their message across in a simple way with a **Person Centred** approach. The information should provide a brief introduction to a person including any important information about an individual, how they communicate and their likes and dislikes. Special attention should be paid to content and no confidential information should be enclosed.

These can be referred to as **Communication Passports**. This should be produced using simple language with pictures and / or symbols to support it.

For further support please contact the **Speech and Language Therapy Department** and for examples and templates see <http://www.oxtc.co.uk/resources.shtml>

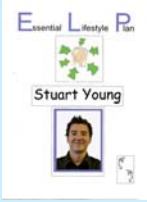


This information is likely to include all aspects of support, keeping people safe as well as somebody's likes and dislikes. The information enclosed should be easy to read and produced with a **Person Centred** approach. It will sit alongside other documents kept within services such as **Whole Support Plans**.

These documents are sometimes referred to as **Essential Lifestyle** and **Person Centred Plans**.

This type of plan should be produced in simple language with pictures and / or symbols to support it.

For further guidance please contact Stuart Young at stuart.young@oxfordshire.gov.uk

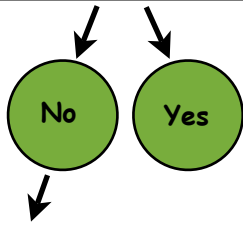


Producing information that supports people to communicate.

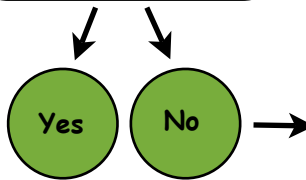


This information should provide people with choice, ownership and independence.

Does this person require additional support to understand you and / or express themselves verbally?



Would the person benefit from photo, symbol and picture communication?



Even if someone can have a simple conversation it is still important to give additional support for that person to understand and use spoken language.

You should consider things like **Body language, gestures, eye contact, the environment, the length of your sentences and the time given to talk.**

For further guidance please access the **OTC website** on www.oxtc.co.uk



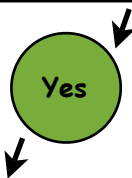
There are multiple communication tools and methods available including **Objects of Reference, Makaton and Intensive Interaction.**

If you are developing communication techniques for people with profound or multiple learning disabilities you could consider Sensory environments and sessions such as **S.M.I.L.E (Sensory Musical Interactive Learning Experience)**. For further advice and support please contact Celia Chasey on **01295 263594**



For further guidance on **Total Communication** please contact the **Speech and Language Therapy Department** or access the **OTC website** on www.oxtc.co.uk

Do you want information that will enable someone to understand information, express opinion, choice, engage in conversation or to provide structure?



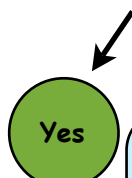
Ensure that the information you develop is useful, accessible and tailor-made for each and every individual.

These can be referred to as **Activity timetables, Sequencing Boards, Photo Staffing Rotas, Communication Books and high tech communication aids.**



For further guidance please contact Stuart Young at stuart.young@oxfordshire.gov.uk or the **Speech and Language Therapy Department**.

Do you want this method to be used within a group?



This method could be referred to as a **Group Activity or Planning Board.**

